Delivering a single experience wherever you are!

The success of an organization largely depends on its communications. With today's organizations becoming virtual, and employees becoming more mobile – being connected to customers, colleagues and partners is becoming a major challenge. Moreover, the numbers of communication options available are plenty and it creates confusion in the minds of people, and can have a direct impact on team performance, productivity and customer service.

Organizations must be able to offer their workers, who are mobile and who work from home the same tools and features that they can access in the office. Organizations must implement Bring Your Own Device (BYOD) initiatives very effectively.

Customers are getting more and more active and are using multiple channels for communication and they expect the service provider to be available in all the channels. How effectively organizations can deliver these options, and how quickly they can react to inquiries, is often the difference between retaining and losing customers.

VIVA Unifi helps address these challenges by offering the infrastructure that allows you to integrate all your channels of communication.

VIVA Unifi

VIVA understands that unification is about multi-site connectivity and being mobile. The easiest way by which this can done will be through provisioning of Cloud Telephony, integration with applications, managed WiFi, managed roaming and international calling with a single SIM.

VIVA Unifi framework

Global Roaming SIMs across the world		
Cloud Telephony (Home and Office)	Integration with apps	Mobile VoIP
VIVA Cloud Exchange		
Internet and managed WiFi		

VIVA Cloud Exchange helps organizations host their telephony on the cloud, while integrating with customer service and CRM applications. Cloud telephony is extended

across offices and homes, while providing access through Mobile VoIP applications as well. This allows organizations to provide the communication infrastructure as a single experience, irrespective of whether they are at the office or at home. VIVA helps organizations with their Internet bandwidth needs as well as managed WiFi across homes, ensuring the Quality of Service (QoS) of the communication infrastructure.

VIVA Unifi helps organization in getting their communication systems working right away without the need for you to manage. You only have to pay the subscription fee and leave the hassles of managing it to VIVA where all the upgrades are also automatically handled.

VIVA's cloud framework allows easy integration with best-of-breed call center suites, CRMs and customer service applications, helping customer facing resources to delight your customers. Your customers need to know only one number to reach you and the communication is seamless irrespective of where you are.

Global Roaming SIM

As a part of VIVA Unifi, VIVA offers a global roaming SIM, which makes life easier for personnel who travel around the world in your organization. All you need to carry is one SIM and one number and you are connected in more than 200 countries in the world. All your calls will be routed to that particular SIM number, with facility for you to know real-time billing at any given instant. This is a first of its kind in the world, where you get to know your pre-paid balance in a real-time manner.

This system comes with in-built payment and billing system, through which you get to access all your account information in real-time. All the customers will have access to a self-care portal through which they can activate/deactivate their SIMs, recharge their credit and subscribe to offers. It support multiple countries and multiple currencies.

VIVA Cloud Exchange

Some of the features of the Cloud Exchange include:

Multi-party SIP trunking – use of tier-I carriers ensuring carrier resiliency

Enterprise data center – use of tier-I data center to ensure low latency and higher speeds

MPLS – high speed MPLS interconnect between data centers for better quality

CDR – radius server based CDR tracking and real-time account information, be it, global roaming or cloud telephony or mobile VoIP

Self care portal – resellers, enterprises and end-users get access to the self care portal, where they can buy additional credits, recharge and add more connections
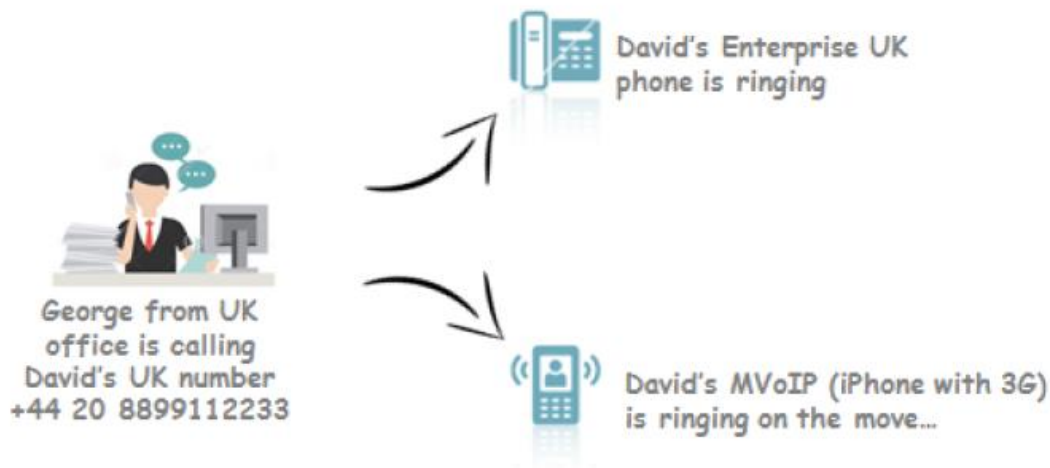
OSS and BSS – tightly integrated OSS – BSS ensures data security and speed, while providing complete control to the organization

VIVA Unifi – Use case example

David has offices and customers in multiple countries and he needs to be constantly in touch with his office staff as well as customers even when he is traveling. David has a desk phone at his UK Office and at his home, in addition to have the mobile VoIP application on his phone.

Scenario I:

David goes to meet a customer and during that time, his colleague George calls him on his office number. David's desk phone rings and alongside that his mobile app is also configured for parallel ringing. David picks George's call on the move and responds to him.

George from UK office is calling David's UK number +44 20 8899112233

David's Enterprise UK phone is ringing

David's MVoIP (iPhone with 3G) is ringing on the move...
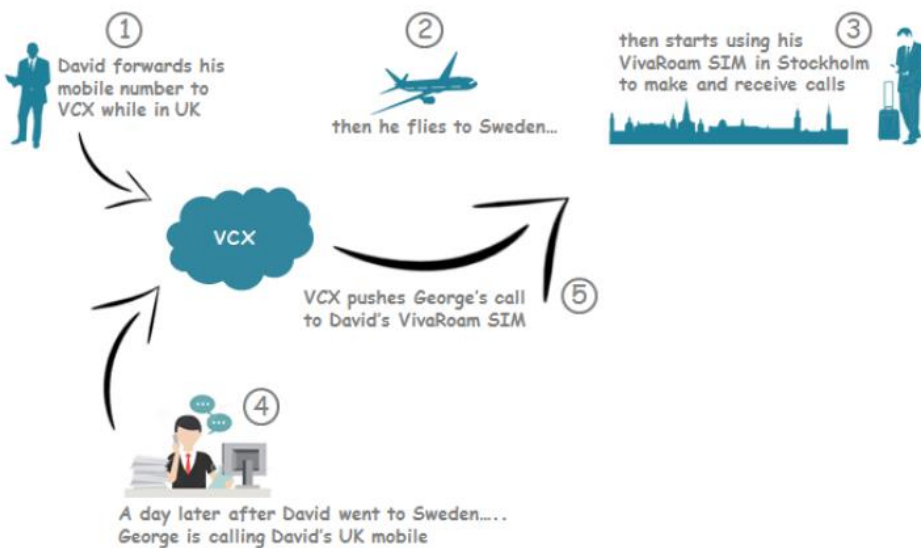
Scenario II:

David sets up a discussion with George for late in the evening and he has to take his call from home. His IP phone at home is configured for parallel ringing through VIVA Cloud Exchange, which allows him to be a part of the discussion from home itself. During quite hours when David doesn't want to be disturbed, he configures the system to route his calls to his voice mail.

David's home phone ringing

George calling David's office number

Call diverted to Voicemail

Scenario III:

David leaves on a business trip to Sweden and it is necessary for him to be in touch with his colleagues back in UK. He uses VIVA's roaming SIM and he diverts his UK mobile number to VIVA Cloud Exchange (VCX) number before leaving UK. VCX forwards the calls to his roaming SIM.

While in Sweden, when David receives a call from his colleagues, it lands on his roaming SIM without any roaming costs and at the same time, when he calls back, the receiver sees only David's UK mobile number. In essence, David carries only one number irrespective of where he is traveling.

① David forwards his mobile number to VCX while in UK

② then he flies to Sweden...

③ then starts using his VivaRoam SIM in Stockholm to make and receive calls

VCX

⑤ VCX pushes George's call to David's VivaRoam SIM

④ A day later after David went to Sweden..... George is calling David's UK mobile

Easy to deploy and flexible to scale

VIVA Unifi can be deployed at a few locations and for few scenarios to begin with. Once the organization gets a hang of it and the use cases for which they can extend, it can be easily extended with minimal efforts. As the entire infrastructure is on the cloud, getting started or scaling requires very little IT expertise and infrastructure. There isn't any need to replace your existing infrastructure from your voice to VIVA Unifi solution, as most of the existing infrastructure can be reused and extended. VIVA Unifi can be extended even to your partners and resellers across the world – ensure better communication, faster response times and better customer service.

This would provide the lowest total cost of ownership (TCO) for organizations, and ensure seamless communication across offices in different locations.

Benefits

- Organizations will accelerate team performance and productivity
- Increase engagement with customers
- Reduce communication costs substantially
- Easy to deploy and support
- Subscription model with not much capex investments