



intellicom | inflow SoftSwitch

Product Brochure

Your Intelligent
Communications Partner



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Delivering low cost, reliable, high capacity call termination based on VoIP and traditional PSTN

Intellicom | **inflow** SoftSwitch, is a robust, stand-alone, high capacity call termination solution, based on native IP (SIP) and traditional PSTN & ISDN. By leveraging existing IP network capacity, customers can slash the cost of outbound and inbound call rates for local, national, international, mobile and even premium rate calls.

Significant Cost Savings

Intellicom | **inflow** provides robust intelligence for establishing, maintaining, routing, and terminating voice calls to and from any destination nationally and internationally. It services as a powerful voice gateway, which leverages the power of your existing IP network capacity while seamlessly migrating traffic to traditional circuit-switched (PSTN/ISDN) and other IP infrastructures – all without large-scale capital expenditure or provisioning additional phone lines.

Thanks to the best volume discounts from multiple global Tier 1 carriers, we can offer you significant reductions in outbound and high volume inbound call rates to and from all major destinations including local, national, international, mobile, 18xx and even premium rate services such as directory enquiries services.

Competitive rate sheets are available based on call profile and call volume and automatic discounts and upgrades are applied.



Fully Flexible Connectivity

Intellicom | **inflow** is built to support public (Internet) or secure private IP connections using the SIP protocol or via more traditional analogue PSTN or digital ISDN basic rate/primary rate connections.

This ensures full support and compatibility with virtually any make or model of on-premise telephone system (PABX or key system) or head end equipment, whether it is natively IP / SIP enabled or not and regardless of its age.

Although Intellicom can provide the required IP WAN connectivity to support the SIP trunk, the service is also fully compatible with Any other WAN service provider Infrastructure which offers robust, business class IP connectivity.



Robust Design, High Availability

Intellicom | **inflow** is delivered from our highly resilient platform, which connects to multiple Tier 1 global carriers in multiple secure datacentre facilities. This enhances service availability, reliability and routing options. Core links are pro-actively monitored on a 24x7x365 basis for any connectivity issues or signs of congestion and appropriate rerouting is initiated, if required, to ensure dial tone is always available.



Number Porting & New Number Assignment

“Bring Your Own Number” ensures that any existing customer-assigned number range can be seamlessly ‘ported’ to the Intellicom | **inflow** platform. Additional numbers or blocks of Geographical & Non-Geographical numbers can be assigned locally, nationally or internationally.

Administration and Billing

Our systems are fully web based for easy administration and configuration. We can quickly amend customer details, apply new rate sheets, assign new number ranges, change dial plans or implement customer control and security policy such as restricted destination dialing.

User accounts can be implemented based on a Prepaid or Postpaid model coupled with ‘PIN’ based access if required to control and track individual user access. Full prepaid / postpaid account tracking is available. Calls can be billed on a per second basis.

Our intellicom | **inform** Secure web-based portal access facilitates detailed services administration and customised reporting, while full Call Data Record (CDR) information is exportable in .CSV format for further manipulation using existing bill consolidation systems.



Key Features

- *Achieve significant reductions in telecoms costs for local, national, international, mobile and even premium rate calls.*
- *Leverage existing IP network capacity without the need for large-scale capital investment or provisioning of additional, expensive PSTN or ISDN lines.*
- *Full flexibility in connectivity medium from any type of circuit switched service (PSTN/ISDN) to packet-switched service (VoIP/SIP).*
- *Supports VoIP / SIP trunks to Any brand of Telephone system including Microsoft Skype for Business.*
- *Robust design and high availability with connectivity to multiple Tier 1 global carriers in multiple secure datacentre facilities.*
- *“Bring your own number” capability with seamless porting to our Intellicom | inflow service.*
- *Full inbound / outbound number routing and new number provisioning.*
- *Immediate transparency on costs with powerful web-based administration, configuration and reporting.*
- *Mixed media Failover & Gateway appliances provided and supported*



Voice Security and Anti-Fraud

Voice-related hacking and fraud is as prevalent as the more publicised data-related network breaches.

Intellicom | **inflow** is built with high levels of embedded security at all levels within the system. Hardened OS and kernel systems, locked down communications ports and the ability to run every voice call between a handset and the central processing system in a fully encrypted tunnel are all elements designed to keep your calls and communications as safe as possible from eavesdroppers, hackers and fraudsters alike.

Our Softswitch can be programmed with an auto renewable credit limit enforcing call blocking once the value of calls exceeds an agreed limit with the customer – this ensures that, even in the unlikely event that your network and telephony system is hacked, the attacker cannot run up huge call forwarding bills as would be the case with other PBX and IP Telephony systems.