

# CIO APPLICATIONS

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## Company:

101 VOICE

## Key Person:

Arman Eghbali  
CEO

## Description:

Empowering firms through innovative and affordable cloud communication systems

## Website:

101voice.com

## Top 25 Unified Communications Solution Providers - 2017

**T**he collaboration and communication in today's enterprise world has grown by multi-folds, caused by the growing benefits offered by technologies like cloud and the way they have turned into a commodity in the eyes of the market. Multi-channel interaction components such as web chatting, video conference, video calling, file chatting, and social media have taken over the communication landscape that was previously dominated by calls, e-mails and texts. Companies are leveraging these technologies to share knowledge and keep the business running while spreading their footprint geographically.

Organizations are working towards driving collaboration with new systems born out of the idea of integrating multiple interaction functionalities into single software. Such software can be seen to increase the visibility of a firm and hence be able to reach out to its customers' needs. Further, the use of cloud-based unified communication platforms are quickly gaining center stage as they provide cost-effective and easily customizable services like a third party hosting service. Cloud based solutions have simplified the overall management of communication system for enterprises owing to seamless customization and upgrades of software based application.

With the ever growing number of unified communication providers, it is an uphill task for a CIO to zero in on the apt service provider. To help tread in the right direction, we present to you CIO Applications' "Top 25 Unified Communications Solution Providers - 2017."

## 101 VOICE

# Facilitating Communication through Cloud-based UC Solutions

The Unified Communications (UC) technology emerged from the limitations of legacy communication technologies and brought along a certain predicament on the flipside of the coin.

It was the lack of viable monitoring platforms and technical support in the UC sector, which started costing organizations a fortune due to downtimes and project delays—creating a gap in seamless communication. “We are filling this void with our standardized, cloud-based UC solutions to take proactive measures,” says Arman Eghbali, CEO, 101 VOICE.

101 VOICE develops an efficient and productive UC environment for customers. The firm’s approach to addressing concerns related to Unified Communications is based on three pillars—interoperability, usability, and security. 101 VOICE, with these pillars, ensures greater value, video growth, flexibility, protection, and better use of the network, also allowing the ability to use more of the cloud. The company empowers organizations to gain and retain customers through innovative and affordable cloud communication systems. The firm introduces Cloud PBX solution, which helps in customizing the cloud phone system. This easy to navigate, and customizable solution is built and priced for customers’ businesses and has the ability to adapt to the emerging requirements of clients.

Mobility is another major capability that this cloud solution assures to the clients. The mobility feature addresses the growing need for device-centric mobile-based technologies in the ERP space. It helps customers to manage their calls anywhere using their smartphones. The company also helps its customers with analytics by providing the data about inbound, outbound, missed, dropped, and on hold calls. “We do more than just modernizing your cloud phone system. We take the next step and show you your call activity data,” adds Eghbali.

With 101 VOICE advanced call routing, customers can even set the rules—change number list, change the default number, enable or disable any of the numbers while receiving calls, and change them when they want. Customers can decide which business calls to take, which ones to forward to their clients, and which ones to be sent to voicemail. 101 VOICE’s IP Centrex feature provides additional benefits by setting customers free from the costs and responsibilities of major equipment ownership with easy installation and configuration.

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**We are filling the void with our standardized, business-class cloud-based UC solutions that allow organizations to take proactive measures**

Since 101 VOICE is part of IT Management Corporation, It can assist users to secure, upgrade, and improve their network infrastructure, the firm delivers advanced collaboration architecture specialty certification and is able to deploy management and maintain largest Cisco collaboration infrastructures. The firm also provides service training to the customers to make them accustomed to the new technologies and monitors how customers use the system.

Furthermore, 101 VOICE designs and manufactures its own handsets to be able to efficiently make endpoint devices that are not only functional but also price competitive, and lastly it streamlines them so that the firm can secure those endpoint devices, to prevent hackers from getting in. “We have covered all aspects of the equation including the hardware components so we can have total control over the quality and security of our ecosystem,” says Eghbali.

With a mission to empower organizations to gain and retain customers through innovative and affordable cloud communication systems, the firm caters to companies from various industries including manufacturing, healthcare, legal, e-commerce, and real estate. By providing flexible, feature-rich telephony, 101 VOICE is emerging to be a promising one-stop shop offering cloud and Unified Communications as well as its management. **CA**



ARMAN EGHBALI,  
CEO