

# CIO Solutions

UNIFIED COMMUNICATIONS SPECIAL

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## 25 Unified Communication Solutions Transforming Business 2016

**T**hanks to the growing commoditization of cloud and the monetary benefits it offers, communication and collaboration in today's enterprise world has grown by leaps and bounds. Moving ahead of the static communication scenarios involving calls, emails and text, new age interaction between individuals and groups span multi-channel components such as social media, video calling, file sharing, group chatting, video conferencing, and web chatting. These technologies are helping teams and individuals who are spread across the globe to share the knowledge and keep the business continuity up and running.

The idea of integrating all the aforementioned communication functionalities into one single software suite

is winning plaudits as organizations are eager to leverage these new systems to drive collaboration. As a result, the all-in-one software packages and Unified Communications as a Service models are gaining interest from organizations across the business spectrum. With the increased visibility across the communication infrastructure, these tools help businesses address customer needs in real time.

There are scores of unified communication solutions providers who are offering the best of the breed solutions to help enterprises overcome their communication and collaboration woes. In this scenario, CIO Solutions presents to you, 25 Unified Communication Solutions Transforming Business.



**Company:**  
101 VOICE

**Description:**  
A provider of cloud telephony technology that fosters an efficient and productive communication environment

**Key Person:**  
Arman Eghbali M.S., MBA,  
Chief Engineering Officer

**Website:**  
[101VOICE.com](http://101VOICE.com)

# 101 VOICE

## Standardized Platforms for Optimizing UC

**T**here is no ounce of doubt that Unified Communication (UC) is rapidly becoming essential in building relationships with end-users. Partnerships, and mergers and acquisitions are vital, but the enterprise UC landscape is missing the touch of standardization. “Various corporations still utilize tools that run on proprietary protocols, which impede the interoperability between devices from different vendors,” says Arman Eghbali, Chief Engineering Officer at IT Management Corporation d/b/a 101 VOICE. The lack of viable monitoring platforms and technical support in the UC sector is further costing organizations a fortune due to downtimes and project



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delays. “We are filling these voids with our standardized, cloud-based UC solutions that allow organizations to take proactive measures for enriching their internal and external communications,” says Eghbali.

101 VOICE develops an efficient and productive UC environment for customers. The UC telephony solutions provided by 101 VOICE

draw valuable insights using the data collected from calls, texts, and staff interactions. This enables customers to remain ahead of the knowledge curve and enhance the effectiveness of inbound calls. “The data can give an in-depth analysis of marketing or sales by assessing the call history,” says Eghbali. Information about the callers, their interaction with agents, and the follow-ups—all sorts of data is delivered by the 101 VOICE telephony solutions.

101 VOICE partners with Microsoft to leverage their Power BI cloud platform to provide visibility in the client’s UC network by presenting valuable datasets on dashboards. “We not only offer a cloud telephony platform, but also the intelligence necessary to respond to the demands of end-users,” says Eghbali. Another distinguished capability of 101 VOICE is its use of power efficient solutions that encourages the trend of ‘going green.’ “Our routers and switches use less power than our competitors’ products, enabling organizations to save money on coolants and maintenance,” adds Eghbali.

The company has developed a solution called 101 VIDEO to optimize the collaboration process within an enterprise. 101 VIDEO includes features such as desktop sharing, video conferencing, and web chats, which facilitate a seamless flow of information between employees, management, and partners. 101 TEXT, a text broadcasting engine, is also a key tool developed by 101 VOICE that is used for sending marketing messages through short



Arman Eghbali

codes, which is pivotal in the current marketing industry for its flexibility and simplicity. 101 VOICE is also known for its ‘channels on the fly’ service. “In a scenario where customer’s PSTN access lines or SIP Trunks struggle with overwhelming inbound or outbound calls, our channels on the fly automatically adjust the capacity to connect those calls, analyze the data, and share the info with the customer,” explains Eghbali.

Over the years, numerous organizations have chosen 101 VOICE as their UC partner for its unique solutions and U.S. based technical support. “We don’t outsource any post service support work unlike our competition, which allows us to remain close to our clients and address their needs,” says Eghbali. Going forward, the company will be seen bundling a unified communication package that will help customers build a resilient wireless network, integrated with reliable security protocols. 101 VOICE is also planning to develop a cloud software solution that can save organizations from the bottlenecks of managing and upgrading their UC networks. “While our cloud platform will do all the heavy lifting, the end-users will be able to drive business values and ROI by leveraging an enhanced UC environment,” ends Eghbali. **CS**