



# VDPH Voice & Data Hosting

It's time for  
cost effective,  
professional  
[voice & data] hosting  
with incredible  
service.

The work of hosting your application to run your business is what Interactive Telesis does for a living. We deliver hosting solutions solid enough, flexible enough to endure even the most challenging environments. Interactive Telesis offers hosting solutions that deliver real value while always keeping your customers needs in mind. It's time to work with a group that brings innovations that matter, and puts them to work.



# VDPH Voice & Data Hosting

## **interactive telesis:**

More than talk: Proven Success.  
More than technology: Solid Solutions.

## **If the hosting solutions are solid, the opportunity for your success is greater than ever.**

Let us prove it. Meet our dedicated team of professionals focused on hosting solutions, and nothing else. We'll work through your hosting challenges to ensure you achieve your goals.

We have our hands wrapped around today's most critical telephony hosting requirements and services. We will demonstrate that we know how to professionally host your application.

## **Our pricing model is simple.**

After reviewing our technical information, you'll discover our approach to pricing. Most of our services are available in simple to understand packages, or a la carte. Customized solutions are also available. Just contact one of our hosting sales

consultants to get all of your questions answered. Most of our services are available in simple to understand packages, or a la carte. Customized solutions are also available. Just contact one of our hosting sales consultants to get all of your questions answered.

## **Reaching us is even easier.**

Contact our knowledgeable sales and engineering team at 1800-931-7700. We'll be glad to help you better

understand our services, and create a solution that's right for you.



Interactive Telesis

# VDH

## Voice & Data Hosting

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## Overall Benefits

Interactive Telesis build to suit on-line facilities and related infrastructure allows us to meet extremely aggressive deadlines. In most cases, we can have you up and running within 7 days of your signed contract date. Our environment is one of the most flexible hosting environments in the industry. We provide a number of hosting scenarios to meet the customer's Telephony, CTI (Computer Telephony Integration) and data related needs. All of Interactive Telesis' facilities are carrier neutral. We utilize multiple Tier one providers to ensure customer flexibility and the ability to build redundant cost effective Telephony networks. Our approach eliminates the up-front cost of building and maintaining your own platform and related infrastructure. Our engineering team can support your operations at a fraction of the cost of hiring your own dedicated technical staff. We are your on-site, eyes, ears, and hands.

- Fast time to market
- Extremely flexible - to meet all your hosting needs
- "Carrier class" facilities with diverse networks
- Carrier Neutral Connectivity
- Lower Operation Costs
- Telephony and CTI expertise

*“ Our approach eliminates the up-front cost of building and maintaining your own platform and related infrastructure.”*

## Hosting Infrastructure

- 5000 port inbound / outbound telephony network
- Multiple Tier 1 carriers for flexibility and redundancy
- Cisco network routers and redundant switches
- Cisco redundant PIX firewall
- Ethernet 10/100/1000MB Local Area Network
- Redundant UPS and on-site generator(s)
- Redundant A and B cabinet power feeds
- Redundancy of critical components
- Standard 19" to 23" wide by 36" deep rack enclosures
- Pre-action fire suppression system
- Data-grade HVAC



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## Voice Network Routing

- ANI (Automatic Number Identification)
- DNIS (Dialed Number Identification Service)
- Call Transfer capabilities (blind or monitored)
- Call overflow protection
- Redundant carrier routing for service reliability
- Custom configurations (digits passed, whisper, etc.)

*“ITI’s managed multi-homed Internet access service delivers 100% availability.”*

## Network Features and Services

- VPN (Virtual Private Network) and data encryption support for customer access
- Component and application level monitoring via agents and SNMP (Simple Network Management Protocol)
- Real-time system monitoring
- Telephony traffic utilization monitoring
- Customer alarm notification via SMTP email or pager
- Carrier class Network Operations Center
- Data backup services
- Firewall services
- FTP / Web services
- 24/7 monitoring and support

## Internet connections

ITI’s managed multi-homed Internet access service delivers 100% availability, features optimal performance routing and offers the scalability to meet your current and future bandwidth needs.

- Multi-homed Tier-1 Internet access service delivering 100% availability
- Optimal performance routing
- Scalability to meet customer bandwidth needs
- 40ms Maximum latency from ITI network to each of the ITI ISP backbones



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## Security

- “Carrier class” facilities
- Closed-circuit video surveillance system
- Escorted Security Access
- 24/7 Security

## Fully Managed Platforms Supported

- MS SQL and Oracle database
- NT / Unix
- SpeechWorks, Nuance and others
- Microsoft or Veritas Clustered environments

*“ITI’s flexibility is one of the key reasons that companies want to do business with us. We understand the need for options in today’s business world.”*

## Multiple Locations

- New York
- San Diego
- Toronto

## Network Map



Information regarding our network or related services is available by contacting our Hosting Sales Consultants.



## Our pricing model is simple. Here are the details.

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Our pricing is very easy to understand. Here's how it works. Choose your telephony needs, Decide on the amount of rack space, select your Internet access, and any type of managed services. The following chart represents some of the products and services we offer.

Once you indicate services the that you require, our Hosting Sales Consultants can quickly calculate your pricing. If you can't find what you are looking for (for example, a customized solution), give us a call – complex solutions are what we thrive on.

### **Menu pricing made easy: Just follow the numbered list below.**

- (1) Choose the equipment you need.
- (2) Choose your telephony requirements.
- (3) Choose any Internet requirements.
- (4) Choose any managed services.
- (5) Provide details on a customized solution.
- (6) Get it priced quickly.

#### **Rack Space** [equipment]

Full Rack 42u  
Per 2u

#### **Power Requirement** [equipment]

Shared 20 AMPS  
Dedicated 20 AMPS

#### **Server Hardware** [equipment]

per 1u server  
per 2u server  
per 4u server  
Disk Space per 1GB  
Crash Kit (reserved/shared components)

#### **Telephony Cards** [equipment]

Diallogic D/240 JCT T1  
Diallogic D240PCI  
Diallogic Antares 3000x60

#### **Internet Access** [telephony / Internet access]

Shared per 1Mbps  
Dedicated per 1Mbps

#### **Telephony Service** [telephony / Internet access]

per T1  
per DS3 (LD only)  
per DS3 (Local only)  
per DS3 (Switched)

#### **Cross Connect Fees** [telephony / Internet access]

POTS  
ISDN  
T1  
DS3

#### **Managed Services** [managed services]

Firewall Management  
Application and Operating System Backup per 1GB  
Tape Backups  
Off Site Storage (tape back-up) per 20 tapes  
Same day tape retrieval  
Next day tape retrieval  
Platform Monitoring  
Level I (Per Server)  
Level II (Per Server)  
Level III (Per Server)  
Platform Performance History Reports  
Remote Hands (per hour invoiced in 15 min increments)  
NOC Tech (per hour)  
Engineering Integration (per hour)  
Upgrade Deployments (per hour)  
Disaster Recovery Planning (per hour)