



# ENTERPRISE VOICE

Stay in touch – easily and securely



Serious about performance,  
passionate about value





**Datacentrix delivers an enterprise-grade voice platform, offering secure, SLA-based voice services that digitally transform the business communication ecosystem.**

## Business telephony management made simple

Datacentrix offers a myriad of enterprise voice and related hosted telephony solutions to local and multinational organisations.

The enterprise voice services are consumption-based, underpinned by service level agreements, and offer carrier-grade telephony services using Voice over Internet Protocol (VoIP), cloud and software-defined technologies.

### **Cloud PBX**

The cloud PBX service provides private hosted extensions on a centralised cloud-based PBX system with capabilities that meet business requirements.

### **Dedicated PBX**

This service is available as an on-premises or hosted service. It provides the capability to seamlessly switch call traffic between a mobile client, soft phone and traditional handsets.

### **SIP trunk**

The SIP trunking services can be provisioned for any compatible physical or virtual client PBX, including on-premises devices, cloud devices or third party hosted PBX units. This service can be delivered via a fibre PRI interface.

### **Service Level Agreement**

Datacentrix is committed to delivering excellent call quality and network uptime. Customers can opt for service level agreements that measure quality of calls, network availability and reporting against a set of agreed metrics.

### **Reporting**

The real-time client voice portal provides advanced call reporting and access to call detail records (CDRs). This service includes API integration into business systems.

### **Unified communication collaboration platforms**

Datacentrix optimises the way teams work, communicate and collaborate by integrating with leading unified communication and collaboration platforms.

### **Number portability**

As a licensed telecommunications operator, transferring geographic, non-geographic and mobile numbers maintains the continuity

# Benefits delivered

Datacentrix' end-to-end enterprise voice services cater for the specific needs of our customers and enable both cost and operational efficiencies.



Comprehensive service level agreement



Complete managed service



End-to-end product offering as-a-service



Uninterrupted connectivity



Secure architecture with monitoring capabilities and complete protections against fraud and intrusion



Remote and mobile capabilities



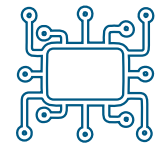
Fully scalable



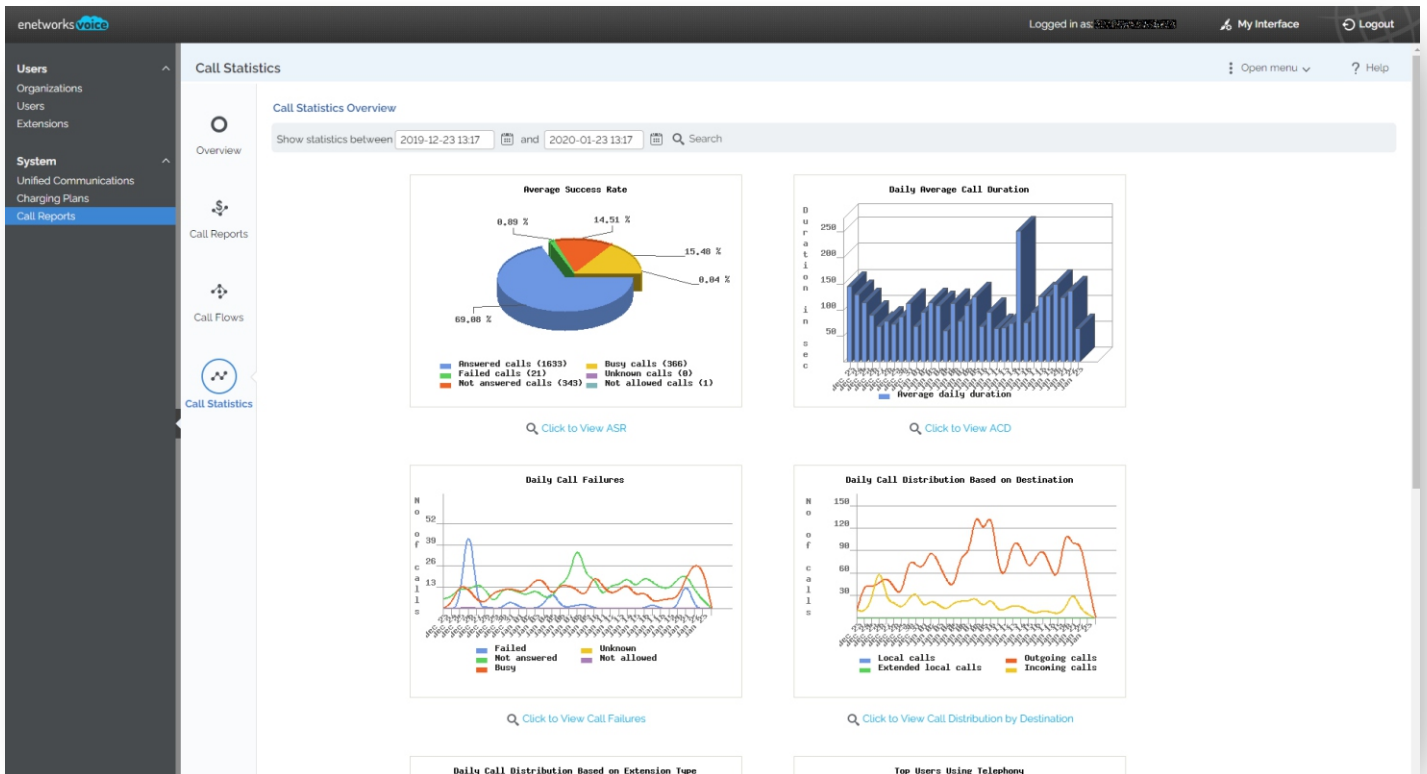
Simplified cost management



Detailed reporting



Seamless integration with existing network architecture





## About Datacentrix

Datacentrix enables digitalisation success. The company's specialist teams leverage the combined power of information and communications technologies to advise, connect, transform, improve and future-proof business, supporting clients throughout their digital journey.

Datacentrix offers expert advisory services and deep technical expertise across a mature offering, providing proven execution capability that is endorsed by the world's foremost technology partners. With a strong African footprint, the company is recognised for its agility, in-depth industry knowledge, ethical practices and strong overall performance.

### Empowerment and compliance

Datacentrix is a Level One (AAA) B-BBEE Contributor, with 135 percent procurement recognition.

The company and its subsidiaries hold ISO 27001 – Information Security Management System (ISMS); ISO 9001:2015 – Quality Management System; ISO 14001:2015 – Environmental Management System; and OHSAS 18001:2007 – Occupational Health and Safety Management System certifications.

### eNetworks – a Datacentrix company

eNetworks is a wholly owned Datacentrix subsidiary and an operational business unit within the company. The Internet Service Provider (ISP) and network specialist is a holder of ICASA IECNS and IECS licences and enables the design, deployment and management of connectivity services. The company's core competencies are integrated into the Datacentrix service offering and include holistic connectivity services, enterprise voice services, virtual firewall services and cloud services.

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