

Hosted PBX



About Socket

Socket Telecom has been in business for over 17 years, working to develop communications solutions that adapt to the ever-changing business environment. Our latest solution brings together years of planning, testing and working closely with customers to meet their needs. Socket has built a reliable, secure, and robust cloud-based platform that allows us to offer a cost-effective, scalable solution to fit a variety of customers' needs.

Locations

2703 Clark Lane
Columbia, Missouri 65202

5301 Veterans Memorial
Parkway, Ste. 103
St. Peters, Missouri 63376

500 Broadway, Suite B
Jefferson City, Missouri 65101

Why Voice in the Cloud?

Technology is evolving faster than ever. With your employees becoming more mobile and your clients demanding instant communication, how do you adapt?

The answer—a Hosted PBX solution. The convenience and functionality of a phone system can now be managed in the cloud.

Attribute	Hosted PBX	Premise Solutions
Scalability	<ul style="list-style-type: none">Essentially Unlimited	<ul style="list-style-type: none">Typically, 1-10K UsersLimited number of IP Phones
Multi-site Networking	<ul style="list-style-type: none">Uniform Dialing PlansFull Feature SetCentralized Management	<ul style="list-style-type: none">Hard-to-manage Dial PlansLimited Network FeaturesService Islands
Total Cost of Ownership	<ul style="list-style-type: none">Lower Cost with Outsourcing	<ul style="list-style-type: none">Higher Costs Overall: Staff & Support, Access (PRI vs. T1), Limited CPE Choices
Reliability, Resiliency, and Survival	<ul style="list-style-type: none">Carrier-grade Platforms (typically well over 5 9's)Cost borne by Service ProviderRobust IP networking, including geographic redundancy	<ul style="list-style-type: none">Typically, 5 9's only by complex, expensive methodsCost borne by EnterpriseSoftware reliability and churn remain an issue
Technology Risk	<ul style="list-style-type: none">Borne by Service Provider	<ul style="list-style-type: none">Borne by Enterprise
Operations and Management	<ul style="list-style-type: none">Centralized System ManagementLocated at CO and/or Data CenterSupports Multi-Location and Multi-Tenant Usage	<ul style="list-style-type: none">Separate Management SystemsLocated at Customer SiteTypically Supports Single Site, Non-networked

Advanced Features

Call center solutions

- Accommodate any number of phones
- Advanced reporting and monitoring

Call recording

- Inbound and/or outbound calls
- No on-site equipment or costly upgrades needed

Call reporting

- Track and monitor valuable call data
- Receive reports via email

Unified communications

- Place and receive calls almost anywhere
- Integrate remote workers



Polycom Phones

- SoundPoint IP 650
- SoundPoint IP 550
- SoundPoint IP 331
- SoundPoint IP Conference
- SoundPoint IP Expansion Module

Hosted PBX NETWORK DIAGRAM

