

EXECUTIVE BRIEF

Spectrum Enterprise Trunking:

SCALING YOUR COMMUNICATIONS FOR ENTERPRISE



Spectrum
ENTERPRISE

Industry trends and individual business needs are converging, driving IT leaders to reduce operational expenses, increase flexibility and realize their technology roadmaps. One way they are doing this is through consolidation of their voice private branch exchange (PBX) systems.

Yet fully modernizing enterprise voice infrastructure requires a communications partner that understands the unique needs of multi-site organizations and supports a range of enterprise trunking options to deliver flexible solutions.

Spectrum Enterprise provides industry-leading solutions to modernize enterprise voice services for on-premises phone systems. This executive brief describes the latest trends in scaling enterprise communications, explores how voice system consolidation keeps customers connected and employees productive and explains how Spectrum Enterprise is ready to support your organization to realize its communications strategy.

What's driving enterprise voice consolidation

With increasing demands for reliability, cost savings and flexibility, you might be evaluating enterprise voice upgrades.

Cost-effective infrastructure investments: At the enterprise level, on-premises technology such as legacy private branch exchanges remains crucial, and centralizing PBX equipment and voice trunks makes enterprise voice networks simpler to maintain and easier to scale. A centralized PBX shifts call processing from multiple sites, consolidating PBXs to one or two locations with less equipment to manage or maintain.

Technology challenges with a current provider: When an existing provider signals that they're phasing out support for copper lines or time division multiplexer (TDM) PBXs, it's time to evaluate enterprise-grade communications providers that are willing to support the voice strategies set by your organization, not those set by the voice provider. When a current vendor shifts direction in the voice technologies that they will support and deliver, enterprises can seize the opportunity to find a communications provider that's willing to work with your organization to provide a voice solution that best meets the needs and timeline you set.

Reducing the burden on IT teams: Increasingly, IT teams are charged to do more with less. Operational efficiencies can be found through voice consolidation for easier management and cost control. Whether you're seeking streamlined management processes or the ability to better optimize cost controls, modernizing your voice solutions with SIP, centralized voice infrastructures and tools like management portals can take the burden off of IT.

Our priority is delivering reliable, flexible voice services that your organization demands today and into the future.

Choosing the right enterprise communications partner

Enterprises rely on a communications partner that can deliver on their most critical business goals: supporting workforce productivity, powering seamless customer experiences and optimizing reliable and cost-effective communications across the network.

At Spectrum Enterprise, our priority is delivering the reliable, flexible voice services that your organization demands today and into the future – whether you're seeking effective solutions to manage peak volume across multiple locations or moving from an onsite PBX to the cloud.

Navigating choices for optimizing voice communications can be challenging. Our clients rely on us to deploy and manage their voice solutions, as a trusted partner delivering superior service. Our experts will migrate, monitor and support your move to enterprise trunking from planning and design to implementation and operations. We meet your voice needs at every stage of your infrastructure evolution, starting today with the enterprise trunking solution that's right for you and adapting to your changing voice architecture roadmap over time.

Spectrum Enterprise: Trunking solutions for the enterprise

- **Industry-leading service-level agreement (SLA):** Spectrum Enterprise trunking runs on a private fiber network with an industry-leading SLA including 99.99% availability.
- **Trunking solutions aligned with your needs:** Our solutions can support multiple types of enterprise trunking configurations — including analog, PRI, SIP and hybrid deployments.
- **Uncompromising enterprise-grade solutions:** Our solutions deliver enterprise-grade reliability, quality and service that leading organizations rely on.
- **Scalability:** Spectrum Enterprise provides solutions that are scalable to thousands of simultaneous calls, along with specialized tools to help large enterprises effectively manage peak volume across trunks.
- **Solution architectures:** Our solutions provide support for single-site or multi-site (centralized and distributed) PBXs to accommodate your existing voice communications infrastructure.
- **Comprehensive customer support:** As your trusted partner, Spectrum Enterprise provides dedicated account teams, 24/7/365 technical support and local teams for on-site issue resolution.
- **Safeguard your employees:** Our solutions provide E911 capabilities with optional station-level support. Report emergencies anytime, while providing advanced visibility throughout the network.
- **Business continuity:** Ensure that your voice communications stay online with continuity features including redundancy and failover.

With Spectrum Enterprise, you don't have to navigate the process of upgrading your voice roadmap alone.

Why enterprises choose Spectrum Enterprise trunking solutions

With Spectrum Enterprise, you don't have to navigate upgrading your voice solution alone. No matter what challenges you've struggled with - from outages that have left you with frustrated customers to expensive and inflexible solutions that made it difficult to scale new locations - we're ready to partner with you in support of your voice goals today and help you evolve them as your needs change.

Spectrum Enterprise trunking solutions can solve the most difficult challenges that have impacted voice communications and create critical new operational efficiencies. Continue reading to learn about some of the key benefits of our trunking solutions.

Improve network reliability

A host of capabilities offer our clients the latest in network reliability that multi-site enterprises demand.

Private fiber network and dedicated voice bandwidth

Spectrum Enterprise transmits voice traffic across its private fiber network using technologies that enhance call quality. Dedicated bandwidth allocated exclusively for voice traffic means your calls never compete with other traffic - a valuable capability in today's converged communications landscape. Network reliability that's backed by enterprise-grade call quality ensures that customers can always reach you and your employees.

Geo-redundant data centers

Spectrum Enterprise operates geo-redundant core infrastructure with data centers distributed across the U.S. to ensure continuous service. In the event of a service disruption, our data centers failover to those in other regions, ensuring your voice service remains operational.

Improve business continuity

Our clients can keep their business running 24/7/365 with options to guard against service disruptions and unusually heavy traffic.

Automatic rerouting and trunk overflow

This capability reroutes all incoming calls to a client's trunk service, which includes all trunk groups on the account, to a predetermined number in the event of a trunk service outage, PBX outage or power outage that affects inbound call processing. When the service outage has been fixed, the capability automatically restores the standard routing of inbound calls.

Our trunk overflow capability helps you manage call flow more effectively at peak hours. The capability automatically reroutes all inbound calls when all channels in the trunk group are in use. In essence, this feature provides additional inbound calling capacity to handle peak calling periods that exceed trunk capacity.

Redundant trunk connections

Our industry-leading redundancy options include more than one voice gateway channel (VGW) or enterprise SIP gateway (ESG) per location. For those looking for greater redundancy, options include dual fiber, dual entry, dual hub and dual power to reduce the chance of an outage impacting a location.

We're ready to meet you where you are in your voice journey today.

Expand voice network flexibility

A modern voice infrastructure offers you the tools you need to right-size your voice solutions to your business needs now. Pay for what you use, and leverage advanced Spectrum Enterprise features to give you more flexibility in how you purchase minutes and share network capacity.

Flexibility

Spectrum Enterprise gives you the flexibility to grow your voice solution in small increments — adding more call paths, minutes-of-use (MOU) and direct inward dial numbers (DIDs) as your business evolves — without paying for more than you need.

Ease of doing business

A single solution gives you everything you need: a dedicated connection over our private fiber network, DID numbers, equipment, call paths and MOU packages that include outbound long distance, outbound calling to popular international destinations and inbound toll-free service options. All packages come with unlimited local calling.

Predictable costs for long-term planning

Spectrum Enterprise provides the support you need to streamline your entire voice communications suite and capture the cost savings that come with operational efficiency gains. Solutions are designed for transparent, predictable costs. One monthly service charge includes everything you need to connect your PBX to the public phone network.

Simplify network management

Spectrum Enterprise helps you optimize your voice solutions with the tools you need to get the most out of the network. Management tools provide visibility into how your network is performing and let you optimize network utilization for better experiences.

Centralized voice networks

Organizations with multiple locations can benefit from centralizing their voice networks. Whether you need a single trunk or a few to support a national operation, Spectrum Enterprise offers everything you need to move to centralized trunking.

Simplify your voice network management and reduce expenses by eliminating hardware costs, reducing maintenance time and tapping into cost-savings features. Centralized PBX management enables you to address the day-to-day management of multi-site enterprise communications.

Load balancing

Load balancing allows enterprises to distribute incoming calls across multiple trunks using a specialized algorithm. Incoming calls are routed along the most effective paths, providing automated support to manage peak volume across time zones or locations, balance call traffic across locations and change system routes to available trunks if one location is out of capacity or unreachable. You gain more granular control over network utilization and the ability to manage peak usage across different time zones.

Spectrum Enterprise offers clients everything they need to move to centralized trunking.

Dynamic capacity sharing

With dynamic capacity sharing, multi-site organizations share SIP-trunk capacity at the enterprise or organizational level as a pool of call paths that can be distributed across all of your trunk locations. Spectrum Enterprise automatically monitors call volume at the local level and repurposes underutilized capacity to a location that needs it. This enables you to more efficiently manage the usage of your call paths across your organization.

Calling plans

Our scalable MOU packages allow you to control long distance and international call charges. With MOU sharing, you can share minutes across your organization’s voice network and enjoy the cost advantage of unlocking lower rates through the purchase of a single calling package.

Cross Rate Center (CRC) Direct Inward Dialing support

CRC support allows you to present virtual telephone numbers from different geographic regions to maintain a local presence.

The screenshot displays the 'Voice Trunking Account Details' page. At the top, it shows a back button, the account name 'Std Cap Clothing #840', the address '251 Greenholt Fort, Port Darlanstad, MO', and the account number 'mock123456789'. Below this, there are three main sections: 1) 'Trunk Group Number: 203-364-5558' with a progress bar showing '14,630 of 20,000 minutes used' and a note that minutes used may not include calls from the last 24 hours. 2) 'Billing cycle ends October 31' with a progress bar and '12 days left'. 3) 'Total additional account charges: \$13.56' with a 'View Charges' link. To the right of these sections are links for 'Create Report', 'Plan Details', 'Call Detail Records', and 'DIDs/In-Use Inventory' (with a 'Download' link). Below the account details is a 'Locations' section with a 'Download CSV' link. It features a search bar, a 'Service Details' dropdown set to 'All Service Details', and a 'View' button. A map of the United States is shown with several location pins. A list on the left shows four locations: '16589 Konopetski Square, Alameda, CA', '2246 Wilderman Drive, New Theresiaport, KY', '232 Lenderman Avenue, Pineville, LA', and 'Std Cap Clothing #840, Port Darlanstad, MO'. The 'Std Cap Clothing #840' location is currently selected and expanded to show 'Voice Trunking'.

Online portal

Spectrum Enterprise offers a secure, simplified web management portal that allows your network administrator to quickly, efficiently and safely provision and deploy service changes. Our web-based portal helps customers gain insights into usage and analytics, including service locations, call history, calling plans and monthly usage.



Support in your voice journey

Our enterprise voice solutions are purpose-built to meet your needs at every stage of your voice infrastructure journey. Spectrum Enterprise supports organizations with:

- **On-site voice communications:** If your PBX is critical IT infrastructure, then rest assured that our trunking solutions offer reliable, cost-effective and flexible public switched telephone network (PSTN) connectivity.
- **Moving to the cloud:** If you're ready to move your voice solutions to the cloud, our solutions can help you reduce capital expenditures and maintenance through our UC portfolio.
- **Evolution of enterprise communications:** Whether you're on legacy voice systems such as PRI and moving to SIP or require customized support for a move to hybrid voice architecture, our flexible solutions support each phase of your enterprise's voice technology.

Learn more

Work with an enterprise trunking service provider that has the knowledge and experience to help you achieve successful implementation of a modern communications experience.

To learn more visit enterprise.spectrum.com/trunking

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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