

Benefits of an ISI Hosted Solution



WHY SWITCH TO THE ISI CLOUD?

ISI's cloud-based Unified Communications (UC) solutions take analytics and collaboration to the next level - improving customer experience, cost-savings and productivity, while reducing infrastructure footprint and IT workload.



ISI Cloud

End-User Managed Software as a Service



ISI Cloud Pro

ISI Hosted and Managed UC Reporting Services

Both services give you full access and control from any device, replacing costly capital expenditures with simple, usage-based pricing. Our Cloud Pro Team takes the entire back-end administration off your hands, with managed services and unlimited support.

Key benefits of an ISI hosted solution



Unlimited Power & Scale

Leveraging Microsoft's powerful Azure infrastructure, your data is processed 24/7 at lightning-fast speed with minimal delays or downtime - on-demand when you need it the most



Instant Cost Savings

Never pay to upgrade hardware or software again - cut down on IT maintenance hours dramatically. No matter how quickly technology advances, you'll always be on the cutting edge - all for one low fee.



Ultimate Security

Secure your customer data with greater security than most on-premises solutions. We maintain our certifications according to HIPAA, GDPR, SSAE-16 and other international standards of compliance. Redundancy protects against a catastrophic loss of data - giving you peace of mind.



Cloud-Exclusive Features

- Enhanced Reporting for Cisco Native Call Queuing
- Real-time Dashboard Views Cisco Hunt Groups
- Cradle -to-grave visibility
- Single sign-on (SSO)
- Microsoft Teams Analytics
- Cisco UCCE and PCCE



Expert Support

We'll take care of everything from SQL database management, monitoring of CDR collection, application of rate table updates and software updates - greatly reducing your IT burden.

INFORTEL SELECT ON PREM VERSUS CLOUD COMPARISON

	Select On Prem Subscription	Select Cloud
Application Access Basics		
Secure Web Browser Access for Authorized Users	✓	✓
User-Customizable Dashboard Interface	✓	✓
End-User Access to All Reporting Modules	✓	✓
End-User Access to Directory Interface	✓	✓
Access to ISI Technical Assistance & Support	✓	✓
End-User Training Included with Implementation	✓	✓
Cloud Infrastructure Benefits		
Rapid 3-step Implementation		✓
Server & Storage Infrastructure Provided & Maintained by ISI		✓
No Server Hardware Expense		✓
No OS or SQL License or Support Expense		✓
World Class Azure Cloud Redundancy, Resilience and Security		✓
Enhanced Cloud-Only Feature Availability		
** Optional Single Sign-On Implementation		✓
Enhanced Cisco Hunt Group Reporting for Native Call Queuing		✓
Real-Time Hunt Group Native Call Queuing Dashboard Gates		✓
** Optional Contact Center Reporting for Cisco UCCE and PCCE (Q4 2020)		✓
Cradle-to-Grave Visibility & Reporting for Cisco		✓
** Optional MS Teams Reporting (Q4 2020)		✓
ISI Managed Care Services (included in our Cloud Pro offering)		
ISI Managed CDR Collection and Processing		✓
ISI Managed Directory Imports/Updates		✓
ISI Managed Rate Jurisdiction Table Updates		✓
"Evergreen" Software Updates & Upgrades Performed by ISI		✓

** This is an additional add-on feature that has a fee

To learn more about ISI's solutions, please visit our:
website at www.isi-info.com, email at sales@isi-info.com, or call us directly at **1-847-706-5070**