

## Implement and Manage Oracle SBC's easily with Voxai Services Packages

Voxai offers full installation services, both base and larger custom integration packages as well as ongoing monitoring and management of Oracle E-SBC product lines. Additional services encompass SBC stress testing (Denial of Service) and 24/7 monitoring.

### An Implementation Package for Every Need

Every business has unique requirements based on their skill set maturity with SIP trunking and the complexity of existing infrastructure. Voxai has tiered base implementation packages by model as well as established services for customized implementations.

#### Base Implementation Packages by Tier

Acme Packet VME and 1100 \$11,200

Acme Packet 3820 and 3900 \$24,000

Acme Packet 4500, 4600, 6300 \$32,000

### Base Implementation Package

The Base Implementation Package is geared towards straight forward implementations with a single network. Duration is dependent on the SBC Tier but includes all the following tasks:

- Discovery call or Session(s) depending on Tier
- Device configuration at Voxai office with post configuration shipment to customer location(s).
- Remote & On-site Installation and testing
- Single Site 3 Realm/interface configurations
- High Availability Configuration (HA pair)
- Transcoding and Codec manipulation
- Consulting and Management of carrier SIP trunking configurations

Voxai's Oracle certified teams have over 7 years of experience with the entire range of Oracle SBC's in a wide variety of enterprise environments. You can count on the deep skillset and broad experience of the Voxai team to get your SBC's operational quickly and efficiently. The fixed cost implementation packages will also streamline your project paperwork and effort.



### Implementation and Managed Services Packages for Oracle E-SBC Models:

- Acme packet VME
- Acme Packet 1100
- Acme packet 3820
- Acme packet 3900
- Acme packet 4500
- Acme packet 4600
- Acme packet 6300

**After the implementation**, let Voxai do the 24/7 monitoring and management of these purpose built, critical appliances allowing your team to focus on your core business.

- Basic call routing to Inside network
- Protocol conversions (H.323 to SIP)
- SNMP Integrations
- Single day admin turn-over training with implementation layout documentation (Visio)
- Device Shipment
- Remote assist to rack and stack
- Management Network interface connectivity
- HA Configuration
- VOIP Network interface configuration – Inside and Outside
- Basic call routing to Inside network

### **Custom Implementation Package.**

The Custom Implementation Package includes tasks typically required for a more complex environment but is fitted to meet the exact needs of your organization. Duration of a typical custom package starts at 5 weeks. Core tasks include **the Base tasks plus**: included in every Custom Implementation Package include:

- Multi-Site integrated implementations
- Complex HMR rulesets
- Oracle ECB
- SIPREC
- Load Balancing, QOS, and Active Directory based routing
- Implementation Stress Testing

***Please contact us for a discussion and pricing.***

### **Customer Responsibilities**

For base implementations customers are responsible for the following:

- Rack / Space / Power
- Providing IP addressing
- Share existing network documentation
- Supporting router configurations
- Facilitating calls/meeting with external vendors/carriers
- Any necessary existing firewall configuration changes
- Providing VPN access for remote configuration

## **Additional Services**

### **Oracle EOM Installation**

Oracle SIP Session Monitoring through their EOM product has proven to be a vital addition to a customer's successful migration and support of SIP. It streamlines monitoring and troubleshooting enabling fast detection and diagnosis of VoIP issues.

***Per monitoring node - \$16,000***

### **SIP Stress and Denial of Service (DOS) Testing**

Before taking your SBC into production use, ensure the system will function correctly under load. Ensure DOS rulesets are working properly. Confirm carrier trunks and session counts are configured correctly. Discover load related problems before taking your system into production. Voxai provides this testing capability through its partner Cyara.

***Priced by concurrent port and number of independent tests***

### **Managed Services**

In addition to installation and configuration, Voxai offers full 24/7 support for ongoing monitoring and management of Oracle SBCs through its on-shore and off-shore NOC operations. This service requires purchase and implementation of Oracle's EOM toolset. Let Voxai manage this critical and unique purpose built appliance minimizing a customer's training and staffing needs.

**About Voxai:** Voxai provides best-in-class services to transform, enhance or manage customer engagement platforms. As an Oracle Gold Partner and a Managed Services solution provider, we offer comprehensive implementation and managed services expertise for contact centers of all sizes. Over 11 years, and millions of customer interactions for Fortune 500 commercial and government customers has resulted in the **Voxai Value**.