

Global SIP Guide

Employee collaboration and multi-channel customer engagement are strategic imperatives. Businesses are reviewing the quality of their global communications and the cost of improving or replacing legacy systems.

But where do you start when planning a long-term strategy for your Unified Communications and Contact Centre systems – possibly your most business-critical IT investment.

The rise of SIP as an intelligent enabler of essential collaboration services has created a new starting point from which to build your communications strategy. Crucially, the global availability of SIP now gives multinational businesses the opportunity to capitalise on reliable voice and multi-media communications worldwide with simpler management. Uniquely, these essential capabilities are now available as a single global SIP service from Conn3ct.

Conn3ct will take you on a journey to improved communications across your multinational organisation.



“SIP has become a service delivery platform in its own right, available globally and offering a full ecosystem of capabilities.”

Amit Chhabra, Head of Network Architecture, Conn3ct

Worldwide SIP Access and PSTN Replacement

Conn3ct have a unique SIP service that redefines the global delivery of voice, video and collaboration services. Global SIP delivers outbound SIP into all 120 countries and full PSTN replacement in 32 countries, with access to LNS and ITFS across most of the world. Coverage is extended by network integration with global regulated carriers and operators.

Prepare for the ISDN Switch-off

Throughout the world, service providers are switching off their ISDN networks and migrating their customers over to iSIP trunks. Some have already made the switch, including Slovakia, Macedonia, Switzerland and Germany. Others have announced their cut-off dates:

- 2021 Orange, AT&T, Verizon, Telstra
- 2025 BT and NTT

This migration means there will no longer be separate networks for voice (TDM) and data (IP). Businesses will be able to replace their voice connections and gateways with SIP to enable fully converged solutions.

1,600 carriers	785 mobile providers	700 VoIP operators
International Toll-free Service in 110 countries	Universal International Freephone Number in 47 countries	Local Number Service in 60 countries

Simpler, Centralised SIP Management

With Conn3ct you deal with just one provider for SIP services across your organisation. We consolidate your existing networks into a single voice platform, letting you collaborate globally whilst reducing complexity and costs.

Access	Enable	Manage
<p>SIP Providers</p> <ul style="list-style-type: none">• 1,600 Carriers• 785 Mobile Providers• 700 VoIP Operators <p>SIP Features</p> <ul style="list-style-type: none">• ITFS – 110 countries• UIFN – 47 countries• LNS – 60 countries <p>SIP Services</p> <ul style="list-style-type: none">• Access 120 countries• Replacement PSTN in 32 countries• Emergency calling• Security & fraud protection	<p>Voice</p> <ul style="list-style-type: none">• 99.95% SLA• Carrier grade <p>Multi-vendor</p> <ul style="list-style-type: none">• Interoperability• Legacy PBX support• Investment protection <p>Single Platform</p> <ul style="list-style-type: none">• Voice• Collaboration• Cost reduction• Productivity gain	<p>End-to-end</p> <ul style="list-style-type: none">• Single contract• Single SLA• Consolidated billing <p>Monitoring</p> <ul style="list-style-type: none">• Centralised admin• 360o visibility• Portal & API access <p>Consolidation</p> <ul style="list-style-type: none">• WAN integration• PBX assets/licences• Vendors• Cloud

End-to-end Managed Service - Manage your voice and collaboration network with a single contract, SLA, billing and access link.

Improve performance, reduce complexity - Centralise your voice and collaboration connectivity and minimise your WAN capacity needs. Consolidate PBX assets and licences and reduce the number of vendors.

Leverage your legacy investment - Capitalise on the experience of specialists from our Operations Centre, offering expertise in legacy systems, interoperability and multi-vendor deployments. Gain a consistent user experience across offices, without replacing your existing legacy investment.

Scale with demand - Offload traffic to the SIP cloud, avoid over or under-provisioning of WAN bandwidth and save the cost of WAN upgrades and internet gateways.

Global SIP for Simpler Cloud Transition

Increasingly, multinational businesses are moving infrastructure and applications to the cloud, or hybrid cloud where legacy systems still retain value. For many though, voice remains onsite, delivered by PBX across multi-vendor estates, managed by multiple service providers and incurring escalating maintenance costs as systems near end of life.

Moving to the cloud is hindered by cost, complexity and a lack of expertise in voice and converged networks. With boardroom demands for improved productivity and customer experience, pressure is on for migration to cloud collaboration and contact centre systems.

Conn3ct makes the move simpler, faster and more affordable. With centralised control from a global SIP platform, decommissioning and deployment of systems can be better coordinated and scheduled to meet business deadlines.

The infrastructure of Conn3ct provide the resources, skills, cloud access and SIP-enabled connectivity necessary for transition, all in one place. By removing complexity, Conn3ct unlocks the productivity and savings that cloud communications deliver.

SIP Trunk Aggregation

For multinational businesses, the cost of SIP trunking infrastructure, such as gateways and session border controllers (SBC), multiplies with every country and carrier connected to the network. With Conn3ct, multi-carrier and multi-country SIP connections can be delivered on a single trunk, reducing the cost of deployment considerably.

Traditional SBCs can receive only a specific codec or presentation format, Conn3ct can transcode between many codecs. This allows aggregation of SIP services, presenting customers with a single, unified SIP trunk into a central SBC.

About Conn3ct

Conn3ct is a truly vendor-agnostic communications partner that helps multi-site organisations across the world to solve their communications challenges.

Conn3ct are a trusted advisor that draws on over 30 years of knowledge and experience to solve complex communications challenges in three areas; Contact Centres, Unified Communications and Network Services.

Our truly vendor-agnostic capability allows us to build completely bespoke solutions for your business. We deliver end-to-end digital transformation by refining your people, processes and technology.

Our people are our key differentiator. Their extensive knowledge and experience will guide you seamlessly through the transformation journey to ensure it is seamless, painless and cost-effective.

Our Clients

We support a diverse range of blue-chip organisations across the globe in the deployment and management of Unified Communications, Contact Centre and Network Services environments.



SIP Partners

Conn3ct enjoys long-standing relationships with the world's leading technology partners. We have the highest level of accreditations to provide on-demand experience and expertise.



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