voip SUPPLY™
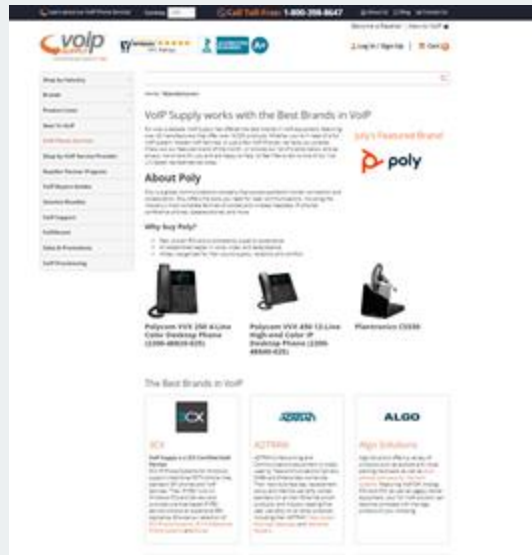
Presented by:
Tom Uhteg
Pierre Kerbage

Who is VoIP Supply

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide. The team behind VoIP Fulfillment by VoIP Supply has been providing provisioning and fulfillment to VoIP Service Providers since the industry's beginning.

Product Catalog
Over 5,000 products from over 60 of the industry's leading manufacturers

We are More than just a Website!
Best Places to Work in Western New York

500/5000 Company

Buffalo Niagara Business Ethics Award Nominee

VoIP Experts
Our experts have over **ten** years of experience

VoIP Supply Programs

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

Hardware & Provisioning
featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

VoIP Rental Program
our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

CloudSpan MarketPlace
a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment
provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim
offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

Reclaim & Refresh

VoIP Supply's Reclaim equipment buyback program is your outlet for **selling off your used and excess** VoIP equipment. With Reclaim you can submit your equipment for sale to VoIP Supply and **receive fair market value** for it allowing you to "reclaim" a portion of your original investment.

VoIP Supply's exclusive Refresh program will allow you to replace a customers device with a **certified reconditioned device** at a **fraction of the cost** of a new device.   With VoIP Supply's Refresh program, you can provide your customers the support and sense of security that comes with a Refresh product.

Reseller Portal

https://www.voipsupply.com/partner-program
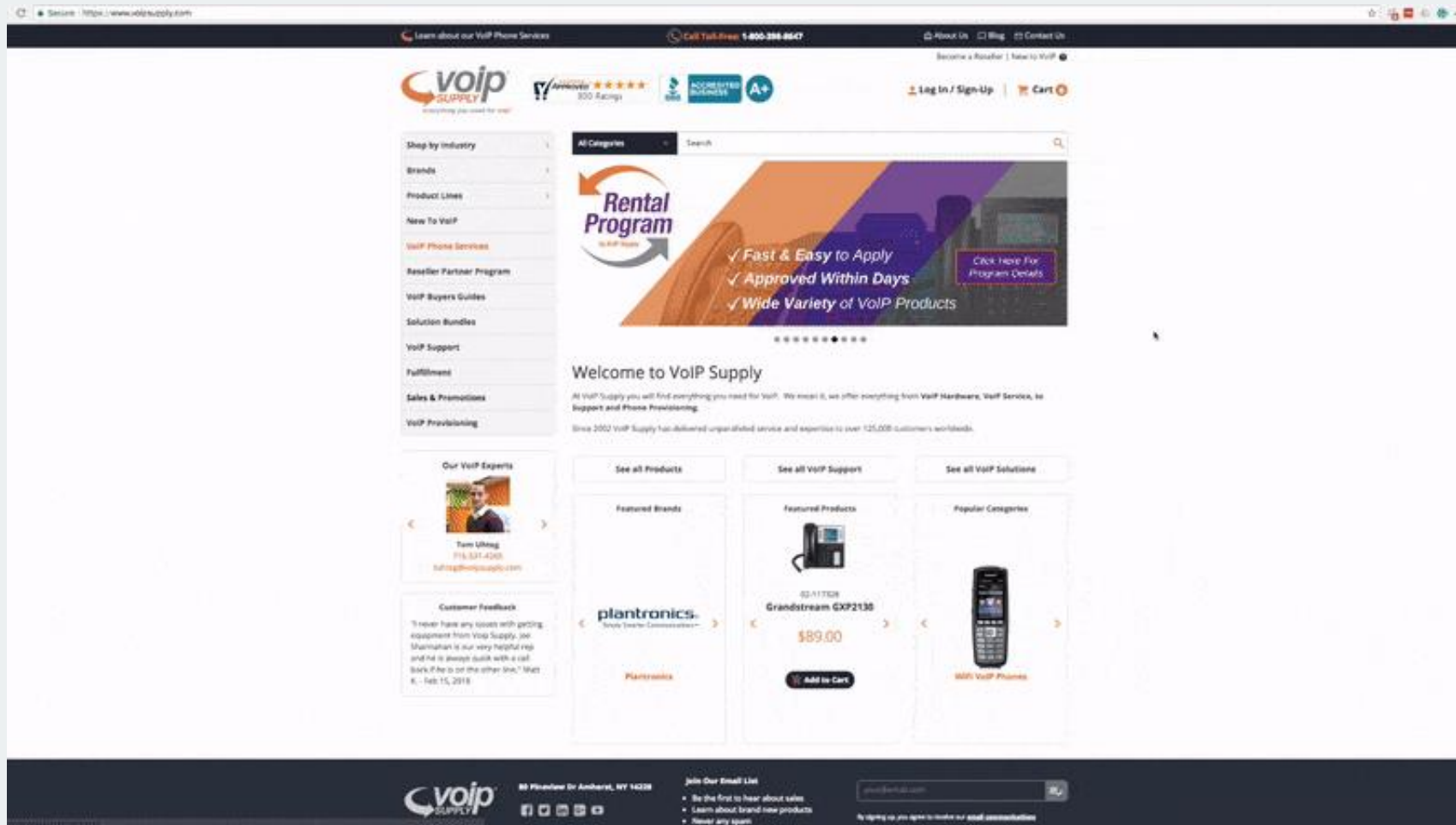
Reseller Advantage

Are you struggling to be competitive in the marketplace?

VoIP Supply has partnered up with some of the top VoIP manufacturers and service providers to offer you a program you won't be able to find anywhere else!

Here are just a few key features:

- Earn High Residuals
- Equipment Discounts
- Expert Extended Sales Team - Combined experience of 50+ years

By partnering with us, you will be able to grow your business and strengthen your position in the marketplace.

Join Our Team

Become a VoIP Supply Partner

o Exclusive Pricing Through VoIP Supply!

o Opportunity Support – Consulting & Solution Design

Tom Uhteg

VoIP Consultant

(716) 531-4265

tuhteg@VoIPSupply.com

WHAT'S NEW WITH POLYCOM & PLANTRONICS?

Pierre Kerbage | (512) 681-4672
VAD & Service Provider Manager
CISSP, MCSE, CCDP, CCNP
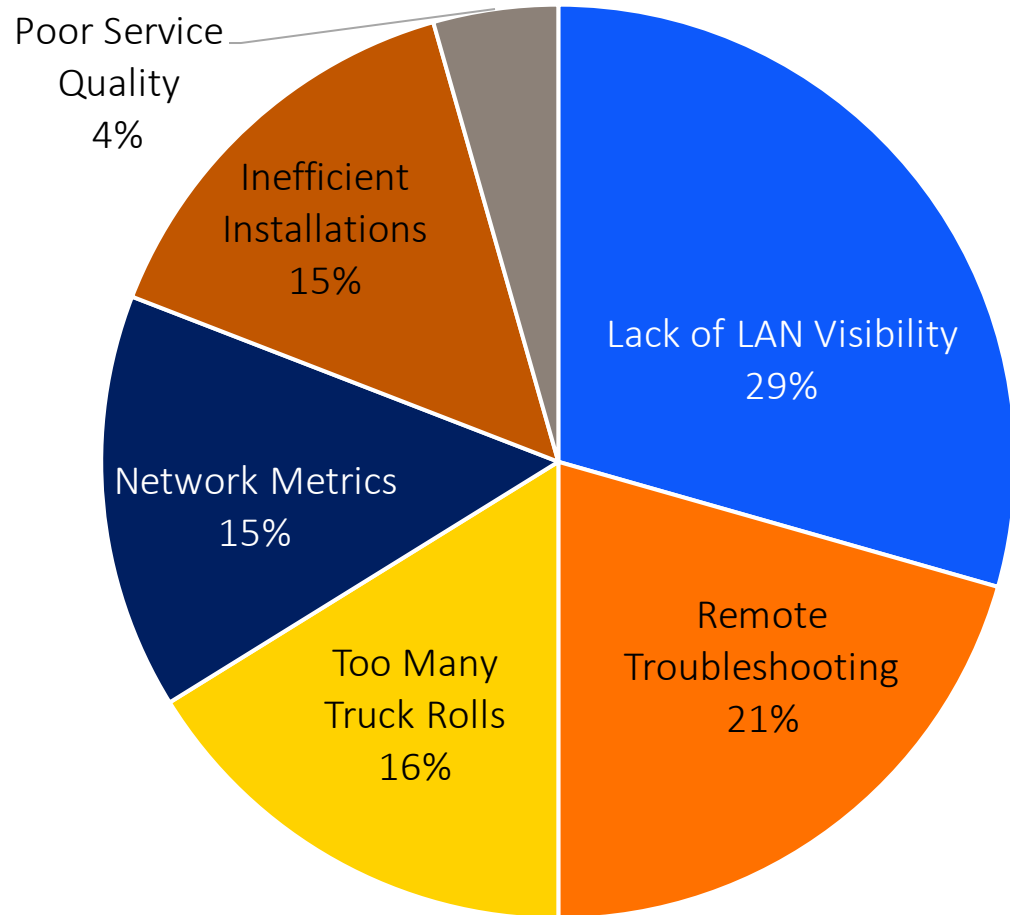**Pierre.Kerbage@Poly.com**

ITSP Sales Support Hotline
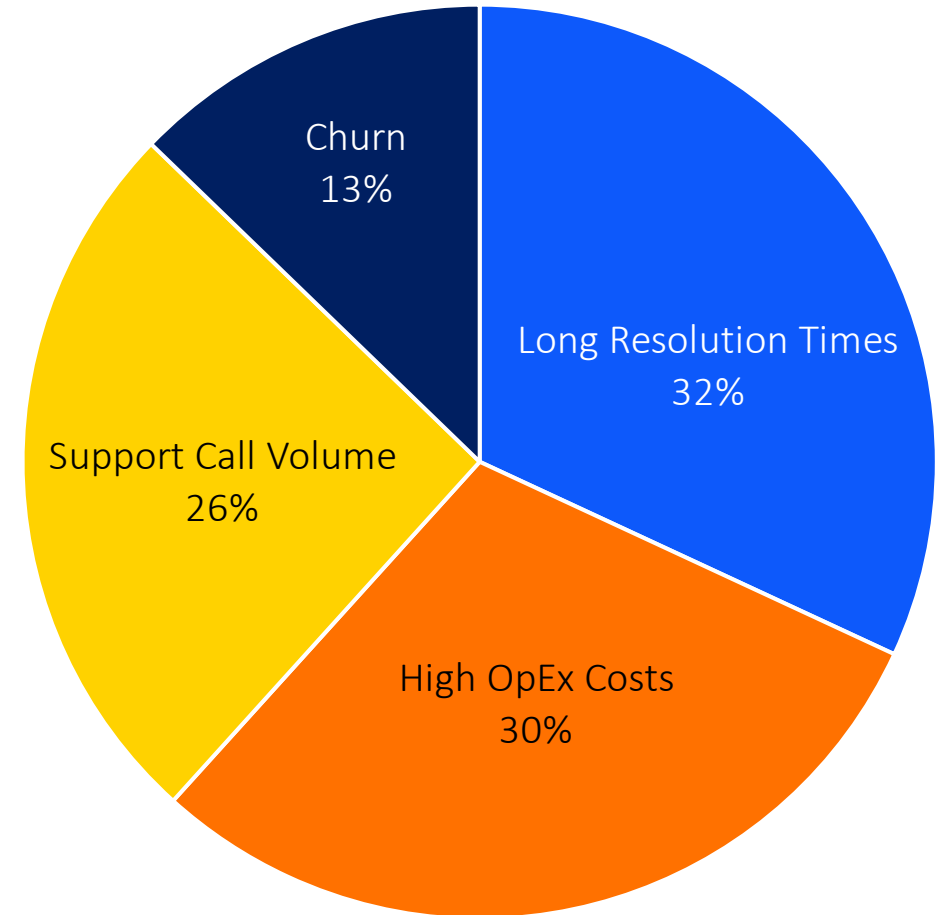(844) 375-6913 Toll Free
(916) 696-8425 Toll
ITSPSales@Poly.Com

WHAT CHALLENGES DO SERVICE PROVIDERS FACE TODAY?

What are your biggest technical challenges?

How do they affect your business?

Poor Service Quality 4%

Inefficient Installations 15%

Lack of LAN Visibility 29%

Network Metrics 15%

Remote Troubleshooting 21%

Too Many Truck Rolls 16%

Churn 13%

Long Resolution Times 32%

Support Call Volume 26%

High OpEx Costs 30%

SOURCE: GatePoint Research, US Service Provider Study, 2018

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WHAT IF WE COULD...

Remotely access deployed devices as if it resides on your local network

Notify you when a phone is down before the customer complains

Evaluate the overall metrics and usage insights of your voice service

UPDATED TOOLS: PDMS-SP

Poly Device Management Services
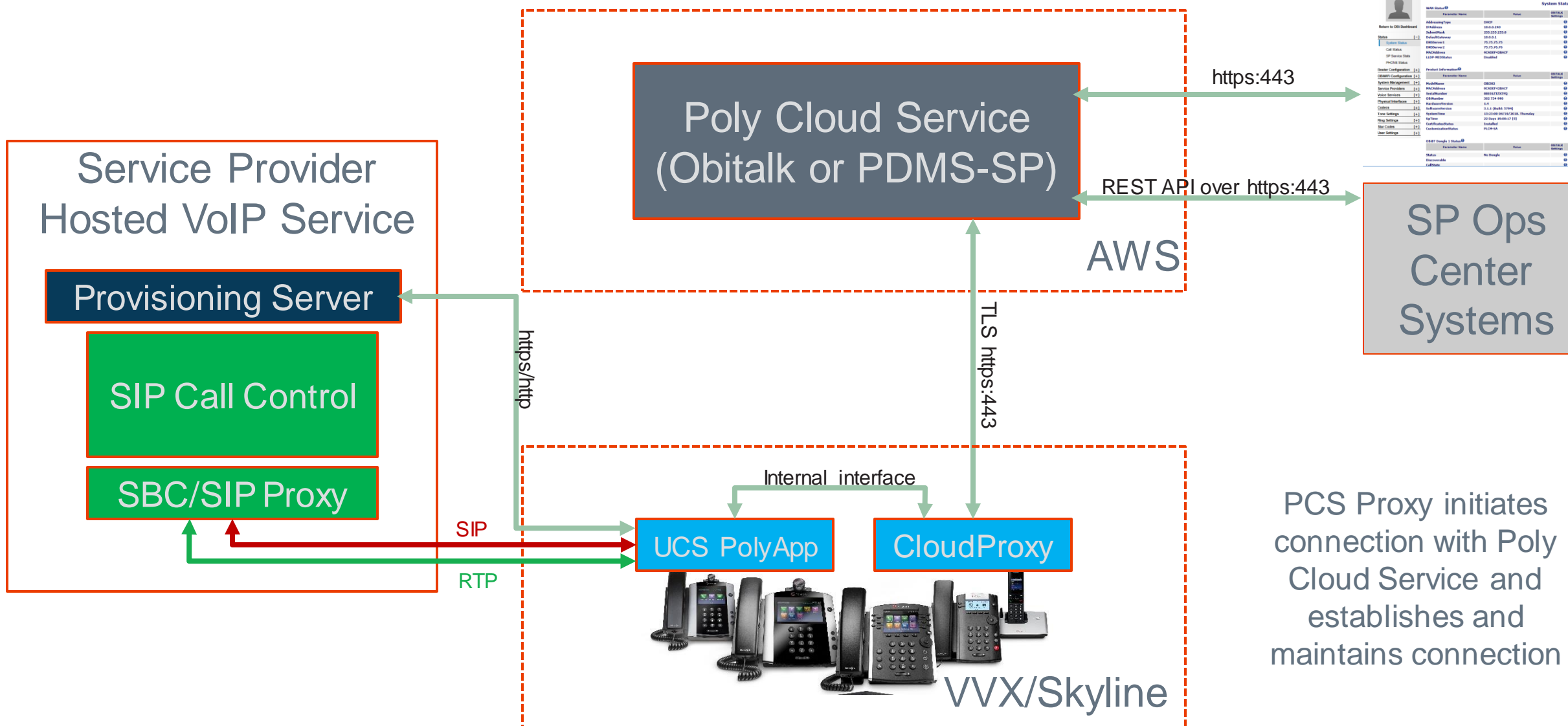for Service Providers

Centrally manage and troubleshoot your Poly voice devices securely from the cloud.

- **REMOTE PCAP**
- **CALL ANALYTICS**
- **REMOTE REBOOT**
- **LIVE CONFIG UPDATES**
- **API ACCESS**
- **TOOLS: Speed Test, TraceRT, Ping**
- **ZTP: Zero Touch Provisioning**
- **MUCH MORE!**

ARCHITECTURE

Portal Access

Poly Cloud Service (Obitalk or PDMS-SP)

https:443

REST API over https:443

AWS

Service Provider Hosted VoIP Service

Provisioning Server

https/http

SIP Call Control

TLS https:443

SBC/SIP Proxy

SIP

RTP

Internal interface

UCS PolyApp

CloudProxy

VVX/Skyline

SP Ops Center Systems

PCS Proxy initiates connection with Poly Cloud Service and establishes and maintains connection

WHAT DOES PDMS-SP DO?

Remotely access deployed devices as if it resides on your local network (even if behind their firewall)

Access the device tools such as PCAP, logging, live call stats, device status, connected devices, +more

Evaluate the overall metrics and usage insights of your voice service

Zero Touch Provisioning on Obi-Edition models today and coming soon for UCS models

INFORMATION GATHERING

Asset Info Primary

- Serial Number
- Mac Address
- Manufacturer
- ProductFamily
- Hardware Model
- Hardware Revision
- Region Code
- Hardware PN
- Software Version
- Updater Version
- Power Source
- Device Signature
- GMT Offset
- PCS Number
- Account Code

Asset Info Secondary

- Connection Type
- Serial Number
- Mac Address
- Peripheral Type
- Display Name
- Wi-Fi Address
- Bluetooth Address
- Power Source
- Device Signature
- Attachment State

SIP Info

- SIP Server Address
- SIP Address of Record
- SIP User ID
- Registration type (SIP/H323)
- Protocol (TCP/UDP/TLS)
- Outbound Proxy Address
- Type
- Display Name
- Registration Status
- Registration Refresh Time
- Registration Failure Reason
- Server Platform

INFORMATION GATHERING CONT.

Network Info

- Connection Type
- IPV4 Address
- IPV4 Subnet
- IPV4 Gateway
- VLAN
- IPV4 Address Source
- IPV6 Global Address
- IPV6 Link Local Address
- IPV6AddressSource
- IPV6 ULA
- DNS Primary Address
- DNS Alternative Address
- DNS Domain
- Connection Speed

- PC Port Status
- PC Port Speed
- LLDP Status
- LLDP Neighbors
- LLDP Location Information
- CDP Status
- 802.1xStatus
- NTP Server
- EAP Method

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TROUBLESHOOTING

Retrieve Configuration

- Basic Configuration file
- User Overrides Configuration file
- Web Overrides Configuration file
- (hide all passwords)

Change Configuration

- Change single configuration entry
- Change multiple configuration entries
- (changes stored as web overrides)

Logs

- Set Log Levels based on defined scenarios
- Upload logs
- Upload TSID package for unexpected reboot

Remote Tools

- Start/Stop and retrieve a packet Capture
- Restart application
- Reboot phone

TROUBLESHOOTING – CALL STATISTICS RETRIEVAL

Call Summary

Call Direction
Date/Time
User
Call Rate
Disconnect Info
Remote Party
Protocol Type
Call Duration
Call ID

Call Details

Session Information
Jitter
Packet Loss
Quality MOS-CQ/MOS-LQ
Delay/Latency

Retrieval

On Demand via Portal or API

Post Call Data Only

Real time data

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CLOUD-MANAGED VOIP ENDPOINTS

GREATER VISIBILITY AND CONTROL FOR YOUR POLY DEPLOYMENT

Status Attributes

Running Parameter Values

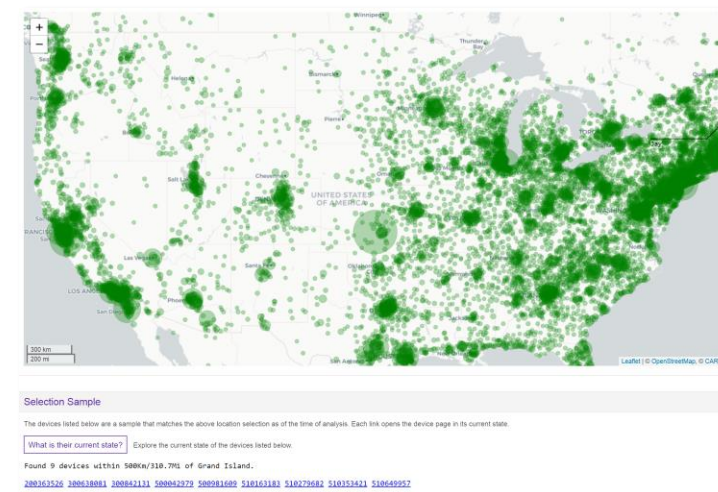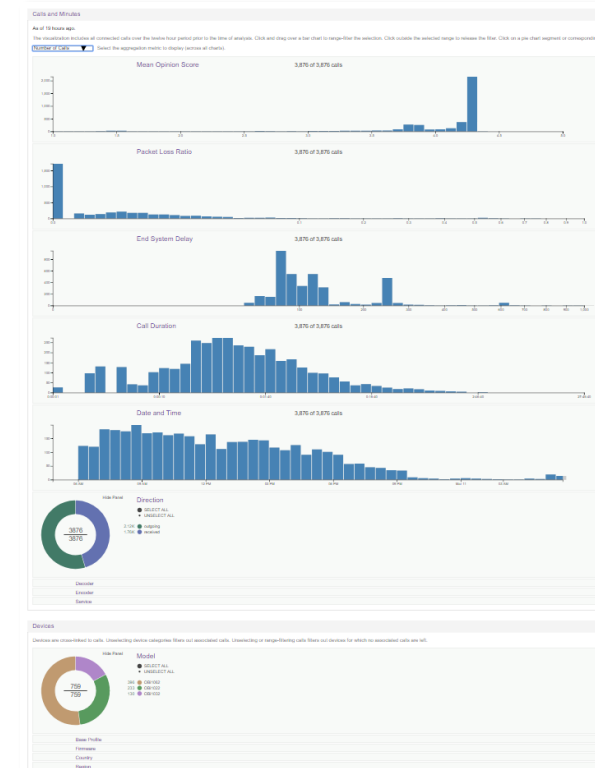Packet Captures and System Logs

Analytics + Remote Test
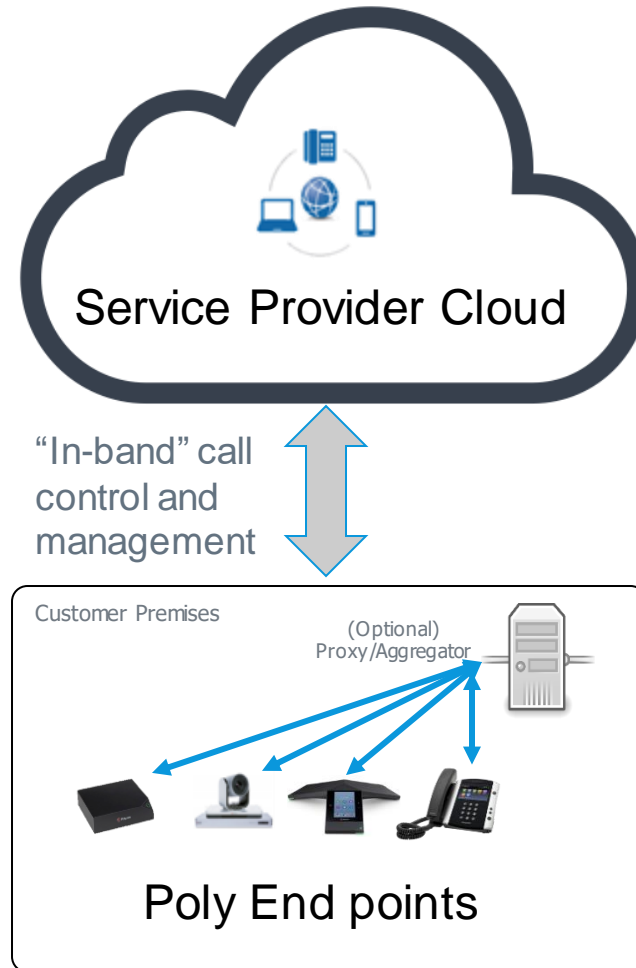
PDMS-SP
Management

Provisioning

Firmware Upgrades

Reboots and Resets

Bootstrapping

How does PDMS-SP fit with the SP Ecosystem?

Cloud UC Deployment

Service Provider Cloud

"In-band" call control and management

Customer Premises

(Optional) Proxy/Aggregator

Poly End points

metaswitch

ribbon

broadsoft broadworks

netsapiens

2600Hz

FreeSWITCH

Asterisk

+ Many More Call Control Platforms

How does PDMS-SP fit with the SP Ecosystem?

Cloud UC Deployment + PDMS-SP

Service Provider Cloud

Secure Portal and/or API

PDMS-SP
Management

"In-band" call control and management

Customer Premises

(Optional) Proxy/Aggregator

"Out-of-band" provisioning, management and analytics

Poly Endpoints

acts as a supplemental tether rather than overtaking

- Remote PCAP
- Logging
- Remote Reboot
- Live MOS Score
- Alerting
- ZTP
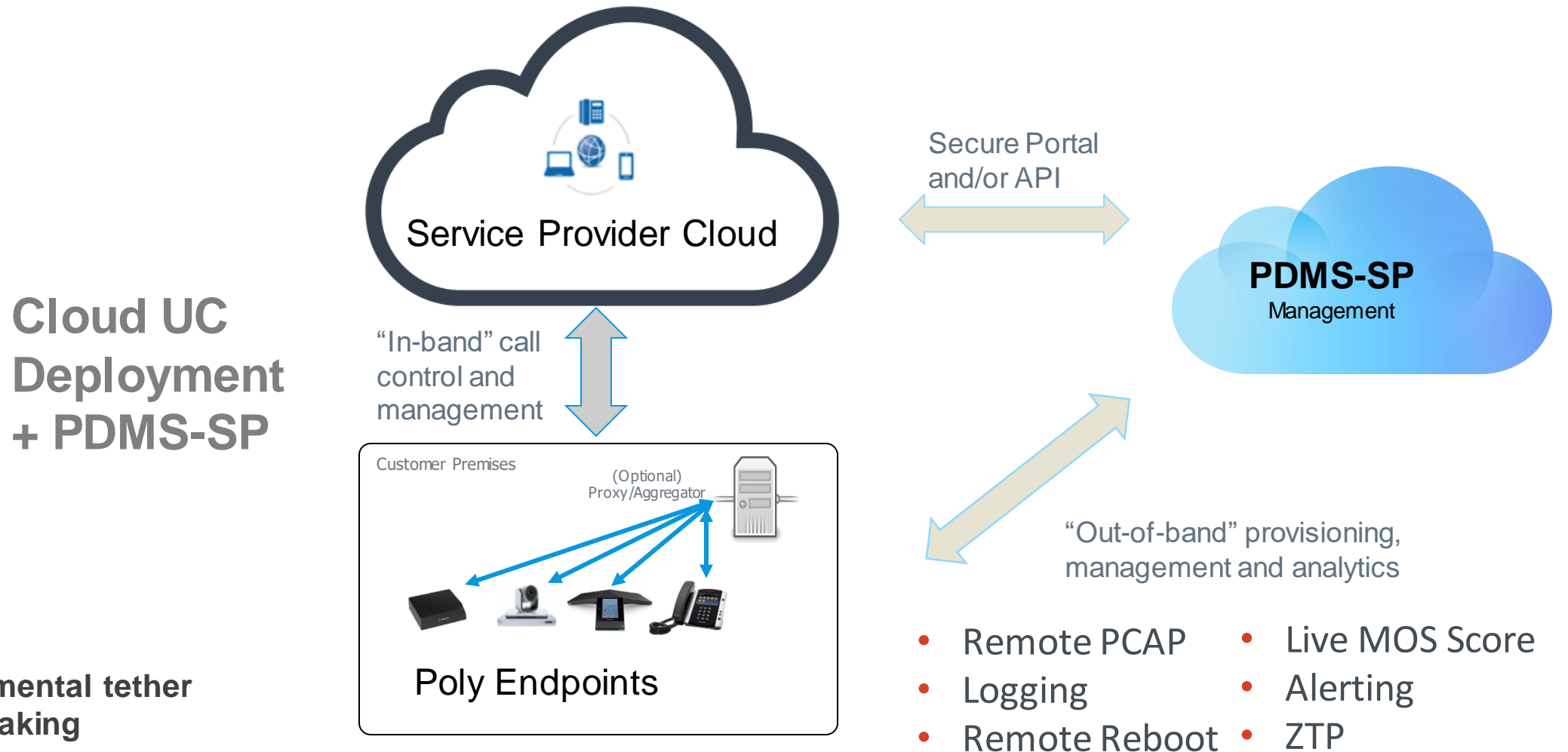
PDMS-SP SUPPORTED DEVICES

OBi Voice Adapters

Poly VVX Desktop Phones
(on both UCS & Obi-Edition software)

OBi Desktop Phones

PRE-RECORDED DEMO

https://www.youtube.com/watch?v=APQ9Pjykn10&t=

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Thank you!

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