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Reliability is Key

There are a lot of moving parts to delivering a cloud service and not all cloud service providers have the real knowledge or experience to deliver the service in an ultra-reliable manner.

SOLUTIONS

BY SIZE

Enterprise	Mid-size	Small
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BY FUNCTION

Business Continuity	Call Center	Franchise
Mobile Workforce	Multi-Location	Franchisee
Salesforce Open CTI	SmartBand MPLS	TotalCare
MPLS-Connect	Business Analytics	SmartCPE
SmartBand	Reliability	Support
Security	Value Proposition	

BY MARKET

Advertising	Construction	Consulting
Education	Entertainment	Finance
Government	Green Energy	Healthcare
Hospitality	Insurance	Legal
Manufacturing	Non-Profit	Real Estate
Retail	Technology	

BY PRODUCT

Streams	Skype for Business	SmartBox
Streams Mobile	ConnectMe	
AppDesigner		



UNIFIED COMMUNICATIONS, TEAM MESSAGING, FILE SYNC & SHARE

PanTerra Networks is a unified cloud service provider, delivering its family of secure, ultra-reliable, future-proof solution for SMB and Mid-market enterprises. PanTerra includes Streams, its business-class, HIPAA secure, ultra-reliable, futureproof unified cloud service that can be deployed world-wide.

Streams includes unified communications and team messaging infrastructure with a next-generation cloud-

based solution and **Smart-Box**, its HIPAA secure, enterprise cloud file storage, sync & share service.

With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available, while significantly lowering their total cost of operations and IT administration complexities.





One of the benefits of moving your communications infrastructure to the cloud is the fact that you are no longer responsible for managing and maintaining that infrastructure, your cloud service provider is. There are a lot of moving parts to delivering a cloud service and not all cloud service providers have the real knowledge or experience to deliver the service in an ultra-reliable manner. PanTerra has been the leader in delivering services via the cloud for over a decade. There are 5 components that impact the reliability and availability of cloud services.

Management Philosophy.

PanTerra's management comes from a telecom heritage that includes Bell Laboratories, the preeminent creator of the original analog telephone network still in use today and regarded as one of the most reliable networks in the world. Many of the architectural, design and operational philosophies of that network have been updated and

applied to the ultra-reliable IP infrastructure that PanTerra has built today.

Operational Methodology. Our management philosophy starts with rigorous operating procedures and processes that are designed to prevent human error from impacting operational stability. Live 24/7 monitoring of all critical components including carrier bandwidth, registrations, concurrent media processes, call metrics and quality, hardware metrics and network health ensure that if an anomaly does occur, action can be taken swiftly and effectively.

Software. The service is only as reliable as the underlying software. Developing ultra-reliable software requires special coding skills and years of experience. PanTerra has over 400 person-years of development in its solution and uses a continuous improvement methodology to identify bugs early and often through the life of a

feature.

Data Center. PanTerra operates completely redundant, hardened and secure data centers that are SAS70 compliant. Redundancy extends beyond server and network hardware and includes power systems (with dual backup generators), carrier networks, and dual HVAC systems. Equally important are the locations for PanTerra's data centers. PanTerra does extensive analysis of a data center location to make sure it has a very low disaster event index.

Connectivity. Implementing a solution with multiple connections is the preferred method for eliminating any single point of failure. PanTerra implements real-time monitoring of the connections including the monitoring of bandwidth utilization, registrations and QoS scores. All anomalies are reviewed and addressed expeditiously.

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