

TAILORED SERVICES AND SOLUTIONS

AVEGA 



DATA CONNECTIVITY

Avega is a leading Allstream Alliance Platinum Partner, meaning that we can offer your business the most reliable Internet solutions through the largest coast-to-coast provider.

ADSL

ADSL provides your business with Internet access over existing analogue copper lines or Fibre to the Node (FTTN) technology with high download speeds, and dynamic or static IP's.

ADSL (asymmetric digital subscriber line) is a “best available” high-speed broadband Internet service that allows fast and secure downloads. Through Allstream, Avega provides a range of ADSL services as industry-standard Business Internet.

- High download speeds
- Great value, balancing cost and performance
- Critical for companies with inbound data importance
- VoIP accessibility and integration

FIBER

Fiber-optic transfers data using light pulses across optical fibres at speeds up to 1 Gig, delivered to you via Ethernet and Ethernet handoff; which are resistant to electromagnetic interference, and can support multiple public IP's, meaning higher reliability and stability!

- Faster data transfer
- Capacity for higher bandwidth
- 10 Mbps to 1 Gbps
- Reliability and stability
- Guaranteed bi-directional

WAVELENGTH

Wavelength (or Dense Wavelength Division Multiplexing / DWDM) is a scalable high-speed point-to-point service that is critical for bandwidth-intensive operations. Wavelength delivers a flexible and secure bi-directional point-to-point Fiber connection that supports a variety of hand-off connections including Ethernet, Fiber, and SAN.

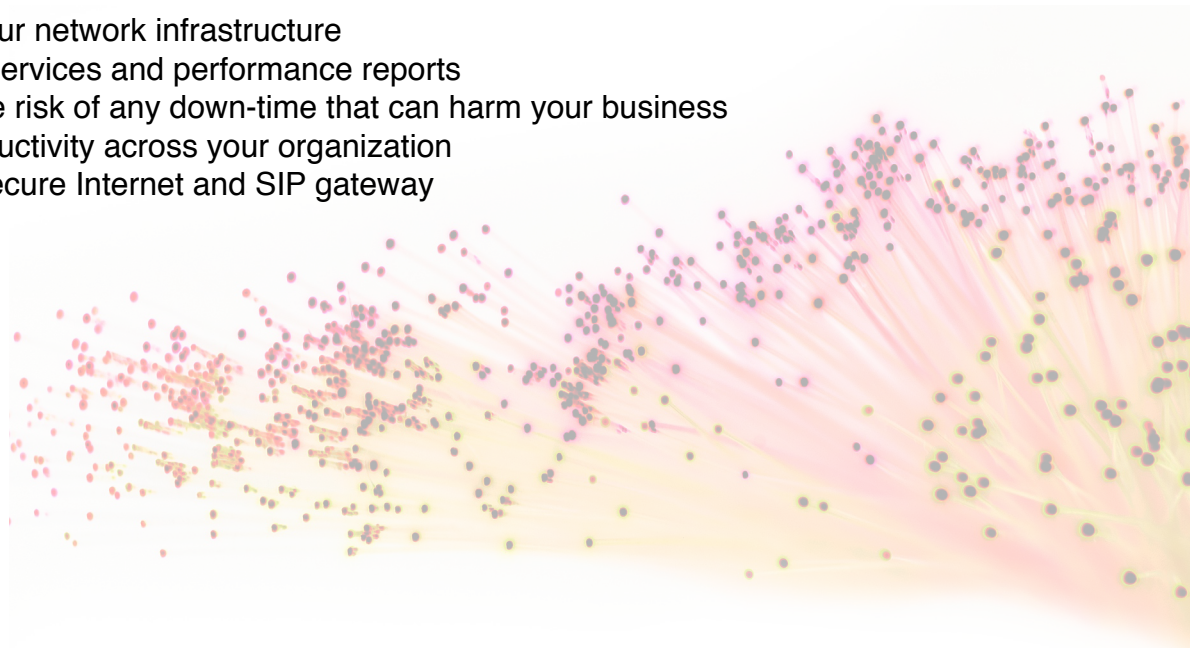
- Transmit data with speeds up to 10 Gbps
- High-security on private point-to-point connections
- High reliability, low latency and non-congested bandwidth

MPLS

MPLS (Multi-Protocol Label Switching) prioritizes your applications through packet forwarding, and provides the faster and more preferred option to traditional IP routing over public Internet VPN's. It ensures sensitive traffic such as VoIP gets priority.

MPLS is a managed data networking solution that supports all of your business' voice, video, and data applications onto a single IP-VPN (Virtual Private Network). MPLS enables a secure one-to-many point connection for all of your access points including offices and mobile employees, and shares access to Internet and SIP.

- Simplify your network infrastructure
- Managed services and performance reports
- Reduce the risk of any down-time that can harm your business
- Boost productivity across your organization
- Optional secure Internet and SIP gateway





VOICE CONNECTIVITY

Avega leverages our partners to ensure that your business can have the best voice solutions in place for the best prices. When your business depends on it, you have to ensure you're getting the top service and reliability; Avega can guide the way to quality and performance.

BUSINESS LINE

Business phone lines are a standard analog offering that allows you to connect your telephony system or fax service to a PSTN (Public Switched Telephone Network). Business phone lines are the traditional telephone service with features including call display, call waiting, and voice mail.

- Collection of features available
- Simple connectivity for your business' needs
- Secure, reliable, dependable
- Cost-effective solution
- Ideal for elevator and security systems

SIP TRUNKING

SIP Trunking (or IP Trunking) is a VoIP (Voice over Internet Protocol) solution that allows your business to cut costs by replacing PRI or traditional phone with a single IP connection. Our SIP Trunking services are provided to you over an Internet or MPLS access and ensure QoS through voice clarity and quality. SIP Trunking can be connected to an IP enabled PBX or to a digital PBX via a gateway device. A voice call over a SIP Trunk requires 100 Kbps of bandwidth.

- Cost-effective communications platform
- Eliminate the need for overlapping networks (and their expensive fees!)
- Access to "local" calling across Canada
- Ensure voice QoS



ISDN PRI

ISDN PRIs (Integrated Services Digital Network Primary Rate Interference) are delivered over a standard T1 digital access, and are partitioned into 23 PSTN connections. Out of Band Signalling is more efficient than other solutions and allows for the versatility that your business may require. This is the perfect solution for high volume calling organizations or call centre applications. ISDN PRI is a digital voice solution that allows up to 23 voice calls on one circuit. PRI's have the capacity to partition themselves and accommodate multiple types of outgoing and incoming calls, and simultaneous high-speed transmission of voice and data over a single ISDN PRI pipe.

- Carry up to 23 calls on a single digital connection
- Cost-effective for high volume calling businesses
- Higher clarity and quality audio than traditional phone lines
- Supports DID (Direct Inward Dialing)
- Optional rerouting feature ensures business continuity



CLOUD SERVICES

Leveraging the cloud can increase your business efficiency and smoothen out your daily operations, as well as save you the need of buying expensive hardware and equipment that gets quickly dated. Having access to tools, files, and applications no matter your location can provide the mobility that can be crucial to moving forward as a business.

CLOUD COMPUTING

Avega's cloud computing solutions allow your business to take advantage of the cloud by storing, managing, and processing your data securely in Canadian data centres and allowing you fast and reliable access to it over the Internet. Boost your business' productivity and efficiency, and save money, by moving your operations from your own location to hosted servers.

- Flexibility and scalability, adjust to your business' requirements
- Save money without the need to spend on hardware and on-premise servers
- Stay secure with protected data in the cloud
- Mobility that keeps your business running on the go
- Ensure business continuity

CONFERENCING

Collaborate through Avega's exclusive collaboration platform, JoinMyMeeting; providing audio, web, and video conferencing, allowing you to hold meetings with the highest quality video and audio resources, share files instantly, and enhance your productivity.

- Increase collaboration and decrease decision-making time
- Lose the cost and hassle of unnecessary travel
- Risk free trial

SALES PERFORMANCE

Our solutions connect telephony systems and CRM software, and automatically record customer calls to track and store customer insights and information, as well as sales force performance, on a subscription-based model without the need for expensive software development or applications. Our solutions can integrate seamlessly with your on-premise or hosted phone system, to track customer insights and data that you can leverage to your benefit.

- Monitor and collect customer information with fast and easy access to the most relevant customer data
- Understand your customers' wants and needs and improve your customer satisfaction
- Gain insights on your sales force behaviour and areas of improvement

OFFICE 365

Microsoft Office 365 helps move your business to the cloud with enterprise-grade email and office productivity applications on a SaaS (Software as a Service) basis. Office 365 comes loaded with hosted services including Exchange, Skype for Business, SharePoint, and Office Web applications, as well as the newest desktop Office applications (Word, PowerPoint, Excel, Access, Etc.) Office 365 is subscription-based, scalable and flexible to your business so it can be catered to meet your exact needs, and stores data in Canadian Data Centres.

- Flexibility with no contract terms
- Mix & match user profiles
- Synchronize Outlook between all your devices
- Secure web access to all of your business' valued documents & files
- Secure instant messaging, video, and audio conferencing
- Free migration support
- 24/7 technical support



UNIFIED COMMUNICATIONS

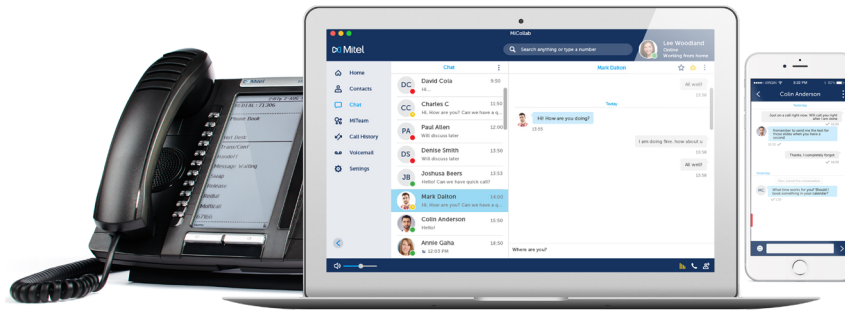
Through RingCentral and MiCloud, we ensure that our Hosted Phone options are tailored to your specific needs. Your business needs a secure communications platform that is capable of enterprise-grade reliability and quality of service. Your network is important, keeping it unified and running smoothly is what Avega and our partners help you with.

CLOUD CONTACT CENTER

Our contact centre solutions are centralized hubs that manage your customer communications and allow your sales or service organization to stay on track and running smoothly using smart routing functionality, combined with monitoring, reporting, and recording, accessible through a user-friendly dashboard.

Avega provides you with an omnichannel solution that integrates seamlessly with your CRM platforms and coordinates customers' communication methods including voice, chat, social media, SMS, email, and more; and assists your customers in reaching the right person fast.

- Gain customer feedback and insights
- Improve customer satisfaction
- Improve employee efficiency
- Make customer interactions clean and simple



HOSTED PHONE

Our Hosted Phone systems allow you to utilize cloud-based technology and keep your business connected with all the functionality of a traditional phone system, without all the costs. Our solutions are also scalable, so you have the freedom to customize the system to the size of your organization.

Avega connects your business and users through your Internet connection, which is being hosted by your service provider. Stay connected to your customers or employees regardless of where you are in the world. We leverage our industry-leading partners in Hosted PBX, including MiCloud and RingCentral, to get your business connected with the right system.

- Long-distance calling included
- Little to no hardware or equipment required
- Easy to manage, eliminate the need for costly “telephone guy” service calls
- Scalable to the size of your business
- Maximize employees mobility and productivity
- 24/7 support



BUSINESS CONTINUITY

Keeping your business up and running is important; any down-time can be critical. Business continuity and disaster recovery solutions can prove to be valuable assets to any business, ensuring you're prepared to continue operating.

COLOCATION

Avega's colocation solutions allow Canadian businesses to rent server space in a Canadian T2 or T3 certified data centre. If you have mission-critical applications and valued data, this is the solution for you.

Avega helps you get set up with a Canadian certified data centre where you can install hardware and equipment and have everything including the bandwidth, power and cooling systems provided for you, making sure that your business is running smoothly and your mission-critical applications are always up with no down-time.

- Cost savings on IT infrastructure
- Reduced management costs
- Reliability, dependability, and steady uptime
- Keep your valued data protected in case of any disaster



ONLINE CLOUD BACKUP

Cloud Data Backup solutions offer your business a secure and reliable managed platform to protect your valued data in a Canadian data centre; with storage for anything from important documents to emails. Rather than an on-site unreliable tape backup, Avega's partnerships allow you to store your valued information in the cloud that accommodates rapid restoration times. You can schedule your backups at any time and frequency, flexible to your business, and our intelligent back-up means that you don't waste bandwidth on duplicate content, only changes to your data. Our solutions also allow your business to quickly spinup a virtual server from the cloud.

- Protect your business from any major losses or downtime
- Keep your valued documents and data secure and safeguarded
- Protect your business from malware and cryptolocks
- Rapid restoration time

MANAGED I.T. & PROFESSIONAL SERVICES

Don't have the technical resources for IT?

Need your IT department to focus on other initiatives?

Avega delivers you the solution and resources you need to succeed, with expertise and certified, national coverage.

- Managed Security Solutions
- Managed Monitoring Services
- Managed Support Desk
- I.T. & Cloud Migration Consulting
- Project Based Professional I.T. Service
- Cabling - Design & Install
- Managed Security Cameras

OUR PARTNERS



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