



Presenter

Mark Bunnell

Chief Operations Officer

Mark Bunnell is Chief Operating Officer (COO) and Co Founder of Nuwave Communications with responsibility for the customer experience from installation to service.

nuwave
powered by  **ipilot**

Supporting Presenter

Monica Salazar

Engineering Director of Microsoft Solutions

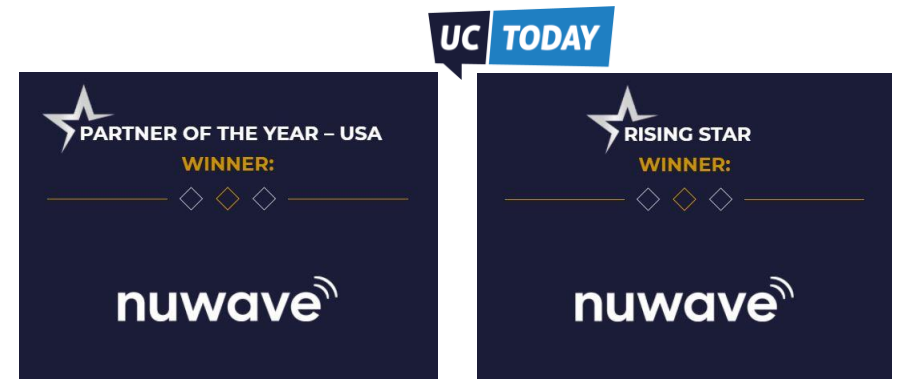
 **Microsoft**
Operator Connect Launch Partner

 **Microsoft**
Co-Sell Ready
Partner

**Microsoft
Partner**



Calling for Microsoft Teams
Advanced Specialization
Gold Project and Portfolio Management
Gold Communications
Gold Cloud Productivity



Our Network



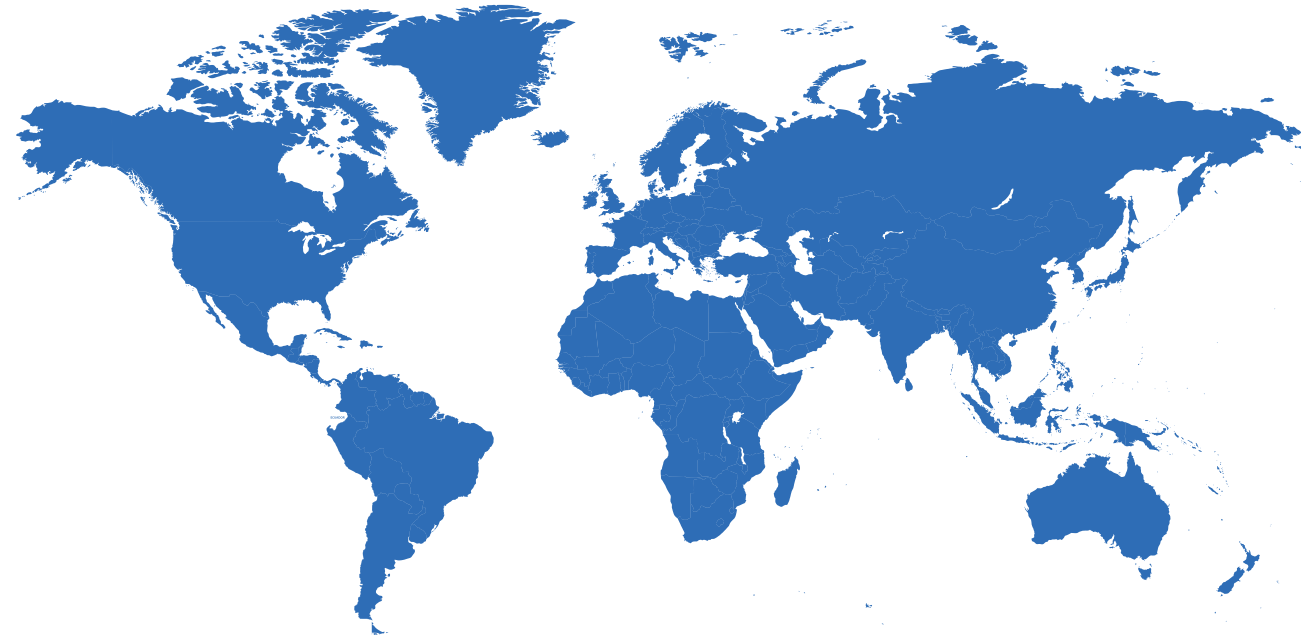
SETTING NEW STANDARDS

Delivering Enterprise Voice for 10+ years without a customer facing service interruption



THE STRENGTH OF THE NETWORK

- ✓ Carrier Grade Infrastructure.
- ✓ Global Coverage – North America, EMEA, APAC(Q4)
- ✓ 1 to 1 Connect to Microsoft via MAPS
- ✓ Fraud Detection & Monitoring
- ✓ Complete Redundancy:
 - Equipment, Power, Cooling, Access & Storage
- ✓ Future Proof World Class Technology
- ✓ Disaster Plan support
- ✓ Committed Quality of Service



GLOBAL COVERAGE IN:

United States, Canada, Sweden, Denmark, Portugal, Spain, France, Belgium, Germany, Switzerland, Austria, Italy, Ireland, Netherlands, United Kingdom



100% 10+ Year Uptime

99.99999% 20+ YEAR GLOBAL NETWORK AVAILABILITY

nuwave



Deploy, Mange, and Support

Connect

iPILOT offers a robust set of time-tested APIs to connect your global infrastructure end-to-end in minutes.

Automate

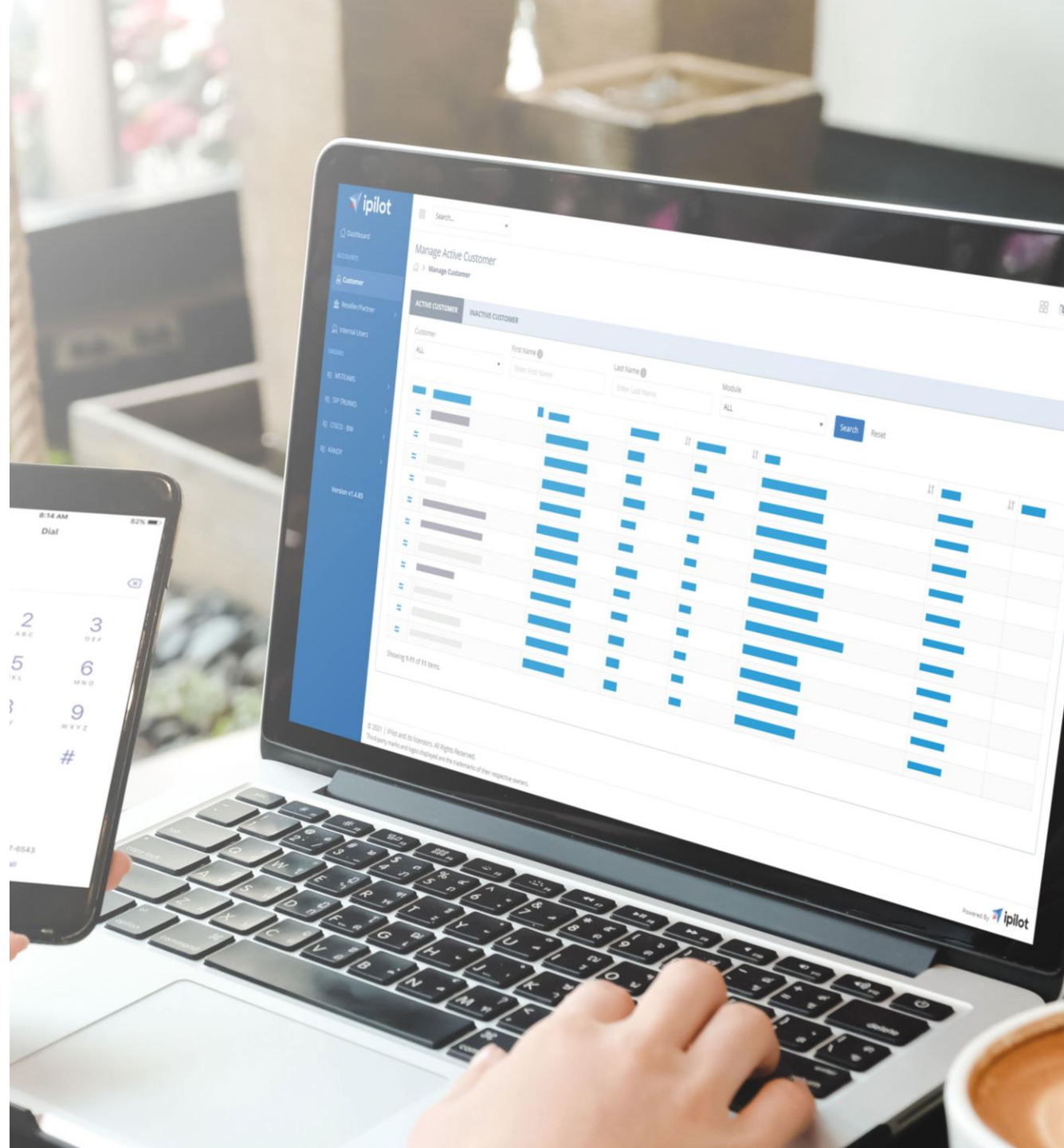
iPILOT leverages existing APIs to automate Microsoft Teams global provisioning through a single orchestrated workflow.

Orchestrate

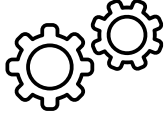
iPILOT orchestrates an optimized sequential workflow that is so simple that non-technical personnel can now manage service delivery.

Control

A single pane of glass with end-to-end global control of your entire communications infrastructure with elastic, on-demand scaling.



ipilot | Key Features



Automation Features

End-to-end communications management platform that is unmatched in the industry with its high level of service availability and support.

- Number activation
- Direct Routing Tenant Configuration
- Bulk Phone Number Assignment
- MACD for Teams Voice
- Carrier Management
- iPILOT Controlled Operator Connect Phone Number Assignment



Planning Features

Versatile Disaster Plans with flexibility to mitigate multiple forms of outages for customers. Built in PBX Assessment tools to efficiently plan your migrations.

- PBX Assessment
- Disaster Planning
- Account Provisioning Staging
- Phone Number Self-Service Porting



Analytics

Full-service analytics and reporting features, including:

- Quality of service reports
- Call logs
- Call Data Records
- Call quality dashboard
- Error Status reporting



Administration Features

Versatile features built into iPILOT that help you manage your phone system for Microsoft Teams.

- Call Forwarding
- International Calling Restrictions
- CNAM
- Emergency Calling Services
- Department Admin Role Based Access



Service Overview

Self-Serve Automation

Empower your Engineering Team with a full self-serve platform with all the automated PowerShell and API integrations needed for your Microsoft Teams Voice deployment and provisioning.

Versatile Planning Tools

Versatile Disaster Plans with flexibility to mitigate multiple forms of outages for customers. Built in PBX Assessment tools to efficiently plan your migrations

Global Voice Service

With NUWAVE's geo-redundant, carrier level service, you get global connectivity & support with ability to support any customer location.

Accelerate Deployment

Accelerate the Deployment of your Microsoft Teams Voice Offer while decreasing the overall complexity of managing your service. iPILOT provides a zero-touch, fully elastic platform which allows for on-demand scalability.



Thankyou

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