Is it Time to Virtualize?

Switchvox® On-Premise Options

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Businesses of all sizes can now realize the advantages of a fully-featured UC solution, whether it be virtualized, cloud/hosted or an appliance.

In the not so distant past, Unified Communication (UC) solutions typically required a lot of big, bulky, proprietary hardware and deployment options were limited. Options such as virtualization were off the table due to the expense and complexity for all but the largest businesses. Today, Sangoma offers Switchvox as an appliance or Switchvox for VMware or Hyper-V, removing the barriers and inconveniences of on-premise phone systems of the past. Businesses of all sizes can now realize the potential of a fully-featured UC solution deployed the way they want.

With on-premise deployment options ranging from a physical appliance to a stand-alone virtual server, to a multi-host highly-available server cluster, this guide steps you through the benefitsof each option.

The All-In-One Appliance-based Solution

Often times, businesses are looking for a simple, turn-key, ready-to-run solution. For these businesses, an appliance that comes preloaded with software, tested hardware, and full manufacturer's support is the best solution. Switchvox appliances are made for these types of users. And, with Switchvox appliances rated to support up to 600 users, this system is designed to meet the demands of businesses, large or small.

Switchvox appliances are tested and rated to support pre-defined specifications, such as, a set number of extensions, concurrent calls, and conference bridges. These appliances come in a variety of models to meet the demands of businesses of all sizes. To provide added levels of redundancy, many Switchvox appliances are available with a RAID array and redundant power supplies, for unparalleled reliability and long-term uptime. And with multiple options for hardware warranties and software support available, Sangoma fully supports the entire platform, end-to-end.

Because Switchvox appliances are 'all-in-one' solutions, there's no need for cumbersome racks of telecom equipment that were often required with legacy systems of the past. A single appliance is all that's needed to access the power of Switchvox, including call control, auto attendants, call queues, fixed mobile convergence, music on hold, contact center and other enterprise-class features.

As a solution that's ready to deploy right out of the box, administrators don't need specialized cables, terminal commands, or the mastery of proprietary knowledge to fully manage and maintain Switchvox. With the point-and-click simplicity of a web-based administrator panel, even non-technical administrators have the power to quickly and easily make adjustments to the phone system in real-time.

Switchvox appliances are 'all-in-one', so there's no need for cumbersome racks of telecom equipment. Switchvox provides enterprise-class features including, call control, auto attendants, call queues, fixed mobile convergence, music on hold, and more, from a single appliance.

The Value of a Virtual UC Solution

With customers increasingly looking to maximize server utilization, while minimizing the number of physical servers, an appliance-based model may not be appealing. Even in the SMB space, virtualization is becoming a *de facto* standard for new application rollouts. And it's easy to see why. With virtualization, clients can immediately achieve higher utilization on each server, reduce overall server counts, lower electricity and heating/cooling costs, all while gaining hardware independence and higher levels of redundancy and availability.

Switchvox for VMware/Hyper-V brings the simplicity of the web-based administrator interface to hardware resource allocation. When your business grows, your Switchvox VM easily scales with you.

Virtualization allows immediate, higher utilization on each server, reducing equipment needs and other expenses, while gaining higher levels of redundancy and availability.

For organizations looking to minimize their initial hardware costs, existing server hardware can often be repurposed to satisfy the needs of Switchvox for VMware/Hyper-V. Whether VMware/Hyper-V is currently being utilized, or a new VMware/Hyper-V setup is required, setup is as simple as loading a pre-configured image file. The benefits continue even if you're migrating from a Switchvox on-premise appliance, to Switchvox for VMware/Hyper-V, with migration being a simple backup and restore.

By utilizing VMware/Hyper-V, customers gain more confidence in their disaster recovery planning, with additional choices for backup and recovery (Switchvox software backup, or whole VM backup). It's easy to restore Switchvox for VMware/Hyper-V onto any other VMware/Hyper-V host, whenever it's needed, to provide emergency communications anytime, anywhere.

The Simple Failover UC Solution

Of course, with a single-server virtualization host now running multiple applications, intelligent IT personnel realize there is a very real risk that even simple maintenance, or hardware upgrades can affect more than just one application at a time. Taking a physical server offline brings an entire company's critical line-of-business applications (including voice) offline.

To eliminate some of the problems associated with a single-server host, a secondary virtualization host can be used as a warm or cold spare. With a good set of backups stored outside of the primary host, bringing a

secondary host online while performing maintenance is as easy as restoring backups. With the virtual 'flip of a switch,' all critical applications and servers are back online and functioning, as if there was no server offline.

The Business-critical Solution

For those with mission-critical UC needs, the real benefit of a virtual environment is the ability for self-healing and high availability to seamlessly keep your applications (including voice) online, no matter what type of hardware failure (or maintenance) might be encountered. With a full VMware/Hyper-V environment, shared storage, and VMware/Hyper-V licensing, it's possible to create a voice solution with close to 100% uptime, even during critical hardware failures.

Technologies such as automatic load-balancing, automatic failover, multi-pathed networking, and shared storage, all combine to create an entire infrastructure of highly-available, highly-optimized, highly-scalable and cost-effective business critical IT services. With Switchvox for VMware/Hyper-V and a high availability setup, downtime during an outage scenario is measured in minutes, not hours. VMware's/Hyper-V's advanced features along with SIP trunks can be provisioned so secondary or backup locations can take over primary telephony responsibility and re-route calls to failover destinations, all without manual user intervention.

A business can greatly improve disaster recovery contingencies, with more options for backup and recovery, as well as providing emergency communications anytime and anywhere.

The Bottom Line

Whether a small business or large enterprise, everyone can take advantage of the benefits of a virtualized UC solution. And with Sangoma's Switchvox solution as the selected IP PBX, there has never been a better time to realize the full potential of a fully-optimized, redundant, highly-available virtualized UC solution. See how adding virtualized voice with Switchvox for VMware/Hyper-V can save time, money and resources.

Get more information at:
www.sangoma.com/business-phone-systems/virtualization/

Realize the full potential of a fully-optimized, redundant, highly-available virtualized UC solution.

Switchvox is the award-winning business phone system specifically developed for small-and mid-sized businesses, available on-site, virtualized, or in the cloud. Switchvox makes it easy to integrate all of your office communications and immediately start saving time and money. Recognized as "Best Value in UC for SMBs," Switchvox offers a single powerful set of UC features at a price your business can afford. All-inclusive pricing means there are no costly add-ons or unexpected expenses for business-critical features—including mobility! You get all the features of Switchvox with one low price!

> Sangoma's Switchvox UC will help you easily transition from a basic phone system to a feature-rich Unified Communications solution.

Switchvox for VMware or Hyper-V®

Eliminate the need for a dedicated PBX appliance and provides small and medium-size businesses with a phone system that meets the needs of an enterprise at a fraction of the cost of traditional voice deployments.

Scalability

Virtualizing Switchvox releases companies from stringent hardware requirements and specifications. VMware/Hyper-V provides the flexibility to adjust system resources on the fly, delivering a phone system that grows with the success of your business, and with the performance you demand from your communications.

Disaster Recovery

Downtime is expensive, and virtualization is the key to ensuring that downtime is minimized. Utilizing VMware's/Hyper-V's disaster recovery tools, High Availability is possible with Switchvox, allowing your company to stay connected to customers at all times.

Save Money

Switchvox support for VMware/Hyper-V lets you take advantage of your existing virtual environment, eliminating the need for costly, dedicated voice appliances. Having fewer appliances also significantly reduces maintenance and power costs.

About Sangoma Technologies Corporation

Sangoma Technologies is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes, service providers and OEMs. Sangoma's offerings include Unified Communication (UCaaS) and Call Center as a Service (CCaaS) business phone systems, both on-premise and cloud, Communications Platform as a Service (CPaaS), SIP trunking services (TaaS), and telephony hardware which can also be deployed as a service. Sangoma's products and services are used in leading PBX, IVR, contact center, carrier networks, and data communication applications worldwide. Sangoma is the primary developer and sponsor of the Asterisk project, the world's most widely used open source communications software, and the FreePBX project, the world's most widely used open source PBX software. Businesses can achieve enhanced levels of collaboration, productivity, and ROI with Sangoma.

For more information on Switchvox: www.sangoma.com/switchvox

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