




simple powerful secure

INTELISYS

## Most Comprehensive Video Solutions on the Market

### Replicating the human dynamics of a Live Meeting

 **TELIRIS** TELEPRESENCE Teliris delivers cloud video managed services and products designed to drive value across its customers' video estates. Offering immersive telepresence and videoconferencing endpoints, network services, endpoint managed services, videoconferencing as a service and call production. Founded in 2001, Teliris is headquartered in New York and London with deployments and Teliris Channel Partners across the globe.

#### Challenge

As a result of record growth in 2009 and the expansion of their EU-based Headquarters office in London facilitated the need to have a more simple, affordable and reliable solution for communications. As a leader in their industry, they required flexibility and the most comprehensive system available. With a 24/7 call center and network operation center supporting a global client base any downtime would be unacceptable.

#### Solution

A multi-site solution was installed in both the US (New York and Connecticut) and in the UK. Features include easy intercontinental call transfer, interoffice dialing and a virtual network operation center with a single GUI for unifying all system instances.

#### Result

The installation of a geo-clustered HA system supports multiple failover scenarios in the event of any site experiencing an outage. This allows Teliris to leverage NOC personnel across the world to support their global customers. As a fully managed solution, sipIQ reduces the skills and manpower necessary to support a state-of-the-art, worldwide unified communications system.



"sipIQ's IP PBX solution is super reliable, delivering great quality voice services, with cost efficient call routing and an intuitive administration portal. The sipIQ solution was installed perfectly, works globally, and has been a great success with our NOC teams and the customers we serve"

– Steven Gage CTO

