

# VOICE OVER IP IMPLEMENTATION SERVICES



## Technical Capabilities

*How Longhill Strategic Services can deliver network based phone and call management systems to small, medium and large businesses on VOIP hardware platforms.*

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**Longhill Strategic Services**  
**&**  
**VOIP Solutions**

**Services Overview**

- 1) Planning
  - a) This is the starting point and involves meeting with the customer to determine the present and future requirements for voice communications. This may include a site analysis of exiting network infrastructure to qualify VOIP readiness.
  - b) Meeting with all business management to see if any converged network services can be added to enhance productivity.
  - c) Presenting a solution based on the customer's needs that fits within feasible budgetary parameters.
- 2) Design
  - a) Designing a hardware and software solution that will provide the functionality required for a robust converged voice and data network. A Certified Voice Professional will specify all network hardware and software requirements.
  - b) Any enhancements to the customer's current infrastructure needed to support a voice and data network will be documented and an upgrade plan will be submitted.
  - c) A comprehensive network assessment will be performed by certified field engineers and the results will be submitted to the design team.
  - d) All line assignments and desired functionality will be defined with direct customer involvement.
- 3) Staging
  - a) Once the design phase has been completed the necessary hardware and software will be procured and shipped to the Longhill Staging Facility.
  - b) All the hardware and software will be pre-configured in a lab environment and tested prior to shipment to the customer's facility.
- 4) Implementation
  - a) The last phase of the process involves the actual installation of the equipment.
  - b) Any configuration refinements will be made.
  - c) All systems will be tested by the field engineering team.



- d) The testing phase of the implementation will involve the customer's IT and management to ensure the final configuration meets the expectations desired.
  - e) Administrative and end user training will be provided to ensure a smooth transition to the new communications system.
- 5) Maintenance
- a) The key to business operations is internal and external communications.
  - b) Longhill offers multiple levels of support ranging from telephone support, depot repair to full on site 24 x 7 hardware support.
  - c) We have a national support team ready to assist with any problems, either major or minor, during the life of the installation.

### **Why Longhill Strategic Services?**

Longhill has years of experience in the telecommunications industry with a nationwide footprint through our partners that enable us to provide services in most major cities in the US including Alaska, Hawaii and Puerto Rico.

Our design and staging teams are certified on various voice, data and wireless platforms. We have high end staging and lab facilities, which can handle any volume of equipment.

Our implementation teams are qualified and experienced in all phases of telephony and data systems installation and maintenance.

Longhill's support engineers are available 7 days a week to ensure minimal downtime in the event of equipment malfunctions or other emergencies.