

### Introduction

[FlexITy Solutions](#) (FlexITy) is a leading provider of voice, data, and converged and managed services for businesses throughout Canada.

FlexITy offers a broad range of products and services including infrastructure design, implementation and support, security and compliance solutions, unified communications (UC), managed services and data center integration including enterprise storage, virtualization, and disaster recovery.

In response to a growing need for a more flexible, affordable and cloud-based unified communications and collaboration platform, [FlexTEL](#) was launched to help its clients transform the way their business works—raising the performance of their organizations and establishing an important and sustainable competitive advantage.

**The Result.** FlexTEL is a forward-looking, knowledge-based brand founded with a single vision: to unite and deploy the most powerful business technologies via a scalable, on-demand, cloud-based communications platform; one capable of delivering a complete and continuously advancing package of UC services and applications.

### Challenges

Leading organizations leverage communications tools in ways that outmoded telephone companies cannot hope to accommodate. FlexTEL realized their differentiation needed to come from:

**Experience.** FlexTEL's focus has been on serving companies of all sizes operating in geographically dispersed locations, across a spectrum of environments. Because their involvement extends to the smallest of details, their understanding of the system and the business needs that underlie its design is second to none.

**Expertise.** From their network operations center to solution design, account management, and acquisition, the FlexTEL team is comprised of people who are constantly thinking of new ways to solve old problems. They are not a collection of people with a passing interest in technology who are chasing the latest "new thing." They are committed to advancing their knowledge and the industry as a whole.

**Service.** Experience and expertise without a commitment to service has no value. The competitive landscape is littered with firms having expertise but no empathy or connection to their customers. FlexTEL truly values their customer relationships,



“The way we see it, Unified Communications is not out on the horizon – it has arrived. Many organizations are struggling to determine how or if they can benefit from this transformative platform. Because we are not a phone company, we are able to engineer UC&C solutions that work for them.”

Peter Stavropoulos, President and Chief Executive Officer, FlexITy



understanding and acknowledging the potential risks that come with large-scale system changes. FlexTEL listens, questions, and understands before all else.

**Dynamic Provider.** From speed to market to ease of implementation, and with truly flexible application services, the FlexTEL platform delivers without the requirement for a major systems integration.

## Solution

FlexITy selected the VOSS technology, which was deployed within their managed Cisco Unified Communications Manager (CUCM) platform to provide a layer of automated service fulfillment management to their customer base.

VOSS provides a highly scalable, highly redundant solution to provision and manage FlexITy's next generation communication networks and services, enabling the company to significantly reduce the total cost of ownership of their UC&C platform through integrated, automated provisioning.

From initial design (day-0), through to build and deployment (day-1), through support and administration (day-2), and finally to upgrade and scaling (day-3); VOSS provides a central fulfillment management platform with a common data store.

In addition, VOSS provides a central view of the FlexITy's network, resources, services and users, which allows the company to operate large, complex, distributed customers from a single management system; thus providing a single pane of glass to manage the entire communications system.

## Business Benefits

FlexTEL's partnership with VOSS has allowed:

- Faster customer acquisition leading to a reduction in associated costs and a decrease in the number of pending customers changing their mind
- VOSS day-1 deployment tools mean that site deployment costs are significantly lower
- VOSS day-2 support tools allow devolved administration and enable customers to perform their own MACDs in real-time
- Engineering staff are able focus on growing the business and new collaboration services, rather than basic administrative tasks
- Consistency in base configuration has removed the risk of data drift and inter-customer data conflicts
- All services are now managed in a central service catalog, allowing for better reporting and billing integration
- New services can be added quickly, and are more easily bundled within existing or value-add packages

## VOSS – Enabling organizations to profit from cloud-based enterprise communications

**“ VOSS allows us to cost-effectively manage and administer our customers, no matter how complex. By allowing our customers to do their own administration—Moves, Adds and Changes—we free up our voice experts to concentrate on more complex tasks, and allow our clients to focus on their primary business objectives. ”**

George Thorogood, VP of Services, FlexITy

To find out more about FlexITy, please visit [www.flexity.com](http://www.flexity.com) or email [info@flexity.ca](mailto:info@flexity.ca)

To discuss your collaboration fulfillment requirements with VOSS, please contact us: [enquiries@voss-solutions.com](mailto:enquiries@voss-solutions.com) • [www.voss-solutions.com](http://www.voss-solutions.com)