



Ribbon partner for SBC support.

The benefits...

- Get support from US-based telephony experts
- Access to support 24x7x365 so you're never on your own
- Eckoh's support team can be on-site in 4 hours
- Good long-term value that is clearly defined and easily understood
- Maintain your Ribbon technology with ease and expertise.

Supporting secure, smart and simple networks.

As contact center telephony experts, we understand the technology from end to end which is why we're a safe pair of hands to manage your support needs.

We're already renowned for providing world-class contact center support services in both the US and UK. We help contact centers to extend the life of the technology - including Aspect and Avaya - so they can maximise their investment and maintain control of their infrastructure and upgrade schedule.

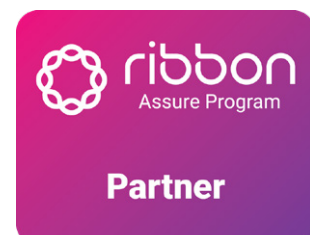
Eckoh has now become a Ribbon partner to support Ribbon's Session Border Controller (SBC) clients.

We're certified as a Silver Assure Program Partner and have 10 fully trained and certified support engineers in the US.

"This partnership offers us a real opportunity to deliver our well-respected contact center technology support services to a wider market."

Partnering with Ribbon is a natural fit as their security credentials match those of Eckoh's wider contact center technology portfolio."

Todd Funk, Senior Executive Vice President, Eckoh.



Support & training

We support Ribbons' customers existing SBCs, former Sonus or Edge SBCs and carry out:

- New installations
- Implementations
- Moves, adds and changes
- Support & maintenance

Our engineers are now fully trained on:

- SBC 5000 series (5110, 5210,)
- SBC 5400
- SBC 7000
- SBC Edge series - software based
- SBC Software edition (SBC SWe)
- SBC Software Edition Lite
- Sonus SBC 1000 and 2000.

Ribbon SBCs specifications

- The SBC 1000 supports up to 100 concurrent sessions, and the SBC 2000 can handle up to around 600, making them perfect for medium size branch deployments, to larger enterprise deployments (in the case of the 2000).
- Both support TDM and IP, and can be configured as a survivable branch appliance - meaning that if deployed in a branch and the connection to the core network goes down - they'll carry on being able to provide local services.
- The 5100 and 5200 are well suited to service providers and large sized enterprises.
- The 5100 and 5200 share the same high availability features as the carrier grade SBC 9000, making them suitable for very large scale enterprise and service provider VOIP deployments.
- The SBC 9000 also handles TDM and is capable of supporting up to 30K concurrent call sessions over both legacy TDM, and IP connections.
- The 9000 series is a carrier grade SBC suitable for very large enterprise and carrier deployments. It's perfect for large scale NNI peering, and is designed with Card level high availability to deliver service continuity.



Working with Eckoh

When you call Eckoh support, your call is answered directly by a trained Eckoh engineer whose job is to solve your problem.

We own the ticket even when it means managing other third-party suppliers until a satisfactory resolution is reached.

Millions of customers and hundreds of companies use platforms designed, managed and supported by Eckoh, which is why no one who has come to Eckoh for support has ever gone back to their original vendor.

With Eckoh's team of US-based engineers can be on-site in 4 hours to provide our support services.

What's more get highly reliable and responsive support at a significantly lower cost.

