



***Dialexia***

Award-winning VoIP business solutions

# Breaking Communications Barriers

## 13 years of innovations in VoIP

Dialexia Communications is an award-winning telecom software & services company established in 2001 in Montreal, Canada. A leader in voice & data convergence, Dialexia develops and delivers a complete set of IP telephony solutions for businesses and telephone carriers around the globe.

Soon after its establishment, Dialexia released **Dial Office**, an innovative VoIP solution designed to replace the costly circuit-switched enterprise PBX. The product's features were widely praised by industry analysts, paving the way for Dialexia's next offering: **Dial Gate Softswitch**. Serving VoIP & PSTN networks, Dial Gate allowed the company to establish a major presence in Latin America, where it is currently being used by telephone carriers to serve networks of over 10,000 subscribers.

In 2008, the company released the highly-anticipated **HERO** platform, a complete hosted PBX solution for operators and large corporations wanting to host IP PBX services at their company premises.



# Dial Office IP PBX

## Industry-leading advanced features

**Dial Office** is a full-featured IP PBX software designed to take full advantage of the benefits offered by VoIP communications. Based entirely on the SIP standard platform, this IP PBX comes with industry-leading advanced features that were previously only available with costly, circuit-switched enterprise phone systems.

Dial Office offers reliable, low-cost VoIP communication with the highest voice quality available, in addition to providing businesses with interactive tools that increase productivity, lower communication costs and enhance customer service.



- ✓ Interoffice communication
- ✓ Remote worker support
- ✓ Web-based administration
- ✓ Scalable & adaptable
- ✓ SIP trunking
- ✓ Auto-attendant IVR
- ✓ Unified communications
- ✓ Device provisioning
- ✓ Busy lamp field
- ✓ ACD module
- ✓ Conference server
- ✓ Failover support

### Telephony Features

Caller ID, call waiting, call park, blind & supervised transfer, call forwarding, fax support, hunt group, group paging, find me/follow me, music on hold, call recording

# Dial Gate Softswitch & Billing Server

## Integrated VoIP services

**Dial Gate** is an award-winning softswitch & billing server for the VoIP and PSTN networks. Based entirely on the SIP standard platform, Dial Gate provides real-time communications over IP.

Once installed, Dial Gate functions as a VoIP softswitch by connecting calls to one another within the same or different networks. In addition, Dial Gate provides advanced real-time monitoring services, prepaid and post-paid billing, automatic invoice scheduling and call-plan subscription.



- ✓ Pre- & post-paid accounts
- ✓ IP Tone subscribers
- ✓ Call shops
- ✓ Virtual lines
- ✓ Agents & resellers
- ✓ SIP trunking
- ✓ Web-based administration
- ✓ IVR server
- ✓ Emergency 911 support
- ✓ Integrated billing
- ✓ Cost & statistics reports
- ✓ Virtual circuits
- ✓ Device provisioning
- ✓ Soap API
- ✓ Failover Support

# HERO Hosted PBX

## IP PBX for large-scale operators

Hosted Enterprise Remote Office (**HERO**) by Dialexia is a source of guaranteed revenues for operators wanting to provide hosted PBX services to their customers.

HERO provides hosted PBX telephony services to SMEs, who in turn save on the expenses of running in-house PBX phone systems. This highly scalable software offers a wide range of features, including an integrated billing server that monitors the day-to-day activities of its hosted PBX clients and produces cost reports to track profits made.



- ✓ Web-based administration
- ✓ Advanced PBX features
- ✓ Emergency 911 support
- ✓ Cost & statistics reports
- ✓ Unified communications
- ✓ Device provisioning
- ✓ Auto-attendant IVR
- ✓ Conference server
- ✓ Failover Support
- ✓ Integrated billing
- ✓ ACD module

An operator running **HERO** provides clients with a VoIP phone solution that includes all the features of a corporate PBX phone system.

# Harnessing the power of VoIP

## Why more customers are choosing Dialexia

### Industry-Acclaimed Features

- VoIP service providers can offer residential / business services using VoIP gateways, SIP trunks & billing resources.
- Companies can take advantage of a multitude of enhanced features to improve productivity and customer service.

### User-Friendliness

- Dialexia products are practical and easy to use. The full list of features for each product can be accessed & managed from any web browser, from provisioning to invoicing.

### Carrier-Grade Reliability

- Dialexia software is extremely reliable & well-tested, in addition to offering world-class failover & high availability support.

Technology principles

Service-oriented architecture

Standards-based components

End-to-end design & management

# Harnessing the power of VoIP

## Understanding the benefits of **Dialexia** products

### Interoperability

- 100% SIP compliance
- Easier integration into client's environment
- Faster time to market, quicker return on investment

### All-in-One Software

- One low cost for ownership
- Partnership approach = wide market reach, increased revenues

### Web-based management

- Easy to learn & operate
- Faster time to market
- More practical to manage

### Business Features

- Built-in productivity & customer service features
- Enables the creation of billing plans for customers

### Failover Support

- Premium customer support 365 days a year
- High availability, reduced downtime

# Global Experience

Dialexia product users span the globe in North America, South America, Western Europe and the Middle East. They operate within a broad spectrum of the communications equipment and services industry. Long-time users of Dialexia products include :





# Technology Partners

**Dialexia products** support a wide range of industry leading SIP VoIP gateways, IP phones, and analog telephone adaptors (ATAs). 100% SIP compliance means customers have a variety of devices from which to choose. Products from our partners have been fully tested and quality-assured by **Dialexia** to operate with its VoIP soft switch platforms and applications.



# Awards & Recognition

**Dialexia** products have been the recipient of numerous telecommunications industry awards over the years. The product has been credited with contributing to the advancement of the field of IP telephony by *Internet Telephony Magazine*. Recent awards include :



*ITEXPO “Best Solution Provider” (2013)*



*Internet Telephony Conference & Expo “Best of Show” (2006)*



*ITEXPO “Best of Show” (2009)*



*Internet Telephony Magazine “Product of the year” (2006)*