

Use TotalConnect with your Cisco CallManager and Save

If you own a Cisco Unified Communications Manager (CallManager) or CallManager Express, you can, of course, invest in the equipment and infrastructure necessary to connect to the Public Switched Telephone Network (PSTN) and the Internet. Or you can use Appia's TotalConnect.

TotalConnect consists of one or more connections between you and a secure, telco-grade Appia operations center. These connections deliver voice services (inbound and outbound calls, toll-free service, etc.) and Internet access.

Here are just a few of the benefits of using TotalConnect:

Lower your capital investment With a connection to Appia, you don't have to invest in the equipment necessary to connect to local and long distance providers.

Reduce your monthly costs Save money by requiring fewer connections to the telephone network. Also, Appia's calling rates are among the lowest anywhere. Calls within the United States and Canada are 1.5 cents per minute. Calls to Europe, Asia, South America and many other destinations are usually well below 5 cents per minute.

Spend less time managing telecom and more time on what matters to the bottom line With TotalConnect, you have only one vendor to call and one bill to pay.

Nationwide local phone numbers (DIDs) Unlike local providers, Appia can provide DIDs from most U.S. cities. This makes it possible for you to establish a "virtual presence" almost anywhere.

Disaster recovery features If your physical location becomes unavailable, calls can be re-routed by Appia to phones at alternate locations, or to home or mobile phones, according to your disaster recovery plan. Also, because your auto-attendant continues to operate, there is no interruption to customers' or suppliers' ability to contact you, even if it is only by leaving a voicemail that you can retrieve remotely.

Support around the clock Get proactive support from Appia's Networks Operations Center, which is open 24/7 and staffed by knowledgeable engineers and technicians.

Less software to manage If you are concerned about having another complex software platform to manage, Appia can help by configuring the CallManager, Unity, and other servers, and by managing the installation once it has been deployed. Appia is a Cisco Powered Network and holds advanced Cisco communications certifications.



Simplify and Save with Appia Managed Services