

# COMMSware

*Collaboration & Unification*

**Grow Your  
TELCO**

○ **OEM**  
& White Label

○ **PACKAGE  
FINANCING**

**7** highly  
featured  
products

- SERVERware
- PBXware
- TELCOware
- gloCOM
- sipMON
- sipPROT
- IP Key Systems



**We Have All The  
pieces**



## Corporate & SMBs

Whatever your size today or tomorrow, you need a communications system that will drive you forward & help you grow:

- **Adapting to Needs**
- **Collaborating**
- **Reducing Costs**
- **Unifying**

Advanced Communications for years to come!

COMMSware delivers the latest technology on a stable, scalable and easy to use communications platform!

## Service & Call Centers

Happy agents keep you efficient; happy customers keep you in business. First you need to be stable, but then:

- **Route Efficiently**
- **Integrate**
- **Save Time & Costs**
- **Stay in Control**

A Workhorse among communication systems!

COMMSware integrates Call Center apps and features with intuitive controls to enable superb performance and perfect call flow.

## Telcos

Make sure you do not lose the next prospect or customer. You need the basics, but it is that one special request that will win the next bid:

- **Stable & Reliable**
- **Feature Rich**
- **Scalable & Redundant**
- **Competitive**

Giving customers exactly what they need as they want it!

COMMSware provides all these, but turnkey so you are freed from running your business to growing your Telco.

## Governments, Health & Education

Need a safe choice of communications platform that will serve unfailingly often during mission critical moments while remaining:

- **Fault-Tolerant**
- **Flexible**
- **Cost Efficient**
- **Easy to Use**

Communications that you can rely on today and tomorrow!

COMMSware introduced highest standards in terms of stability and fault-tolerance, suitable even for Mission Critical operations.

## SERVERware

SERVERware is a redundant, scalable, and dedicated Telephony Cloud platform. Easy to use GUI administration for PBXware, TELCOWare, sipMON partitions. Available in server and cluster editions.



## gloCOM

gloCOM is a Desktop and Mobile Unified Communications app specifically designed for PBXware. It enhances and simplifies day-to-day business communication while boosting productivity, availability and flexibility.



## PBXware

**Business • Call Center  
Multi Tenant • IP Key Systems**



World's first feature rich Professional Open Standards IP PBX Turnkey Telephony Platform. Available in **Business, Call Center, Multi-Tenant and IP Key Systems Editions**. PBXware has been deployed since 2004 on every continent worldwide.

## sipMON

sipMON is a telco voice services quality monitoring tool. It is a real-time packets sniffer, collecting and storing SIP/RTP traffic, allowing administrators to analyze VOIP calls comprehensively using GUI, while allowing partners role-based GUI access and alarms/ notifications.



## TELCOWare

Fully-featured telecom billing platform designed to operate with PBXware or, optionally, a third party telephony soft switch. From the website, sign-up and provision to subscriptions, invoices & payments - your Telco can be run turnkey.



## sipPROT

sipPROT is a PBXware and SERVERware module providing protection from various SIP/TFTP attacks including DoS, DDoS, and Brute Force. SipPROT operates with live SIP/TFTP traffic, integrated with easy CLI administration and prevention.



## IP Key Systems

IP Key Systems - a specialized PBXware edition, providing key systems and featuring auto-provisioning IP phones from Yealink and Polycom. Delivered on solid state, long life OfficeBox appliance and value enhanced with Bicom Systems Key Systems Console app.

**The fastest phone system in the market!**





**CONSISTENT PERFORMANCE**

**TURNKEY OPERATION**

**COST EFFICIENCY**

COMMSware is the world's first Unified Communications Suite providing all of the elements needed for collaboration & communications. COMMSware enables all companies to have access to corporate grade communications services, tailored to their needs and their budget.

**DEPLOYMENT**

COMMSware deployment options include:

- Hosted at our supervised facilities
- On your own Servers
- Delivered on certified and tested appliances



**SCALABILITY**

COMMSware enables start-ups and SMBs to have a fully functional corporate grade communications systems tailored to their needs and budget.

COMMSware will grow with you and the success story that you are writing.

**EASE OF USE**

Easy to use and fast to deploy, COMMSware is designed with speed and efficiency in mind. The COMMSware system is a safe option for any successful CIO.



**RELIABILITY**

COMMSware has the highest standards of stability and fault-tolerance with **99,999%** uptime. We also offer geo-redundancy implementation services, which is highly advised for ensuring constant operation, followed by growth and profits.



**POWER**

COMMSware is the powerful answer to your communications needs! Stable, feature rich service with thousands of features and functionalities. The most advanced communications technologies available.



## CLIENT BENEFITS

With COMMSware you are able to use a variety of communication options and features, tailor the system to your specific needs and communicate as never before.

COMMSware gives the resources to satisfy even the most demanding clients, regardless of whether it is the end user, a thriving business, a government department, or a busy call center.



## COST EFFICIENCY



## TELCO BENEFITS

Telcos benefit from a wide variety of COMMSware features that allow them to serve all types of clients and significantly widen their market reach. System management is also simplified which allows faster and more efficient work for a Telco.

COMMSware functions like real-time billing, SIP monitoring, fault-tolerance and SIP security will make your life much easier.

**ALLSTATE**

Allstate chose PBXware for its flexibility and value proposition. Allstate is deploying PBXware nationwide to maintain its high-quality service standards across its agent network.



**IDEACOM**

Ideacom is a national comms brand specializing in health & commercial markets. PBXware Multi-Tenant helps them serve enterprise clients the best way possible.



**S-NET TELECOM**

S-NET Telecom, Illinois, provides a wide range of comms services to SMBs, Governments and Enterprise using SERVERware, PBXware and gloCOM.



**NASA**

The NASA Jet Propulsion Lab used PBXware and gloCOM to collaborate multi-user scientific community on complex projects including Mars missions.



**MFO**

Multinational Force & Observers uses SERVERware, PBXware and gloCOM as a secure mission critical comms solution. Linking remote locations in Europe, Africa & the Middle East.



**KFC**

Kentucky Fried Chicken uses PBXware as the best solution for their daily complex nationwide Call Center activities.



**LEGAL AID ONTARIO**

The not-for-profit corporation administers the legal aid program for Ontario using PBXware for 450 HQ users, 80 Call Center agents & 200 remote branch offices.



**11890**

11890 is a directory enquiry service center that replaced their legacy solution with PBXware Call Center edition. Efficiencies gained reduced staffing levels by 1/3 and eliminated all previous system instability.



**DELL**

Dell Global streamlines their Comms System with a flexible and highly scalable solution provided by PBXware Call Center Edition.



**PRICE WATERHOUSE**

Big-4 Global Audit & Assurance company using our solutions to streamline their work and improve efficiency of their 208 thousand employees.





## Your Account Manager

The Bicom Systems approach is built on developing long-term relationships. These are anchored around your Account Manager. By offering pre-sales support, access to references, and advice from years of experience, we make sure you develop your business!

## Reseller Programs

“Standard Resellers”, “Certified Resellers”, and “Distributors” have tailored programs according to the nature of their business. Training is included as part of the package and Partners are eligible to receive discounts on List Prices.

## Training

Any new system needs a little guidance, but our training is organized to bring you up to speed in the most efficient manner. We also cover the ‘what if’ from the field.

## Support

Standard Support is available Mon - Fri from 3am to 8pm EST. Our agents are trained to solve issues and have an average or three years experience in escalation procedures. 24/7 cover is available for emergencies.

## You will receive:

- Reseller Marketing Materials
- Remote Training  
(One day webinar and conference)
- Online Support & 24/7 Cover
- Products & Marketing info Updates
- Ongoing Account Manager Support

*To get started, please create an account at [www.bicomsystems.com](http://www.bicomsystems.com) or contact us directly for more information.*

Apply Now

**bicom**  
S Y S T E M S

Partnership Program

*There is no fee to sign-up.*

Bicom Systems (USA)  
3901 S Ocean DR Suite 9E  
Hollywood  
Florida  
33019-2980  
United States

Tel: 1-954-278-8470  
Fax: 1-954-278-8471  
sales@bicomsystems.com

Bicom Systems (Canada)  
126C Hampton Rd  
Suite# 316  
Rothesay  
NB - E2E 2N6  
Canada

Tel: +1-647-313-1515  
Tel: +1-506-635-1135  
sales@bicomsystems.com

Bicom Systems (UK)  
Rockware Centre  
5 Rockware Avenue  
London  
UB6 0AA  
United Kingdom

Tel: +44 (0)20 3399 8800  
Fax: +44 (0)20 3399 8801  
sales@bicomsystems.com

Bicom Systems (France)  
188 Route de Blessy  
St. Quentin  
Aire-sur-la-Lys  
62120  
France

Tel: +33 3 61 08 01 32  
Tel: +44 20 33 99 88 99  
sales@bicomsystems.com



## Bicom Systems

was the first company to deliver Open Source Communications Software as a Professional Turnkey Solution in 2004.

By combining the best of open source telephony and its own proprietary software, Bicom Systems provides clients with turnkey solutions that take account of their exact needs within a very cost-effective framework.

Bicom Systems seeks to provide a unique combination of quality and value. This mix includes royalty-free software, vibrant open source communities, and custom development backed by accountable, professional support services.

COMMSware  
Worldwide  
Deployment



**60%** North America

**25%** Europe

**15%** RoW

### Financials

The company is private, driven by the founders, profitable and debt free.

### Global Reach

We have deployed on every continent. Our products are being used daily by One-person Businesses, SMBs, Governments, Telcos and Blue Chip Corporations.

### Strategy

To focus on the production of quality systems while building solid, lasting relationships with local partners to achieve the furthest, fastest reach for our products.