SITA Voice Services

USE CASE

Communicate easily and efficiently with internal staff and global partners.

The cost of voice services represents a key challenge for members of the air transport industry (ATI). Organizations across the industry are paying increasingly high fees to operate separate voice and data networks and make international calls. SITA Voice Services provides an intelligent, cost-efficient solution. By combining voice and data services into one network, it can help you improve productivity, reduce overall costs and streamline your operations.

BACKGROUND

How can I control costs more effectively?
How can I improve profitability, optimize costs and increase ROI, while expanding our reach into new markets?

How can I meet customers' service expectations?
How can I improve the service for end users, allowing them to share information with colleagues and key partners securely and reliably?

How can I improve business efficiency?
How can I improve operational efficiency and manage a dispersed workforce more effectively?

SOLUTION

- SITA Voice Services is a state-of-the-art fixed voice managed network, ensuring greater reliability, high data security and better voice quality
- Send and receive voice and video messaging worldwide
- On-Net or Off-Net outbound voice services
- Enhanced reporting allows you to identify call patterns, prioritize class of service and manage costs
- Global support, with round-the-clock network monitoring and management
- Integrates with IP Private Branch Exchanges (PBXs), Microsoft Teams and Local Area Network (LAN) telephony for additional savings
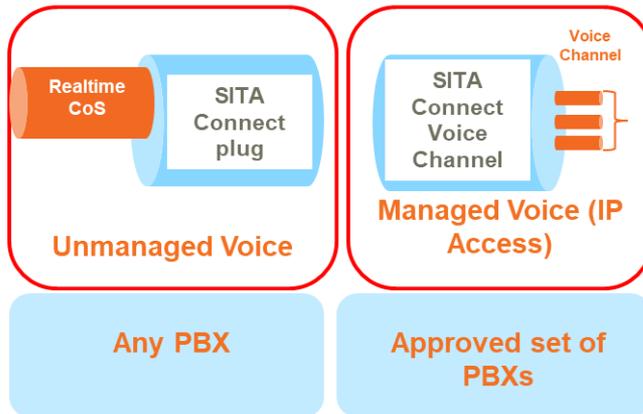
BENEFITS

- An intelligent, cost-efficient solution, integrating voice and data services into one secure network
- Guaranteed end-to-end quality of service for the best possible user experience
- Increased visibility and control of total voice spend
- A flexible and scalable solution, allowing you to extend your network to new locations
- Improves productivity, with better interaction between employees and key partners across the world
- A simple, effective global telecommunications solution via a single network provider

RESULTS

25,000+

corporate telephony users supported worldwide by SITA

SITA AT AIRPORTS

SITA Voice Services

How does it work?

SITA Voice Services

Realtime CoS — SITA Connect plug

Unmanaged Voice

SITA Connect Voice Channel — Voice Channel

Managed Voice (IP Access)

Any PBX

Approved set of PBXs

SOLUTION COMPONENTS

SITA Voice Services is available in two different versions:

- **Managed Voice Services** – for customers who want a feature-rich voice service that supports local voice services and detailed reporting capabilities
- **Unmanaged Voice Services** – for customers who want full control of their voice traffic

CASE STUDY

An NGO needed to provide i's users access to both international and US domestic voice service. They wanted to transform from legacy technology to SIP trunking to simplify the management and improve provisioning time.

The solution components included :

- A global communications infrastructure including converged data and voice
- SIP trunking service for 2 data center sites and 8 remote sites
- 20,000 direct inward dial telephone numbers
- Access to 911 emergency services
- Integration with Microsoft Teams

SITA
AT AIRPORTS

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