

# NETX<sup>2</sup>

Flexible SIP management platform.



Our NETX2 Portal has been designed to give you full visibility and control over your inbound and outbound voice communication. It is like nothing else on the market, with powerful analytics, fully customisable dashboards and widgets, report scheduling, highly flexible BCP call routing, feature management and call quality measurement (using MOS – Mean Opinion Scores). NETX2 will provide your business with more flexibility and transparency into your call services than ever before.

## MORE INSIGHT AND CONTROL

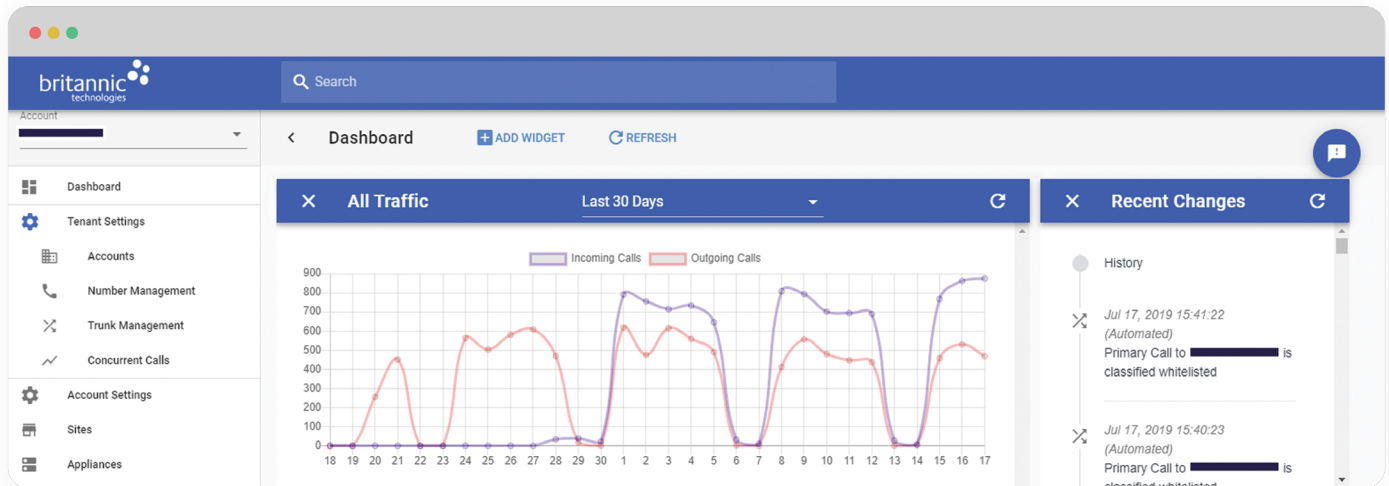
NETX2 has been created from the ground up, with the vision to empower our customers with self-serve. It has a wealth of features and functionality, developing all the time – with customer feedback.

The portal is designed to help you gain maximum data visibility and management control over your calls. With our portal, you have immediate access and control of your environment. Whether you need to extract key call metrics to present to your department, configure new routing plans, or blacklist a number, it can all be done with NETX2!

## Talk to us about NETX2

Book a demo to talk about NETX2 and find out how it could improve your customer experience and sales!

# NETX2 IN ACTION



## KEY FUNCTIONS AND FEATURES

### FULLY CUSTOMISABLE AND REAL-TIME DASHBOARD

It's sleek, well presented and to your taste. Whether you need to see key call metrics that are important to you or which calls cost the most over a certain time period, the dashboard can present it to you. You can schedule any reports you need to be sent straight to your inbox.

### IN-DEPTH ANALYTICS

Easily view KPIs for all your business telephone communications. Analytics for calls can be filtered down to a very granular level. Use features like MOS scoring to help understand call quality. Our engineers have access to highly detailed trace information, enabling them to pinpoint any issues and resolve them faster than ever.

### CALL FLOWS

Route calls through the call flow feature of NETX2. It's simple and flexible, which means you can create a call flow for your business in minutes. Build your own from scratch or use our pre-built templates to get started. Call flows are vital for business continuity, by planning and testing disaster recovery call routing for example.

### BLACKLISTING AND WHITELISTING

Easily block callers or enable specific numbers to get through within the NETX2 portal. Our blacklisting and whitelisting feature means that you can block or allow both inbound and outbound calls. Helping to keep your business free from unwanted callers.

### FULLY ENCRYPTED AND DR TESTING

We take business security seriously. Every call through NETX2 is encrypted using Transport Layer Security (TLS) level 1.2; your business will be more secure than ever. We've also inbuilt DR testing within NETX2 (enable/disable), so that you can simulate a disaster to check calls are being failed over to alternative routing.

# BUSINESS BENEFITS



## BECOME DATA DRIVEN

To survive this tough business climate, you need to become increasingly data driven as part of your transformation journey. Our NETX2 portal empowers you to gain valuable data from your business calls in a way that is easy to analyse and digest.



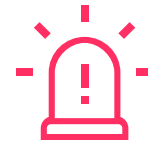
## ACCELERATED PROBLEM RESOLUTION

If a problem occurs, both of us will know in an instant with NETX2 notifications. The key for us is transparency. Due to the highly detailed data available within the portal, our engineers will be able to resolve any issues at an accelerated speed.



## HEIGHTENED BUSINESS SECURITY

Hackers are getting smarter as technology evolves. We want businesses to be more secure than ever and that is why NETX2 is fully encrypted and has blacklisting and whitelisting. Keep your business and employees safe and secure.



## A BETTER DR RESPONSE

We know from COVID-19 to expect the unexpected. NETX2 is a critical part of your business continuity and DR response. You will know your plan works through DR testing and should disaster strike, your business will be prepared.



## INCREASED BUSINESS EFFICIENCY

With the quick search function, data analytics and scheduled reporting NETX2 is a prime tool to help you increase business efficiencies. Identify the key areas of your customer service that need enhancing or improve the cost effectiveness of calls.



## CONTINUAL DEVELOPMENT

We are just getting started. With NETX2, our customers will benefit from increased capabilities and advanced developments. There is continual development with new features and functionality being added monthly. NETX2 is by no means a static product.

**“TO BE ABLE TO GENERATE NOT JUST REPORTS USING NETX2, BUT REAL-TIME INSIGHT INTO CALL BEHAVIOUR IS A FANTASTIC BOOST TO OUR ABILITY TO BE A RESPONSIVE DATA-LED ORGANISATION. IT GIVES US A UNIFIED AND MEANINGFUL VIEW OF THE ENVIRONMENT, SAVING TIME AND EFFORT.”**

**Lou Lwin, Group Head of Enterprise Architecture,  
Markerstudy**

# TALK TO THE SOLUTIONS PEOPLE

**We know a thing or two about solving business problems.**

We know a thing or two about solving business problems. Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but fortunately it's not a journey your business needs to do alone.

**Book a NETX2 demo with a member of our team today!**