

Global Infrastructure

Your Custom Communications Empire



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Custom Communications

Partners interested in enjoying complete control over their network and carrier providers should deploy KAZOO's clustered architecture inside of their own data centers. Global Infrastructure is perfect for partners who prefer to bring their own infrastructure (data center or cloud). Let 2600Hz install, monitor and support your cluster 24/7, so you can focus on the end users and not on uptime or cost. Global Infrastructure is:

- Best for clients who have an existing engineering team and are experts in managing their own infrastructure
- Supportive of private network and international deployments

- Good for partners who already have compliant certifications in place (gov't, banks, HIPAA compliant)
- Highest level of flexibility and customization

Global Infrastructure partners work directly with the 2600Hz engineering team on their custom cluster design. Our engineers provide guidance to the ideal datacenter setup, datacenter network topology, where to put servers in the topology based on your unique requirements, determine how many servers will be needed based on expected scale in near term vs long term and much more.

The screenshot displays the SMART PBX dashboard. At the top, there's a navigation bar with 'SMART PBX' and a '2600Hz-Office' section containing 'Caller ID', 'Hold Music', and 'Hours' buttons. A left sidebar lists menu items: Numbers, Users, Groups, Main Number, Call Logs, Devices, Voicemail Boxes, and Feature Codes. The main area features a 'Total Users' card with 45 users represented by icons, and a 'Total Devices' card with a donut chart showing device distribution. A 'Your Apps' grid includes Smart PBX, User Portal, Advanced Provisioner, Operator Console, Conference Manager, Callflows, Branding, Number Manager, Carriers, Accounts Manager, Call Center, and Port Manager. Below this, a detailed server status table is shown for 'Production' and 'Development' clusters.

Cluster Name	Production	Development				
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Alerts	6 (info), 12 (warning), 9 (error), 103 (critical)	3 (info), 5 (warning), 17 (error), 19 (critical)				
Location	East 1 - New York	East 1 - New York				
STATUS	SERVER & IP	ALERTS	CPU	RAM	DISK	Actions
Lineman	alo001.zone1.cmtest.com 45.26.44.276	2 (error), 2 (warning)	50%	75%	94%	Alerts, Settings, Info
Sensu	alo002.zone1.cmtest.com 23.239.22.76	5 (error), 7 (warning)	75%	48%	51%	Alerts, Settings, Info
Lineman	alo003.zone1.cmtest.com 124.237.157.127	3 (error), 1 (warning)	91%	75%	50%	Alerts, Settings, Info

Multitenancy

Multitenancy is when customers share the same infrastructure and operate on the same platform, but each get their own account to customize and meet their unique needs. This enables you to control the account hierarchy, where you are the top level account, and can then sell this service to your own reseller, who could then resell their service with whitelabeling.

White Labeling

Why sell Cisco or ShoreTel when you can sell “enter your company name here”. 2600Hz allows you to completely white label our services, so your customers learn to love and respect your brand for the wonderful services they receive.

Distributed Geo-redundancy

KAZOO offers unparalleled reliability through distributed geo-redundant across all of your datacenters. Geo-redundancy provides a safeguard against failure by ensuring that the network is always up even if Data Centers go down. 2600Hz engineers will work with you to design a cluster architecture that will accomplish this.

Cluster Manager

The Cluster Manager app gives you an easy to use tool to help manage your telecom investment. Setting up and managing a KAZOO installation has never been easier thanks to a straightforward UI that takes minutes instead of hours. After setup, management and maintenance can be handled through the powerful task orchestration tool that handles changes and upgrades safely and correctly, every time. Cluster Manager even has alerts to help you quickly diagnose server issues across the installation, with real-time alerts reported to a single, filterable queue so you can see alerts by zone or server.

Uncapped Revenue Potential

Set your own price plans and margins, meaning you have full control over the pricing of your communications platform, and you keep your hard earned profit.

Advanced Provisioning – Optional Add On

Set up an entire office phone system over a cup of coffee with our Advanced Provisioner, which makes one of the toughest parts of setting up an office a breeze.

Bring Your Own Devices and Carriers

Have existing carrier relationships that you'd rather not give up? No problem, our Carrier App lets you use your own carriers on our platform. Do your customers want to use a particular device? KAZOO enables you to offer them a choice of almost any SIP device.

Customizable Support Options

Need help with KAZOO? 2600Hz offers call in support that routes directly to our voice and network certified technical engineers. Partners may choose from a variety of support packages that give access to the very people who built KAZOO and have access to an interactive Partner Community.

100+ Telecom APIs

Want even more control? We offer extensive APIs and SDKs to enable partners to build their own applications, integrate with other software platforms and create new unified communications experiences.

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Feature Overview

Professional Business Phone System

- Geo-Redundancy and Failover
- 24/7 System Monitoring
- Effortless Scalability
- White Labeling
- Multitenancy
- Carrier and Device Flexibility
- Cluster Management
- SMB Call Center
- Operator Console
- Advanced Provisioning
- Technical Support and Community Forums
- Emergency Support
- Flexible RESTful APIs
- Modern User Interface

Basic Call Management Features

- Company Main Number
- Multi-Level Virtual Receptionist/Auto Attendant
- Customized Office-Hour Strategy
- Programmable Office Holidays
- Unlimited Extensions
- Text-to-Speech and Custom Greetings
- Employee and Department Extensions
- Custom Music and Messages on Hold
- Main Business Conference Number
- User and Admin Portal
- Voicemail
- Voicemail-to-Email
- Caller-ID
- Extension Dialing
- Call Transfer
- Call Forwarding
- Call Recording
- Time-of-Day Routing
- Hot-Desking
- Intercom
- Call Logs and Call Detail Recordings
- Group Pickup
- Find me, Follow me

- Click-to-Call Out
- International Calling
- Call Blocking
- Ring Groups
- Answering Rules
- Page Groups
- Failover
- Fax-to-Email
- T38 Faxing
- Call Screening
- Call Parking
- Emergency Assistance (E911)
- Local or Geographic Number
- Presence/BLF/Line Key Support
- Toll-Free, Local and Vanity Numbers
- Manage PBX Remotely
- Auto Provisioning for select SIP devices and manually provision any other SIP device

Global Infrastructure Product Highlights

- Available internationally
- Customizable security requirements
- Take advantage of capital expenses (DCs) you've already invested in
- Your team manages the network
- Allows for private/MPLS connectivity (no traffic touches the internet)
- Better performance than Hosted Cloud since it's private and dedicated