



Best-In-Class Engineering Support

Clearspan offers support that goes above and beyond what you get from the vendor. As the “Sixth Man” on your team, we work together with your customers and IT managers to solve problems -- whether it is a phone, IAD, ATA, SBC, or BroadSoft issue.

OVERVIEW

Clearspan installs and configures new BroadSoft Platforms to include SBC's and is best known in the industry as the company that will make your platform work, allowing your organization to recognize revenue. Clearspan engineering encompasses a wide spectrum of services that are “Customer Driven” -- this is what sets our company apart from any other.

Top Services:

- Major release upgrades and system patching
- UC One deployment and testing
- Call center deployment and testing

You'll be ahead of the learning curve by taking advantage of our years of experience in providing technical support for the BroadWorks platform. Existing service providers are able to quickly scale and deploy new services and applications by utilizing Clearspan's knowledge network of best practices.

As with any software application, upgrades and maintenance are a part of the deal. Clearspan can help take the pain and indecision out of upgrades, new services, and product life-cycle by leveraging our years of experience and hundreds of successful upgrades.

Key Services

- BroadSoft Platform Installations & Migrations
- Session Border Controller (SBC) Installations
- BroadSoft Upgrades
- Call Center Configuration and Deployments
- Monthly Engineering Support

BROADSOFT PLATFORM INSTALLATION & MIGRATION

We specialize in the installation, configuration and deployment of BroadSoft-based voice networks, to include BroadWorks core servers, ancillary servers (DBS, UMS, UVS, etc), mail servers, and Session Border Controllers from Oracle and Sansay. We have successfully migrated several BroadWorks platforms from old hardware to new hardware, all with ZERO service interruption and impact to the end user. Our expert engineering staff coupled with in-depth back-end knowledge of the BroadWorks platform, allows us to migrate your platform in under 21 business days, utilizing only a 6 hour maintenance window.

SESSION BORDER CONTROLLER (SBC) INSTALLATIONS

The SBC is one of the most critical network elements in a BroadWorks-based voice network -- providing security, NAT, media anchoring, and ingress to the core of your network. Clearspan engineering has the expertise to design, install, configure, maintain and troubleshoot both Oracle and Sansay SBC's.

BROADSOFT UPGRADES

Clearspan is well aware that most vendors include major software upgrades as part of yearly maintenance, however, it is also known that it may not always be when you want to be done. Clearspan has performed hundreds of minor and major system upgrades over the years, all done efficiently, diligently, and with no service impact to the end user.

CALL CENTER CONFIGURATION & DEPLOYMENTS

Clearspan has been integrating, configuring, and deploying all the necessary components for BroadSoft's Enhanced Call Center Report (ECCR) and Enhanced Call Log (ECL) since their initial release in R17. Thin clients, third-party applications, and even custom applications that we now build into our Express Provisioning and end-user portals are only a phone call away.

MONTHLY ENGINEERING SUPPORT

Clearspan provides our customers with timely support and expert troubleshooting assistance for their next generation voice solution. In addition, we also have an end-user portal and knowledge base, dynamically engineered with the latest web technology for access and updates from any device. Clearspan does not just fix the problem, instead we empower our clients by helping them to identify the problem and find viable solutions so that these techniques can be used in the future should similar issues arise. As part of our Monthly Support offering, Clearspan can assist your team in end-to-end troubleshooting of all next generation voice network elements, from the phone at the customer location to the core of your network.