Sigma® Core Virtual PBX

Empowering service providers with a powerful hosted IP PBX solution

Sigma Core Virtual PBX enables carriers to move away from on-premise PBXs to a robust and flexible cloud-based Software-as-a-Service (SaaS) solution. Unlike legacy TDM PBXs, REDCOM's IP PBX is virtual, highly scalable, and cost-effective. Sigma Core is multi-tenant, which means it can provide services to multiple premises or clients from a single instance of the software. With Sigma Core Virtual PBX, service providers are better positioned to adapt to increasing customer demands and competitive industry dynamics, all at a lower operating cost.

Increase speed of service delivery

With the need for feature-rich business communications higher than ever, carriers that become more agile and flexible are better positioned to meet these evolving customer demands. Sigma Core Virtual PBX was designed to be highly scalable, enabling service providers to efficiently roll out new cloud-based services with minimal inventory, no costly hardware installs, and no time-consuming truck rolls.

User-first design

Sigma Core puts usability first, making it simple for end users and administrators alike to manage services, turn on features, and make changes from a web browser on any device. Carriers will appreciate the white-labeled interface, which allows the entire UI to be customized with consistent branding, colors, and typography.

Security approved by the US government

While there are no shortage of IP PBX solutions on the market today, service providers must be careful about trusting their business to cheap or unproven technology. Sigma Core is true carrier-grade software that has passed rigorous tests with the US Department of Defense for reliability, interoperability, and security.

Your customers can trust Sigma Core Virtual PBX to protect trade secrets and confidential communications. The software supports both Secure Real-Time Transport Protocol (SRTP) and Transport Layer Security (TLS) to encrypt VoIP traffic and keep your business customers safe from corporate espionage.

Reduce CapEx

Sigma Core Virtual PBX enables service providers to deliver powerful voice and collaboration services to small and medium business (SMB) customers without the need to invest in bulky, overpriced, proprietary switches. The software can run on a standard server, thus greatly reducing the need for up-front hardware investments. In fact, if a service provider is already running a server with a hypervisor, Sigma Core can simply be installed as a virtualized instance on this platform. Service providers also save money on maintenance, since fewer engineers are required to install, deploy, and manage the system.

Drive new revenue

Sigma Core Virtual PBX is designed to help service providers realize more revenue per user. Because adding a new customer can be done entirely in software, there is nothing to prevent carriers from onboarding as many businesses as they want. Each of these customers provide the carrier with a steady stream of revenue, along with the opportunity to expand their service offering by delivering new features to improve SMB efficiency.

Boost customer satisfaction

With no hardware to buy and no frustrating setup required, your customers are going to love the enhanced productivity and connectivity that comes with an IP PBX. REDCOM's hosted platform makes it easy for carriers to deliver a full suite of compelling enterprise-level UC features, including conferencing, voice mail, single number service, presence, messaging, and call recording.

REDCOM®

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Benefits to your customer

- Access to rich UC features to drive business efficiencies
- No upfront capital investments and no need for in-house telecom experience
- Easy feature administration through a web browser on a PC, tablet, or smartphone
- Standards-based and endpoint-agnostic
- Powerful 2048-bit RSA encryption for voice, video, and chat
- Conferencing tools enable collaboration from any end device, including landlines, smartphones, and softphones
- Single number service (Find Me Anywhere) allows users to work from any office or location
- Presence for real-time user status
- Custom auto-attendant to manage front desk operations and afterhours services
- Automated call scheduling and day/night modes
- Personalized voice mailboxes allow for each employee to manage and access their mailbox anywhere

Go beyond the desk phone

With Sigma Core Virtual PBX, service providers are well positioned to add new layers of value by going way beyond the traditional desk phone. Sigma Core supports intelligent UC services coupled with HD audio and video to deliver an amazing communications experience across virtually any device. Because Sigma Core is standards-based, the software supports both SIP phones and softphones, such as REDCOM's Sigma Client. With Sigma Core Virtual PBX, your business customers can access their entire office communications from a PC, tablet, or smartphone anywhere in the world.

REDCOM is focused on business communications

REDCOM is a family-run company that has been in business for nearly 40 years. Some of our first customers were rural service providers. We got our start by listening intently to the needs of our customers and working tirelessly to build sensible, reliable, and affordable solutions that truly stand the test of time. To this day we still keep all of our design, engineering, sales, and support under one roof in Upstate New York. Whenever you call us, you'll speak to a live person who will always go above and beyond expectations to help you implement the right Virtual PBX solution to grow your business. Give us a call at 585-924-6500. We would love to work with you.

For more information the Sigma family of products, please contact REDCOM at 585.924.6500 or sales@redcom.com

Essential Communications

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