



TELEPHONY HOSTING SOLUTIONS

- *Low cost, speed to market*
- *Eliminate capital expense*
- *Maximum flexibility*

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About Skunkworks

SkunkWorks Australia is a developer of the world's most flexible telephony solutions used by carriers, service providers, business and government. We work closely with our clients to create the solution that improves their business efficiency and market differentiation.

The owners have over 20 years experience in developing commercially successful telephony software including application toolkits OEM'ed by the likes of HP Compaq and Intel for their global telco markets. Solutions include click-dial, pre-paid mobile and calling card, VoIP and fax over IP gateways, conference/chat, wake-up-call, never-busy-fax, premium rate services, mobile number portability, least cost call routing, reverse charge services, virtual office, remote agent with screen pops and numerous custom applications.

Our environment hosts hundreds of mission critical voice, fax, and Internet applications for large and small business, state government, local government, emergency services, credit card payment providers, global media companies and major telecommunications carriers.

Our focus is to work closely with our clients, leveraging our technical flexibility to empower their business with innovation and market leadership.

About Telephony Hosting

Telephony equipment is expensive to purchase and complex to operate.

Often overlooked is the time and effort required to take a new concept to market and develop the opportunity into a profitable line of business, time that can be better spent on the market development activities.

Skunkworks telephony hosting solutions addresses these issues by providing a complete telco-grade environment to build and operate your services for you. Select from a range of our turn-key ready to go solutions or we can build a custom solution for you.

Equipment obsolescence is no longer your problem.

Site Details

The Skunkworks' infrastructure is located in a purpose built secure telecommunications building.

All aspects of the operations are monitored and managed 7 x 24. After hours the site is secured with alarmed intrusion detection to a 7 x 24 manned Network Management Centre (NMC). Entering the site after hours requires an authorised person to speak with the NMC to gain verification of their identity, then use various electronic keys to pass through no less than 4 x separate points. During business hours access is secured with at least 2 x separate points of electronic keys. Keys include individually coded electronic proximity cards and physical keys. Security cameras are monitored from the NMC. All access is recorded.

Multiple Power Supply & Backup

Power is provided to the building via dual feeds from the mains power grid. During the last 8 years there has never been an unplanned power outage. A diesel generator provides backup to the power system. The generator will run for approximately 12 hours on its internal fuel tank with a fuel contractor engaged to replenish fuel within 4 hours of startup. The generator will start automatically within 3 minutes of a fault condition on any of the 3 phases of the supply voltage.

A telco grade 9KVA inverter provides continual power supply in the event of an outage with battery backup providing over 10 hours of full service operating capacity. The inverter is a redundant, modular design incorporating a static switch. The inverter can be serviced, have modules added or replaced, and can be maintained without missing a single cycle of power.

Two independent circuits are used to deliver power from the inverter to the telephony and Internet services equipment. Each server is fitted with multiple hot-swap power supplies.

Replicating Equipment Array

Multiple telco-grade telephony switching equipment, web servers and database servers operate in a redundant load-sharing array. This array design provides high availability as well as ease of scalability and servicing.

Servers are industrial grade including multiple hot swap power supplies and multiple hot swap discs in RAID configuration, offering a range of operating systems and solutions.

Data is replicated across servers and backed up off-site.

Duplicated Fire Protection

The site is protected by thermal and smoke detectors located on the ceiling, in the ceiling space, and in the under floor space. LASER VESDA (Very Early Smoke Detection System) is also deployed to monitor both the equipment air space and the under floor area. Both systems are connected to the Metropolitan Fire Service. Three fire trucks and crews will arrive within 4 minutes of an alarm on either fire system. There are 3 handheld fire extinguishers and all fire systems are checked monthly.

Multiple Air Conditioning & Backup

Multiple air conditioning units operate in a redundant array cooling all equipment areas, with 2 additional units on stand-by. The system is automated with extra cooling capacity being brought on-line as needed. All cool air is forced under the access floor and is vented into each rack.

Air conditioning duct access is fitted with security grids to prevent physical intrusion.

Diverse Carrier Paths

The voice circuits are directly connected to telco grade switches that have physically diverse fibre connections to multiple tier 1 telecommunications carriers.

Internet access is via a load-sharing array connected to 3 x 100MB physically diverse Internet connections.

Carrier interfaces are type approved for approximately 60 countries.

Privacy & Security

Skunkworks is a carriage services provider and as such is bound by the Telecommunications Act, Privacy Act and Trade Practices Act, as are their interconnecting telecommunications providers.

All employees and contractors are bound by legally binding confidentiality agreements covering client data, system access and related information.

All people working in the business that have administration privilege access have been individually known to the directors of Skunkworks for at least 8 years each.

Services

Building custom solutions for dynamic businesses is our specialty.

We work closely with our clients to discover and create the solution that improves their business efficiency and market differentiation.

Turnkey Solutions

Turnkey Fax Solutions	
Email-2-fax	Send fax from desktop quickly & easily.
Fax-2-email	Dedicated virtual office fax number & receive fax as an email PDF attachment.
Fax Broadcast	Upload a file or send via email to broadcast to a marketing list.
Fax On Demand	Premium rate dial and retrieve service incl. provider document management.
NeverBusyFax	Stores and forwards your faxes when your line is busy.

Turnkey Voice Solutions	
ACD	Call distribution & queuing mechanisms customized to your environment.
Alerting services	Mass broadcasting of events by phone, fax, email, SMS etc. Used for alerting targets of bushfires, epidemic, tsunami, flood or civil events.
Calling Card	Fully featured turnkey incl. LCR, branding, dealers, real time transactions etc
Click-dial	Range of standard & patented toolbar/plugin versions for your vertical markets
Competition	Mass calling services used in competition entry and voting.
Conference / Chat	Multi-party conference services customized to your business.
Contract verification	Verifies new subscribers to your services including voice recording of agreement.
Disaster Recovery	Telephony services on standby to manage & route calls in times of disaster.
IVR	Endless flexibility for any combinations of voice, fax, and conference functions.
Least Cost Routing	Switches calls based on time of day, carrier costs, rankings etc.
Number Portability	Mobile phone number carrier portability services including least cost routing.
Pre & Post Paid	Range of pre-paid and post paid billing modules used with any telephony service.
Reverse charge	Reverse charge calling and toll free telephony services.
Payment Gateways	Web and phone payments with APIs to integrate with your systems.
Protocol conversion	Includes conversion of ISDN, SS7, CAS, VoIP in the network or on the edge.
Virtual Consultant	Switches calls to remote consultants and bill by credit card or 190 type premium rate. Includes multi-product/branding, consultant management & rating & reporting.
Virtual IVR	Dedicated phone number with browser console to configure voice menus, upload greetings, call forwarding, voicemail-2-email, call announcements etc.
Virtual Operator	Operator screen pops, call control, client management, remote operators.
Voicemail	Turn-key browser & phone access with alerts and options for custom features.
Voice-2-email	Dedicated virtual office phone number, call forwarding, voicemail2email.
WakeUpCall	Friendly interface to set once off, or recurring event, incl. provider management.

Other Turnkey Solutions	
Billing & Invoicing	Flexible multi-level reporting, usage rating and invoicing solutions for fast growing providers.
Telephony Toolkits	Telco grade telephony application toolkits to build solutions without technical limitations in a short time and low cost. Brings endless flexibility into a telco-grade environment. Includes access to thousands of freely available modules and avoids the need to train staff in limiting, proprietary systems. Take telephony applications to market quickly and easily without the typical long development time and high costs
Custom Solutions	Building custom solutions for your business is our specialty. We work closely with our clients to discover and create the solution that improves their business efficiency and market differentiation.

For more information: sales@skunkworks.net.au

World's Most Flexible Telephony Solutions

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