Node4 Goes Live with First Customers on VOSS-4-UC, Best-in-Class Collaboration Solution for Medium Enterprises and SMEs

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July 25, 2018 – Reading, UK – Today, VOSS Solutions announced that Node4 has become the latest organisation to go live on the VOSS-4-UC management platform.

Launched in 2004, Node4 (https://www.node4.co.uk/) is a leading UK-based Managed Service Provider, offering scalable end-to-end IT solutions, all fully-managed and deployed over its own infrastructure. Node4's competencies include colocation, managed hosting, cloud servers, WAN connectivity, SIP trunking, and hosted UC telephony.

In April 2018, Node4 announced (https://www.voss-solutions.com/news/press-releases/2018/node4-selects-voss-to-manage-shared-architecture-multi-tenant-p that it had selected VOSS-4-UC to manage its cloud collaboration solution, offering a single pane to manage Cisco Hosted Collaboration Solution (HCS), Shared Architecture and WebEx Teams, and replacing the existing Cisco Unified Communications Domain Management (CUCDM). Today, VOSS Solutions has confirmed that Node4 is now fully operational with VOSS-4-UC, with live customers operating on the service. The migration to VOSS-4-UC from CUCDM took less than three months from build through to go-live, and was completed with minimal service disruption to ongoing operations.

The migration process itself made use of VOSS Overbuild, a VOSS-4-UC capability in which existing customer configurations can be synchronised and built onto the service, without the need to re-enter configuration data. This makes for a fast, non-disruptive and error-free onboarding experience, with data at all times kept within Node4's secure data centres.

Node4 is one of the first VOSS customers to deploy the latest generation of VOSS-4-UC software (V18.1), thereby taking advantage of the VOSS Business Administration Portal that is included as standard in the release. Business Administration Portal provides an easy-to-use and intuitive interface that enables customer self-service and delegated administration, putting customers in control through a much easier and dynamic MACD process.

Mark Phelps, Collaboration Product Manager at Node4, commented; "The VOSS-4-UC Business Administration Portal allows Node4 to extend the benefits of a top tier cloud collaboration solution to medium enterprises and SMEs, whilst at the same time allowing these customers to stay in control. We are able to delegate administration and empower customer self-service, speed time to resolution of service changes, and provide a much more satisfying end user experience."

Derek Lipscombe, Director at VOSS Solutions, added; "The VOSS and Node4 teams have worked so well together. This is a dynamic partnership that has created and launched the new VOSS-4-UC platform quickly. Node4 now has a very compelling UC offer for the medium enterprise market and I am sure they will be highly successful."

Now that VOSS-4-UC is operational, Node4 benefits from a single workflow interface, provisioning a complete build of a typical customer in under 30 minutes. The solution provides:

- Much faster customer on-boarding
- Quicker MACD administration – putting customers in control
- Automated workflows to fuel productivity
- Better end user experience for customers and admin teams

For more information about VOSS-4-UC, please email info@voss-solutions.com

Notes to editors

About Node4
Node4 is a UK-based Cloud, Data Centre and Communications solutions provider that is dedicated to serving its customers to ensure that they benefit from the most effective and flexible application of technology. Since 2004 Node4 has achieved great success and growth based on its focused customer service, market leading customer retention and comprehensive service offering.

In addition to offices in Reading, Nottingham and London, Node4 owns and manages Data Centres located in Derby, Leeds and Northampton, as well as having dedicated space in a Slough Data Centre. The Data Centres are connected using Node4's national fibre network, recently upgraded with a multi-million-pound installation of DWDM, which includes points of presence in Manchester and London, as well as interconnects to major UK carriers. Using this infrastructure, Node4's offerings include Cloud, Colocation, Connectivity, SIP, Hosted Unified Communications and Managed Services.

For more information, visit: www.node4.co.uk

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