

ICON CLOUD SOLUTIONS ANNOUNCES LAUNCH OF OPENTOUCH ENTERPRISE CLOUD HOSTED VOICE AND UNIFIED COMMUNICATIONS SOLUTION

March 10, 2014 Irving, TX – – ICON Cloud Solutions, (Irving, TX) launches the OpenTouch Enterprise Cloud hosted voice, unified communications and collaboration solution.

ICON Cloud Solutions will leverage the experience that its partner company, ICON Voice Networks, has gained during its history designing and developing voice networking and integrated office solutions. Along with technology partner, Alcatel-Lucent Enterprise, ICON Cloud Solutions has deployed a powerful true enterprise hosted communications solution powered by the Alcatel OpenTouch Enterprise Communications Platform. The new platform is being hosted by ICON Cloud Solutions at its Dallas, Texas based data center. By hosting and managing the Alcatel-Lucent platform, ICON Cloud Solutions will be able to deliver a carrier grade enterprise communications with advanced voice, video and collaboration features to organizations considering moving their office communications equipment to the cloud. Unlike other hosted communications offers that are device centric the OpenTouch platform is user centric and supports the widest range of devices from pad devices with integrated video, audio and collaboration to advanced touch screen video desk terminals, IP and Digital PBX end points as well as basic SIP end points and analog devices.

"We are excited to be partnering our resources with the Alcatel-Lucent team on this new product offering," said ICON Cloud Solutions COO, David Carissimi. "Combining the Alcatel-Lucent enterprise and cloud technology with our experience developing and supporting voice processing and office communication systems makes our joint move into the cloud an exciting project and business opportunity."

In addition to being offered as a replacement to a traditional on-premises communications system, the ICON Cloud offering can be deployed as an overlay to existing systems. Users that want to add advanced multi-party, multi-media, multi-device collaboration features can overlay the ICON Cloud offering onto an organization's existing communications system. Devices such as smart phones and tablets can be enhanced with video, chat and advanced UC applications.

"The depth of deployment options gives the OpenTouch Enterprise Cloud offering unparalleled flexibility," said ICON Cloud Solutions CEO, Kevin Kelleher. "Whether a user wants all of their communications or just some of their communications to reside in the cloud, we don't need to force a technology to deliver our solution. The technology remains the user's choice."

There are several benefits to this approach, (1) by using a per-instance deployment model, each ICON Cloud Solutions customer can take advantage of a secure, private and stable platform that can be deployed based on their specific use case requirements. (2) A user-centric focus model compared to the traditional device centric model empowers each user to choose which devices and media they want to communicate with. This facilitates transparent conversation shift between devices and ability to change media during a conversation. (3) The carrier-grade Alcatel-Lucent architecture combined with end-to-end monitoring and management ensures maximum uptime, and (4), The unique multi-media, multi-device conversation features of OpenTouch Enterprise Cloud seamlessly integrates voice, video and chat services into devices including desk phones, smart phones, tablets and smart boards.

About ICON Cloud Solutions: [ICON Cloud Solutions](#) specializes in deploying hosted voice, unified communications and collaboration solutions. With extensive experience designing and developing collaboration, video and mobility technology, we offer a flexible solution for enterprises looking to make the move to the cloud.

About ICON Voice Networks: [ICON Voice Networks](#) designs, develops and distributes voice networking and integrated office solutions and products that serve the needs of small businesses and large enterprises alike. In addition to development, ICON Voice Networks also serves as a master distributor



for multiple IP-PBX and unified communications product lines providing sales support, technical and engineering support and custom development.

About Alcatel-Lucent: Alcatel-Lucent is at the forefront of global communications, providing products and innovations in IP and cloud networking, as well as ultra-broadband fixed and wireless access to service providers and their customers, enterprises and institutions throughout the world.

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