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ICON CLOUD SOLUTIONS LAUNCHES OPENTOUCH OFFICE CLOUD FOR SMB HOSTED VOICE SERVICE

August 13, 2014, Irving, TX – – ICON Cloud Solutions, (Irving, TX) has launched OpenTouch Office Cloud, a new hosted communications offering designed for small businesses seeking reliable, feature-rich telephony as a service. This service is offered on the same extremely reliable hardware platform as the OpenTouch Enterprise Cloud enterprise class hosted offering ICON launched in May of 2014. Working in partnership with Alcatel-Lucent, ICON has designed and deployed this hosted communications solution aimed at businesses with up to 50 employees. ICON now can offer carrier-class hosted voice and unified communications as a service to companies ranging from the very small to tens of thousands of employees spread over multiple locations.

Companies seeking to deploy a cloud solution for their voice and unified communications needs do not need to worry about sacrificing features when going to the cloud. This is because the OpenTouch platform provided by ICON may operate as a cloud, “hybrid” or on-premises based managed service. In fact the OpenTouch Enterprise solution has “overlay” capabilities to a company’s current on premises system. By sharing components and software with their customer premises-based solution, ICON’s has embraced a flexible model for deploying unified communications as a service for businesses of all sizes. Taking this concept a step further, ICON also offers a path to integrate applications such as video conferencing, alerts and notification, and customer data automation (CRM integration) into their offer.

“Our approach from day one has been to offer the most flexible portfolio of cloud-based services inclusive of voice, UC, CRM and alerting and notification,” said Kevin Kelleher, CEO of ICON Cloud Solutions. “Sure we can deliver advanced hosted voice as a service in a one-size fits all model. We do this really well. What makes ICON unique, however, is our ability to work with customers to customize a solution that fits into their existing business processes and environment.”

In addition to the features described above, the OpenTouch Office Cloud service offers several options for mobile workers. Features such as accessing voice messages from a smartphone, routing calls to an external number and several softphone options for road warriors are key components of the service. ICON also offers an option that integrates Microsoft Outlook, Windows Live Messenger, Skype and Yahoo! with social media networks like Facebook, Twitter and YouTube.

For more information about OpenTouch Office Cloud for SMB and ICON Cloud Solutions please visit www.iconcloud.com

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.