

# GoldVois

CONVERGENCE SOLUTIONS



**Company** Profile

## What We Do

We help companies embrace the convergence of communications systems—the merging of voice, video, and data networks—so your business can perform better and grow faster through interactive and progressive communication channels.



## How We Add Value



### Customised Solutions

Our solutions are tailored to your specific business goals and needs. We don't believe in selling for the sake of selling; delivering value is our primary focus. We will evaluate your needs and provide recommendations to ensure optimal returns on your technological investment. Our solutions are designed to help your business better navigate the demands of tomorrow.



### Award-winning Services

As a Telekom Malaysia Partner, Gold Vois was awarded the Top Performer award by TM for 11 years running, from 2007 to 2017. Gold Vois was also one of TM's most proactive business partners in selling their Multi-line SIP service, recording the highest sign-up rates for the service through our unwavering dedication to customer satisfaction.



### Round-the-clock Support

Our professionally-trained and certified engineers are on standby to help at anytime, 24 hours a day, 365 days a year\*. We know how important it is for any business to keep its communication channels up and running at all times. We've got you covered.

*\*based on selected service level agreement*

## Why Gold Vois

Incorporated in 2006, Gold Vois started as a provider of enterprise office communications solutions, becoming a Telekom Malaysia Partner for Multi-line SIP, Smart Call, DOME (Direct Over Metro-E), and Unifi services, and more recently expanding our service offerings to focus on Convergence Solutions (the merging of voice, video, and data networks).

With a team of highly dedicated and experienced sales and technical experts, Gold Vois maintains its Malaysian headquarters in Petaling Jaya with offices in Penang, Ipoh, and Johor. We also have an office in Bangkok managing our Thai operations, with plans to set up a regional office in Pattaya in the near future to service customers in the Eastern Economic Corridor.

Besides our stellar track record during our 11 years as a Telekom Malaysia Partner, Gold Vois has worked with some of the biggest brands in hospitality, aviation, manufacturing, logistics, and oil and gas in Malaysia.



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# Our Services

We offer a full suite of services ranging from Project Consultation & Management to Convergence Solutions, as well as Design, Installation & Maintenance of network infrastructure and converged communications systems for a wide range of business environments and applications.

Whether you're looking for a customised solution based on your specific business needs, or considering a full transition into the 'convergence', we're here to guide you through each step of the process.



# Convergence Solutions

Our Convergence Solutions are available as a complete package from initial evaluation and analysis to network design, installation, and maintenance, or as separate services based on your particular requirements.

## ► Evaluation & Analysis

We'll conduct a thorough evaluation of your requirements vs your current systems based on your allocated budget, followed by an in-depth case study which includes an ROI analysis.

## ► Voice & Data Solutions

We'll take care of the entire process from planning and design to installation, testing and maintenance. On top of that, we'll regularly implement upgrades to improve and optimize your existing network based on your operational needs and business growth.

## ► Network Integration & SIP Infrastructure Design

Gold Vois offers industrial-grade high-performance communications servers with enhanced security, flexibility, expansion capabilities and versatile functions housed within a single chassis. Features include a powerful GUI-based firewall, built-in failover WAN mechanism which allows multiple WAN interconnections, a full record of all calls made, search GUI to retrieve call data, routing mechanism for number plan configuration, trunk routing and failover routing, multi-user logins, audit trail of access, and more.

## ► Installation & Maintenance

We ensure that installations are carried out with clear documentation, providing dedicated support and troubleshooting whenever required. Our service also includes regular scheduling of upgrades to keep the equipment performing at optimal levels for network integrity, as well as investigations of network faults or issues as and when needed.

## Project Consultation & Management

Depending on the size of your business operations, managing your communication needs will require meticulous attention to detail and technical expertise to ensure things progress smoothly with quality results to schedule, within budget. That's what we're here to help you with.

## Design, Installation & Maintenance

Our Design, Installation & Maintenance services cater to a wide range of business environments and applications. Whether it's setting up a wireless LAN network in your office or installing a state-of-the-art integrated communications system for an international hotel chain, you can leave it in our hands.

## Converged Communications Systems

### ► IP/SIP

We provide carrier-grade IP/SIP infrastructure design, installation and maintenance specifically for the integration of PABX networks and endpoint devices. If you're looking for a high quality, secure and reliable communications system that integrates voice, video, and data, you've come to the right place.

### ► IP-based Softphone/Mobility

We offer a user-friendly plug and play setup that automatically transforms smartphones and other mobile devices into business communications tools. This powerful and flexible softphone solution can be used out of the office and on the move without additional hardware requirements.

### ► SIP-based CCTV

A game-changer in the world of surveillance security, our top-of-the-line SIP-based CCTV solution comes with impressive resolutions and smart video analytics.



## Network Infrastructure

### ▶ Data Switching & Networking

Ensuring high-performing, reliable enterprise networks with minimum downtime is our ultimate focus. Our services include regular system assessments, updates, and close monitoring of system performance with 24x7 support.

### ▶ Wireless LAN

We'll design, implement, and maintain a LAN/WAN/Wi-Fi infrastructure that best meets your business needs and goals. Regular upgrades are included to ensure data security and uninterrupted network access.

### ▶ Video Conferencing

Our video conferencing solutions are designed to enhance collaborations, remote working efficiency, and general productivity. We'll analyse and integrate your business requirements and user needs into the design and technical specifications of the system for an interactive video conferencing solution.

### ▶ Hotels/Hospitality

Personalization is key in hospitality services. Treat your guests to personalized treatment via an integrated hotel communications system that facilitates added service opportunities, improved responsiveness, and better control of your guests' hotel experience.

### ▶ Call Centre

Customers not only expect first contact resolution these days when they call, but they also expect an integrated omnichannel approach by the call centre to connect them to the right resources, whether by voice, video, or digital channels (SMS, email, chat, social media). Our solution provides seamless integration with your CRM system and other applications, which translates into higher quality customer data analyses, enhanced customer satisfaction, increased productivity, streamlined processes, and more.



# Our Solution Partners



# Talk to Us

Drop us a line to find out more about our services. We look forward to hearing from you.

▶ **Sales**  
sales@goldvois.com

▶ **Support**  
support@goldvois.com

▶ **Recruitment**  
hr@goldvois.com

# Where to Find Us



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