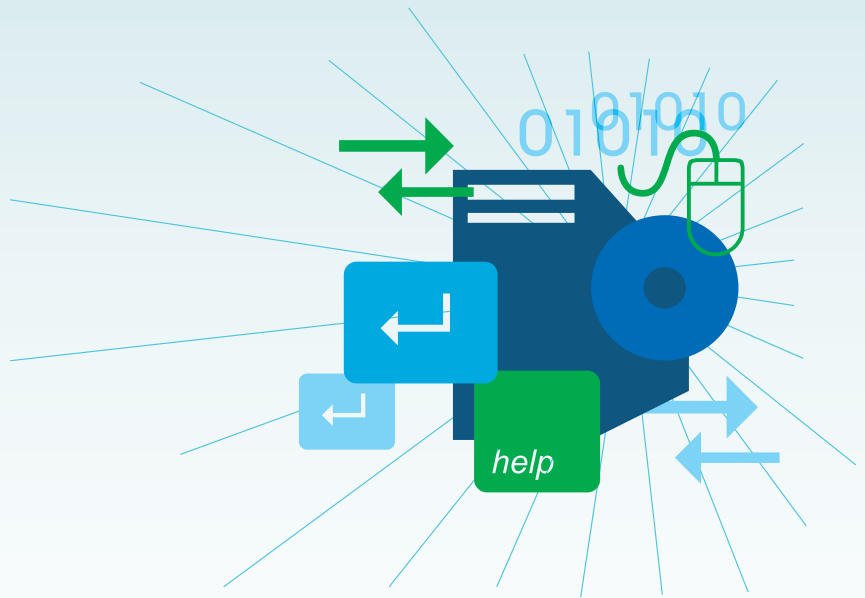


Servers
ISDN
VoIP Business Solutions
SMS for Business



Hardware Studio

In addition to our extensive and diverse range of hosted services, BCH are also able to provide telecoms hardware solutions for businesses. From expert advice on upgrading your in-house system to handle current or future technologies, through to the sourcing and installation of a completely new bespoke solution - we're on hand to ensure that your hardware is up to scratch.

Based around our core operating system 'Winmil', our hardware solutions are ideal for organisations that have specific demands in terms of control, size and compliance with legislation.



bch digital
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Servers



SMS and IVR Outsourcing

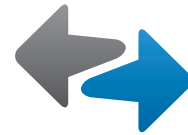
BCH Digital use the latest highly resilient technology for its server infrastructure.

Utilising Microsoft Windows Server components running under Xen Hypervisor provides the flexibility and power to deal with any server requirement. Adding Marathon technology, the market leader, creates secure and resilient server clusters with a "nothing shared" emphasis.

We use the most sophisticated monitoring software to continuously monitor all aspects of the system. Should there ever be any kind of failure or issue it immediately sends email and text alerts to the engineers, enabling them to act instantly. This prevents lost server downtime by ensuring the platforms can cope with multiple failures without ever stopping.

With this cluster of resilient servers in place, BCH Digital runs database systems using SQL-Server and email systems using Exchange server and numerous web applications or client interface applications which mostly use .NET and other technologies such as HTML, XML and SOAP.

ISDN



ISDN (TDM)

At the heart of BCH Digital's IVR systems are thousands of channels of ISDN (TDM) based IVRs. These IVR systems use BCH Digital's own IVR development environment, Winmil, allowing any IVR design application to be provided quickly, easily and cost effectively.

The IVR systems themselves are a powerful rack mounted Windows system which uses Pika technology interface cards and depending on the system, these cards can be PCI, PClexpress or Compact PCI.

The cards, together with BCH Digital's Winmil, provide an unrivalled IVR development environment for bespoke IVR design. As a bespoke IVR supplier BCH Digital's services can be as simple as audio file plays or as complex as an interactive voice response banking system, the choice is yours.

The IVR systems themselves run in parallel and are multiply resilient and redundant - a single failure is just that, a single failure and will not spread to other IVR systems. The IVRs use the power of the cluster servers to provide the database and other server based admin functions.

VoIP



VoIP Business Solutions

It is important where there is a shift in technologies to choose an IVR provider that has the capability to work and be supported into the future. The BCH Digital bespoke IVR system is fully compatible with VoIP, giving you longevity and a dynamic presence.

We have a fully available SIP based VoIP IVR. The VoIP IVR system has exactly the same facilities as the ISDN IVR system but instead of using ISDN lines, uses VoIP arriving via SIP on a network interface. The IVR systems can offer G711 compression for quality or G729 to maximise bandwidth.

VoIP has many uses: adjacent IVR systems can be bridged to form large conference matrixes or the system can accept calls from a distant network or make cheap calls via a distant low cost network.

BCH Digital has the equivalent of many hundreds of channels of VoIP capacity available immediately.

SMS



SMS for Business

BCH Digital's SMS solutions use the rock solid foundation of our sever cluster providing an extremely resilient and reliable SMS capability.

BCH Digital can host SMS products, controlled for example, by end-users directly, to enterprise level solutions built on our API's with clients to get the most effective answer.

The systems at BCH Digital can deal with every type of text message whether sent or received, from plain text to the most complex multi-media message. As a bulk text message provider, we can offer various rates for received messages including a Premium Rate messaging service.

To complement the BCH Digital system we use the best aggregators in the industry; switching between them for price and reliability to ensure complete resilience.

SMS, IVR and WEB systems can share information enabling complete convergence across all media.

All BCH Digital hardware solutions are backed up by the expertise and support of our dedicated technical team. If you would like to find out more about any of our hardware services then get in touch with us on 0844 556 7888