

SOLUTION BRIEF

# Connect and Collaborate Everywhere With FortiVoice Cloud

## Executive Summary

Many organizations have shifted their business models to support a large number of distributed teams and remote workers due to the prolific changes in the industry. And the demand for collaboration tools to keep these remote workers connected and productive is rising. Having a secure and reliable communications infrastructure to reduce business disruption and keep employees connected from anywhere is crucial for any organization.

FortiVoice Cloud is a secure, cloud-based unified communications solution with all-inclusive calling, conferencing, chat, and fax. Its mobile-friendly softclient keeps employees connected, regardless of their locations. FortiVoice Cloud services and data centers are intuitively protected and monitored by the Fortinet security ecosystem. Companies can secure conversations with always-on connectivity. FortiVoice Cloud offers a simple subscription and companies can only pay for their calling usage (call paths). Companies can save more and rely on quality calling with FortiVoice Cloud.

## The Remote Workforce Needs To Stay Connected

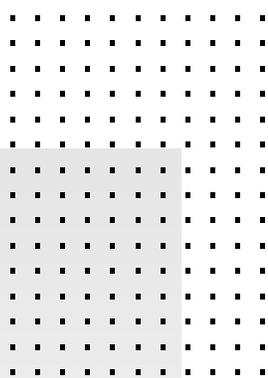
The pandemic has pushed a huge number of employees to work from home. It has also forced companies to rapidly adopt bring-your-own-device (BYOD) needs and remote access. Many companies are struggling to have a reliable and flexible communications system that supports the increasing number of mobile and teleworkers. Companies want to keep employees productive and reduce business disruptions.

The shift to remote working has also driven the demand for network infrastructure and connectivity. Traditional phone systems are inflexible to support remote workers' demands in modern communications. Remote infrastructures and workers also expose security challenges to providing secure and always-on communications that are crucial for today's business continuity.

## Secure, Inclusive Business Communications-as-a-Service

FortiVoice Cloud unified communications can keep remote workers connected and collaborating while giving an organization the security and many powerful features that are not available with legacy phone systems.

FortiVoice Cloud is a feature-rich business communications solution with all-inclusive calling, conferencing, chat, and fax. FortiVoice Cloud is easy to activate and comes with a mobile-friendly softclient for every extension. Employees can make and receive business calls from anywhere using their smartphones or computers, all with the same business phone numbers. FortiVoice Cloud helps employees connect with colleagues and customers from an integrated communications solution—with the same secure, quality calling experience—in the office, at home, or wherever they are.



According to Gartner, 74% of companies will move at least 5% of on-site workers to remote positions by 2022.<sup>1</sup>

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According to IDC, the proportion of IT spending in cloud has accelerated in the aftermath of the COVID-19 crisis. Among all cloud services, the as-a-service category (public and private cloud services) is projected to grow at a 21% CAGR by 2024.<sup>2</sup>



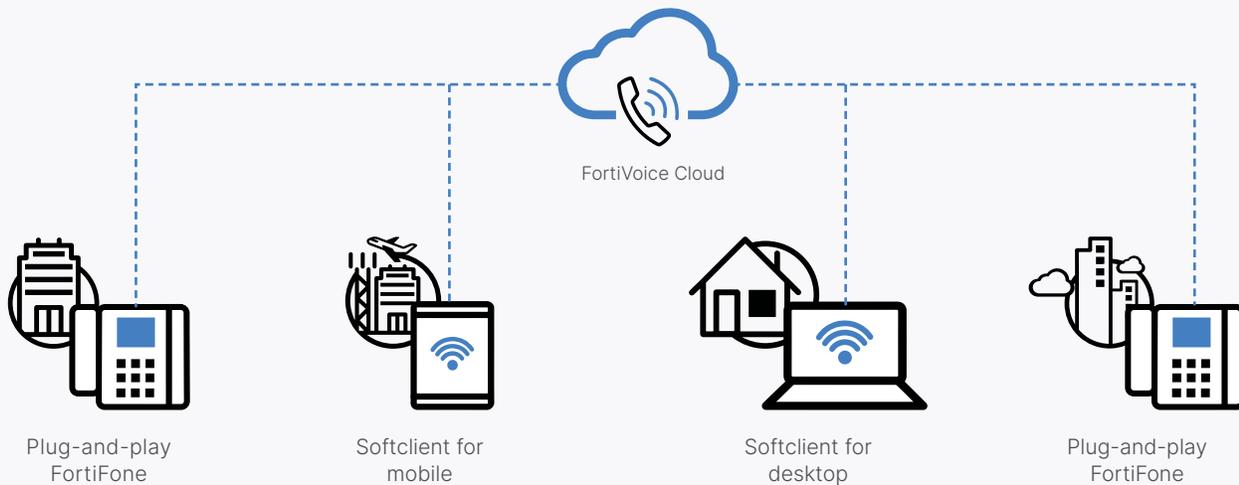


Figure 1: FortiVoice Cloud diagram illustration.

Managing aging and siloed communications tools can be difficult and time-consuming for IT. It also creates confusion and inefficiency among employees. With FortiVoice Cloud unified communications, all of the services are integrated within one platform and are designed specifically to help teams work together. FortiVoice Cloud is quick to deploy and simple to scale, even for today's new normal. IT teams will face fewer issues in the migration to the FortiVoice Cloud environment to get employees onboard faster and easier. The FortiVoice intuitive web console simplifies system management across locations and devices. FortiVoice Cloud offers plug-and-play FortiFone devices and mobile-ready softclients to enable user communications in no time.

As a security leader recognized by Gartner and other leading analysts, Fortinet built FortiVoice Cloud with second-to-none security technologies, and uses applicable industry-leading encryption standards and protocols to protect customer data and conversations. FortiVoice Cloud communications are protected by the comprehensive Fortinet Security Fabric ecosystem and monitored by Fortinet security experts. In addition, FortiVoice Cloud works seamlessly with the FortiGate next-generation firewall (NGFW) and software-defined wide-area network (SD-WAN) solution, protecting the network infrastructure and optimizing communications traffic. It provides secure communications without the worry of call interception, Session Initiation Protocol (SIP) attacks, or service downtime.

### **Enterprise-grade QoS for business continuity**

Unreliable communications result in low levels of productivity that can affect employee morale, hinder efficiency, and affect business revenue and reputation. FortiVoice Cloud is safeguarded by Fortinet's comprehensive security ecosystem and monitored by our security experts for peace of mind with reliable communications and 24/7 protection. Additional FortiVoice Gateway provides local survivability to ensure always-on connectivity, even during internet downtimes or natural disasters.

### **Better value from competition**

Quality communications do not have to come with a premium price. FortiVoice Cloud delivers all-inclusive calling, conferencing, chat, fax, and mobile support in one integrated platform. FortiVoice helps companies save more with simple and affordable subscriptions. Unlike other cloud solutions, FortiVoice Cloud gives companies the flexibility to mix and match plans for users and pay only for needed calling usage that fits business and budget needs.

### **Optimal collaboration efficiency**

The FortiVoice Cloud web-based console makes it easy for IT to manage and activate services for all users from anywhere. A user can simply plug and play a FortiFone device or use our mobile-friendly softclient to connect with colleagues and start making calls to customers in no time. All users can enjoy the same quality communications from offices, at homes, or on-the-go without sacrificing efficiency.

### Trusted vendor for end-to-end protection

Security and customer trust are Fortinet’s core business values, and we build these into our FortiVoice Cloud services with advanced security and encryption features. As part of the Fortinet security ecosystem, FortiVoice Cloud works seamlessly with Fortinet security products without complicated configurations and time-consuming integrations. Fortinet is the only vendor that provides end-to-end integrated security protection from the network infrastructure to phone communications. FortiVoice provides a single pane of visibility across locations and devices.

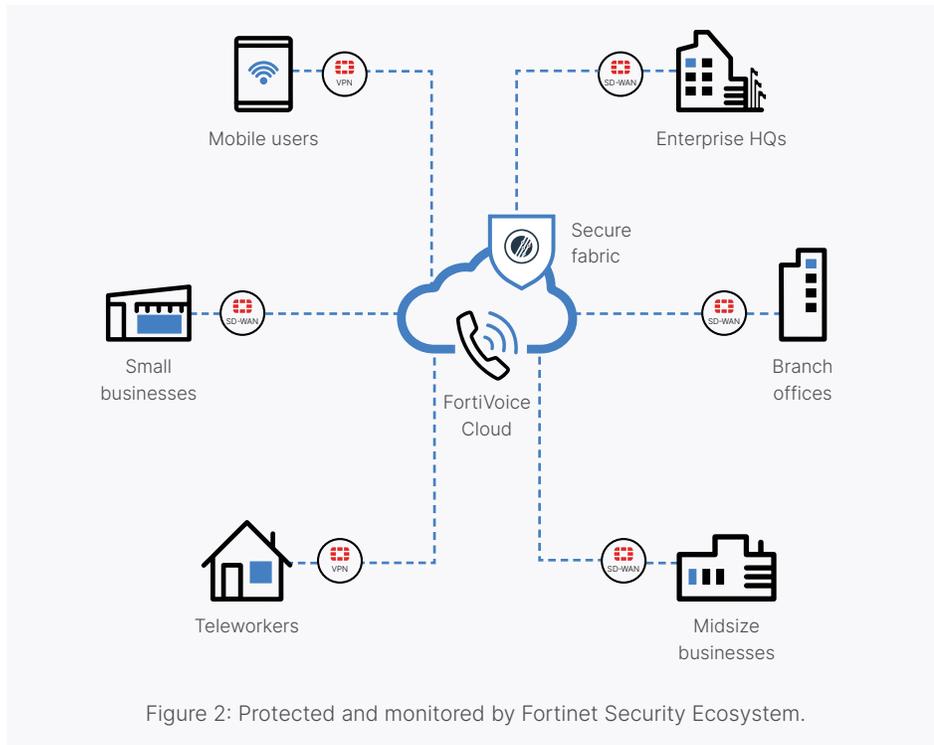


Figure 2: Protected and monitored by Fortinet Security Ecosystem.

Gartner surveyed thousands of CIOs and found that 61% project increased spending in cyber/information security, topping the priorities for IT spending in 2021.<sup>3</sup>

FortiFone Softclient, available for Android, iOS, Mac, and Windows, keeps remote employees connected anywhere, anytime.

### Built-in Security

FortiVoice Cloud helps improve business operations in many ways, including cost savings, better employee collaboration, simplified IT management, and advanced security features that are not available in traditional voice solutions.

Affordable, all-inclusive, mobile friendly, and backed by Fortinet’s leading security technologies, FortiVoice Cloud is the choice of unified communications to connect teams and customers, so organizations can focus on driving business forward.

<sup>1</sup> “Gartner survey of 317 CFOs and Finance leaders,” Gartner, March 30, 2020.

<sup>2</sup> “Worldwide Whole Cloud Forecast 2020-2024,” IDC, October 15, 2020.

<sup>3</sup> “2021 CIO Agenda,” Gartner, 2021.



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