

A N I N T R O D U C T I O N

VOSS Solutions



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Introducing VOSS

At VOSS, we help organizations simplify operations, improve employee experience, and optimize costs across collaboration, UC, and contact center environments. By combining automation, AI, monitoring, and analytics into a single platform, we deliver faster issue resolution, smarter decision-making, and measurable business impact.

A brief history

VOSS was founded in 2003 to address a growing gap in enterprise communications: as unified communications (UC) and collaboration environments became more complex, organizations lacked the tools to manage, automate, and scale them effectively. From the outset, VOSS focused on simplifying operations through automation - giving enterprises and service providers a smarter way to control, optimize, and evolve their collaboration platforms as they grow. [Read more](#)



VOSS: A journey of innovation and growth

A brief history

Founded in 2003

VOSS was founded in 2003 to revolutionize unified communications (UC) management.

Early partnerships with BT and Cisco established VOSS as a key player in the UC space. By 2010, VOSS became Cisco's strategic partner for their Hosted Collaboration Solution (HCS), solidifying its leadership in UCaaS.

2021

VOSS acquires LayerX Technologies, a leading provider of advanced data analytics and monitoring software for networking and UC operators.

2023

VOSS celebrates its 20th anniversary while winning the Megabyte50 best-performing company award.

2025

VOSS wins Best Workplace Management Tool at the 2025 UC Awards and strengthens its partnership with Virsae to improve unified monitoring and analytics.

2018-2019

VOSS is a trusted provider of end-to-end UC lifecycle management, partnering directly with service providers and enterprises to deliver solutions for migration, automation, and analytics. During the 2019 pandemic, VOSS supports businesses in adapting to remote work and continues to lead in multi-vendor UC management, driving agility and scalability worldwide.

2022

VOSS wins Best Service Management Platform at the UC Today Awards, is recognized by IDC as a UC Management Innovator, and named a top UC management provider by Metrigy. The VOSS Pivot Program launches with Microsoft to simplify customer transitions to cloud-based telephony.

2024

VOSS introduces Wingman, an AI Copilot assistant integrated with the VOSS platform, boosting productivity and decision-making, and earning the Megabyte50 award.

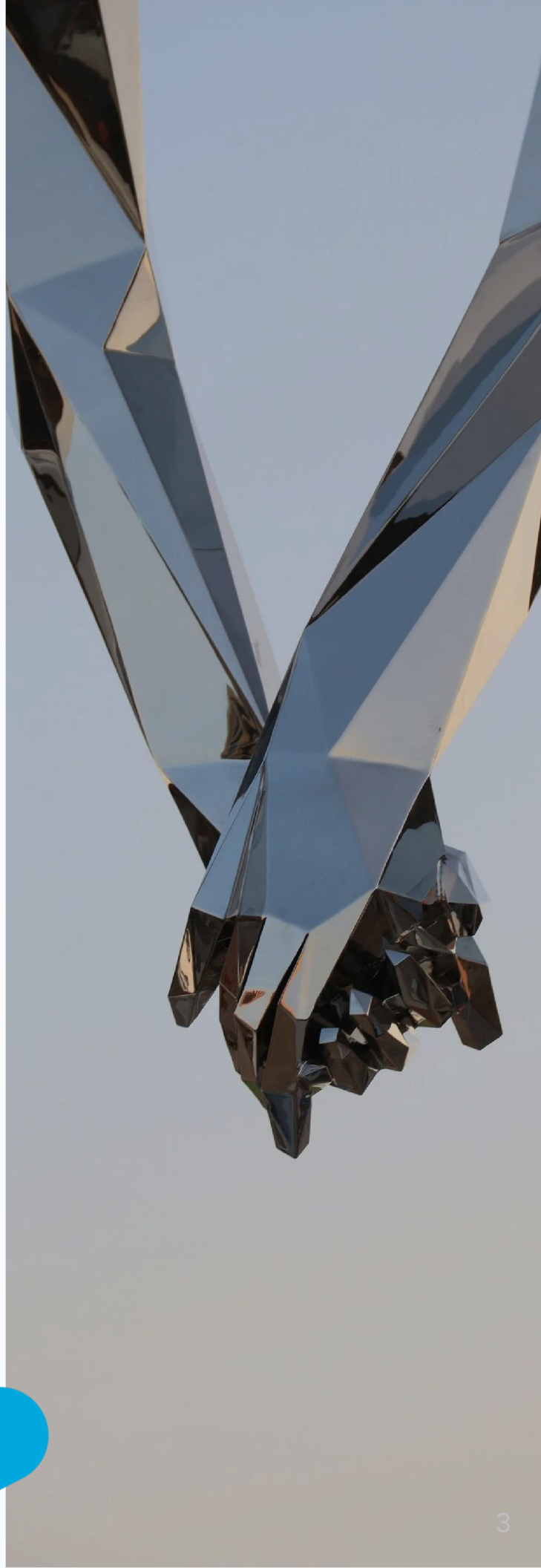
Automation fabric for the digital workplace

Today, the digital workplace extends far beyond traditional UC. Collaboration, calling, meetings, and contact center services now form a complex, cloud-driven ecosystem that must be governed, optimized, and operated at scale.

At the same time, enterprises are moving beyond isolated workflows and scripts toward a resilient, enterprise-wide automation fabric - a consistent layer that spans systems and services.

What makes us different

Unlike standalone tools or fragmented workflows, VOSS provides a single, consistent platform with integrated automation, AI, and analytics. Our framework spans the entire digital workplace - from UC and collaboration to contact centers and meeting rooms - enabling resilient, multi-vendor operations without fragile scripts or disconnected tools.



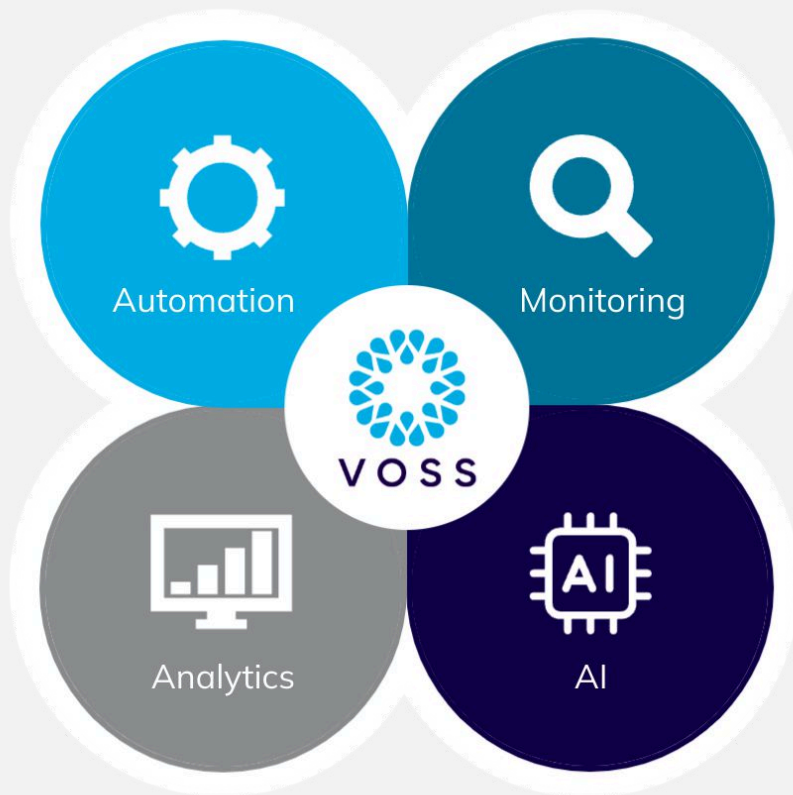
The VOSS platform

The VOSS platform brings this vision to life – delivering AI, automation, intelligence, and control at the heart of the digital workplace. With a unified platform for managing collaboration, UC, and contact center services, we help organizations improve employee experience, reduce operational complexity, and unlock measurable cost savings.

Spanning UC, collaboration, contact centers, meeting rooms, security, licensing, email, and AI agents, the VOSS platform acts as a digital workplace automation fabric. This isn't another tool – it's a ready-to-use automation layer that plugs straight into your enterprise strategy.



Four pillars, one unified platform



Automation – orchestrate end-to-end workflows across provisioning, lifecycle, and remediation

Monitoring – maintain continuous visibility into service quality and user experience

Analytics – turn usage, adoption, and cost data into actionable insight

AI – automate troubleshooting and enable intelligent, closed-loop remediation

Together, these pillars deliver scalable, multi-vendor automation - without fragile scripts or disconnected tools, providing a strong foundation for secure, scalable digital growth.

The power of the VOSS platform

- **A unified automation and intelligence platform** for monitoring, analytics, and AI across the digital workplace
- **Simplified operations** through a single management and control layer spanning collaboration, UC, and contact centers
- **Stronger governance and security** with consistent, role-based access and policy enforcement
- **Actionable, AI-ready insight** from unified data to drive optimization, cost control, and better user experiences



The VOSS product suite

The VOSS platform is the foundation of our product suite. Every capability – from automation and monitoring to analytics and AI – is built on a single, consistent framework. This gives you a common set of tools, shared data, and unified integrations across the digital workplace.



UC automation

Bringing intelligent orchestration to your entire UC environment.



UC monitoring

Proactive visibility and control to keep your collaboration running at its best.



UC analytics

Complete visibility into your UC environment – optimize performance, adoption and costs.



Phone number management

A centralized smart inventory number management solution.



Contact center management

Modernize your contact center, streamline operations and enhance experiences.



Security management

Manage Microsoft Defender at scale to enhance security workflows and decision-making.

VOSS PRODUCTS



Email **management**

Easily manage, secure, and monitor your email domains with VOSS.



Meeting room **management**

Proactive visibility and control to keep your collaboration running at its best.



License **management**

Offering a smart automated analytics-driven solution to optimize license usage.



NetFlow **management**

Get a deep network understanding across performance, usage, and degradation areas.



V O S S U S E C A S E

55,000
USERS



\$2M
IN SAVINGS

MIGRATED IN **6 MONTHS**
WITH ZERO END-USER
DISRUPTIONS

ACHIEVED THROUGH
EFFICIENT PLANNING
AND EXECUTION



VOSS discovery and migration services



In addition to our platform, VOSS offers specialist services to help you assess, transition, and optimize your digital workplace with confidence.

VOSS Discover provides a clear, accurate understanding of your existing environment - creating a comprehensive inventory of users, licenses, and assets so you can right-size your platform, eliminate inefficiencies, and migrate only what is truly needed.

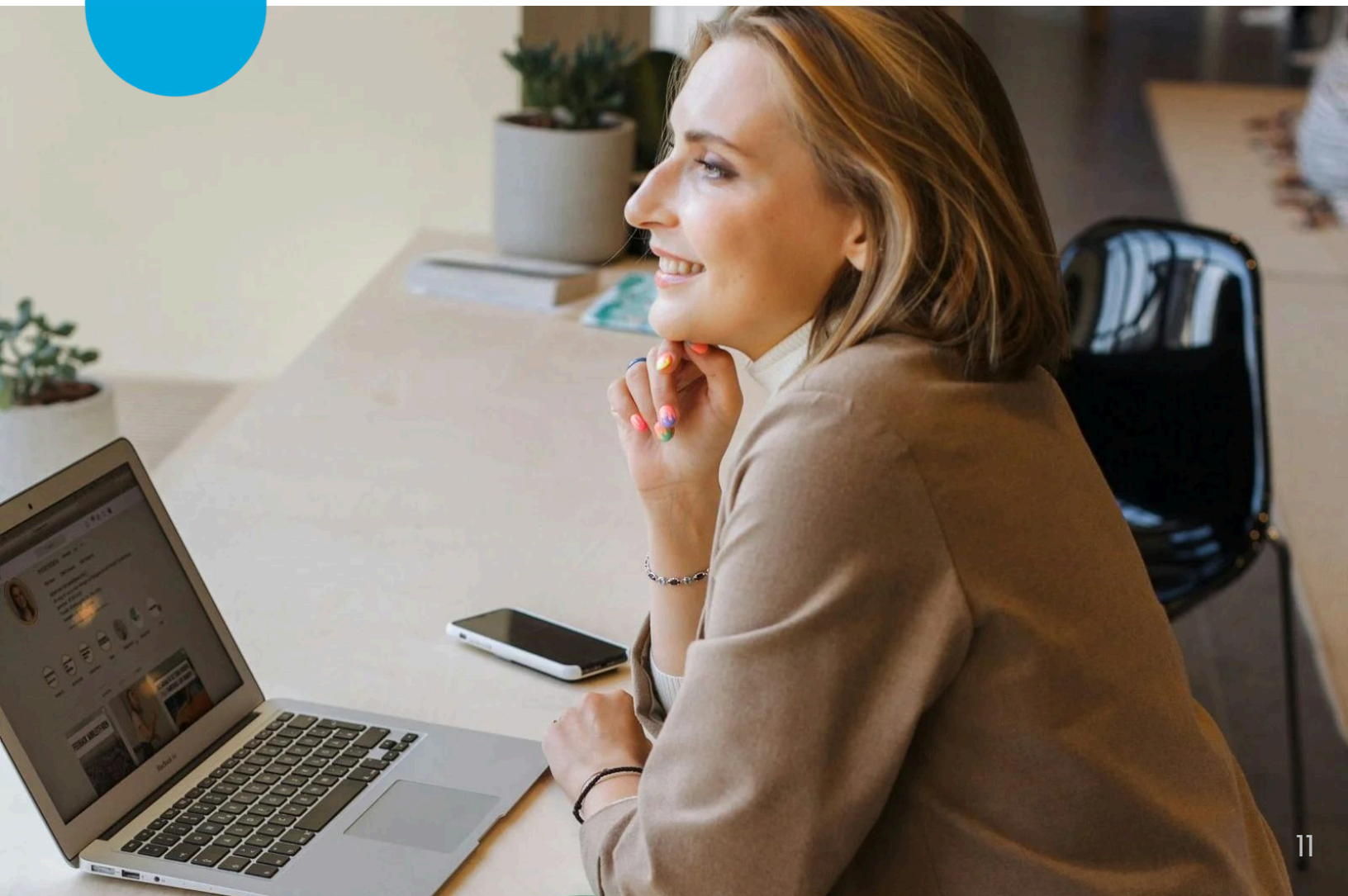
VOSS Migrate builds on this foundation, using a proven migration engine and methodology to securely transform, validate, and move users, devices, and collaboration services at scale.

Together, these services reduce risk, accelerate transformation, and deliver measurable cost savings - while setting the stage for long-term operational success.

Our customers

VOSS is designed for enterprises, service providers, MSPs, and telcos that operate complex, multi-vendor collaboration and communication ecosystems. Our technology is ideal for organizations seeking scalable automation, unified insight, and efficient management across cloud, hybrid, and on-premises environments.

If you'd like to hear more, [please get in touch.](#)



CONTACT VOSS

At VOSS, we combine advanced automation and intelligent insights to help you boost employee productivity, optimize costs, and drive business growth. VOSS provides a single point of control and visibility across your UC, collaboration, and contact center platforms - enabling you to maximize the value of your communications ecosystem.

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