KOOLSPAN

TrustCall DIRECT Service Provider

TrustCall DIRECT Service Provider enables Managed Service Providers (MSP) to expand their suite of value add products and services to their customers, generate increased revenue, and gain a competitive edge.

TrustCall DIRECT Service Provider includes a robust set of APIs enabling seamless integration of TrustCall secure voice and messaging with internal provisioning and billing systems, customer care ticketing and CRM such as Amdocs and Salesforce.

TrustCall DIRECT Service Provider is the only cross platform secure mobile communications platform enabling integration within MSP enterprise systems and bundling of TrustCall secure communications with MSP existing services.

CARRIER-GRADE TRUSTCALL DIRECT SERVICE PROVIDER SOLUTION

TrustCall DIRECT Service Provider can be deployed and configured at the MSP or in a private cloud. It includes the TrustCenter administration console, TrustRelay servers, TrustBridge and a set of APIs.

Integration with Service Provider Enterprise Systems via Robust Set of APIs

TrustCall DIRECT Service Provider enables seamless integration of TrustCall secure communications with an MSP enterprise ecosystem via a robust set of APIs, including provisioning and billing systems, customer care ticketing, CRM systems and others.
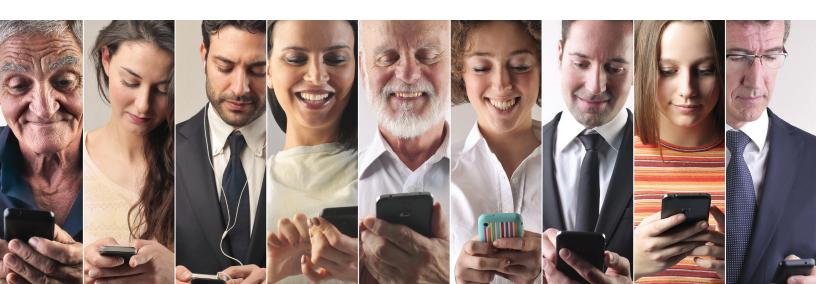
TrustCenter Administration Console

TrustCenter is a series of software applications and web services that provide centralized management for the TrustCall DIRECT Service Provider mobile communications environment. The TrustCenter console enables simple, secure, remote administrative management of an organization's TrustCall licenses, TrustGroup security associations, users and their devices.

TrustRelay Server

TrustRelay Servers enable TrustCall DIRECT Service Provider users to locate each other to establish secure end-to-end communications between them. All encryption/decryption takes place on the smartphones and all traffic passing through TrustRelay servers is always encrypted.

TrustBridge

TrustBridge provides secure calling between mobile phones and PBX desktop phones by enabling TrustCall encryption to be terminated at the corporate PBX.

KOOLSPAN PROFESSIONAL SERVICES AND SYSTEMS INTEGRATOR TRAINING

KoolSpan professional services works with the IT organization and systems integrator of choice to implement TrustCall DIRECT Service Provider; providing the MSP with full control.

KoolSpan provides professional services to train your IT organization to ensure proper deployment and post deployment management and support.

KEY FEATURES AND BENEFITS

Complete Control Over Infrastructure

- » Dedicated TrustCenter and TrustRelay servers
- » Deployed on-premise or in a private cloud
- » Professional services and training
- » Compliance with enterprise privacy and regulatory requirements

Robust Set of APIs

- » Integrate TrustCenter within the Service Provider's business systems
- » Automate provisioning and billing processes
- » Compatible with enterprise MDM platforms

Administration and Configuration

- » TrustCenter admin console accessible via web interface or remote access
- » Manage TrustCall licenses and TrustGroups
- » Customize TrustCall settings on a per-user or site wide level
- » Stun and destroy TrustCall licenses: temporarily lock access to encrypted communications from a lost device, or deactivate TrustCall on a stolen device
- » Generate reports and audits
- » Dashboard for system health, overall status, and pending transactions
- » Scales across departments or an entire organization
- » Customized role-based administrator access

Managed Deployment

- » TrustCall app can be downloaded from app stores or provisioned by MDM solutions
- » TrustCall can be managed by leading MDM solutions
- » No additional hardware required

Flexibility

- » Interoperable across Android, iPhone and BlackBerry
- » Supported inside a variety of secure workspaces including Samsung Knox Workspace, Android for Work and others

User Friendly

- » Dial from a pre-populated list of contacts or keypad
- » Familiar, Intuitive text messaging interface
- » Favorites and Call Logs provide easy access to frequent contacts

High Quality Phone Calls

- » Operates in networks ranging from low bandwidth (such as satellite and 2G) to high bandwidth networks (such as LTE and Wi-Fi)
- » Optimized to preserve battery life » Clear, crisp, quality voice calls

Robust Encryption Engine

- » FIPS 140-2 validated 256-bit AES encryption
- » Based on KoolSpan's years of experience and intellectual property including 21 patents and 38 pending patents
- » Compatible with Trusted Execution Environment (TEE) for native hardware anchored encryption

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