



**TRUST IN THE CLOUD**

# About NewVoiceMedia

- NewVoiceMedia delivers cloud-based contact centres at a fraction of the cost and time of traditional systems
- Established 10 years, serving over 100 customers in 14 countries
- Market leading 99.999% availability delivered from UK data centres.
- Processed over 100 million calls in 2011

Analysis

Security

Cloud

Reliability

Trust

# Concerns using cloud

Rank	Concern	Share (%)
1	Security	31.8
2	Availability	31.6
3	Performance	19.4
4	Ease-of-management	11.7
5	Compliance	4.6
6	Lock-in	0.9

**Security** Will data be secure if held in the cloud

**Availability** Will data and systems be available at all times

**Performance** Are there likely to be problems with speed, latency and so on

**Ease-of-management** The pitfalls in managing an outside supplier—does the user have the skills to manage a different sort of relationship

**Compliance** Given the regulations and laws over data, will cloud mean companies risk falling foul of compliance requirements

**Lock-in** Is there a danger of companies being unable to move from one cloud provider without significant expense or upheaval or both

### Current Status

All services are currently operating within expected thresholds. 

### Availability

Data Centre	CW1	CW2	CW3
Rolling month	100.000%	100.000%	100.000%
Rolling quarter	100.000%	100.000%	99.999%
Rolling year	100.000%	99.992%	99.993%

 Good 
  Acceptable 
  Minor Issue 
  Major Issue

 [Click here to view test](#)

Number of tests since launch **2,308,765**

Service	Description	Performance													
		Today	26-Jan	24-Jan	23-Jan	22-Jan	21-Jan	20-Jan	19-Jan	18-Jan	17-Jan	16-Jan	15-Jan	14-Jan	13-Jan
ContactWorld Micro Browser Agent															
ContactWorld Desktop Agent															
ContactWorld For Salesforce Agent															
Administration															
Service Control Suite															
Statistics															
Call Recording Archive															
Call Plan Architect															

Performance  
2M tests / 8 second



Reliability  
Availability



Trust  
Transparency



PCI DSS L1  
ISO27001



Availability			
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