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 that companies can easily scale to meet their business needs. Companies can save more and have secure, quality calling with FortiVoice Cloud.

The Remote Workforce Needs to Stay Connected

The pandemic pushed a huge number of employees to work from home. It also forced companies to rapidly adopt bring-your-own-device (BYOD) needs and remote access. Many companies have been bringing employees back to offices, however, a trend of hybrid working is rising. Businesses of all sizes want a reliable and flexible communications system that supports work-from-anywhere employees without losing their productivity or disrupting business operations.

The shift to hybrid working has also driven the demand for flexible network infrastructure and reliable 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 keep remote workers connected and collaborating while giving an organization the security and advanced 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. 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.

Employees are returning to the office. But recent hybrid-work research reveals that 54% of U.S. remote-capable employees work in a hybrid environment, increasing from the same period in 2023.[1]

Worldwide spending on public cloud services is forecast to reach $1.35 trillion in 2027. SaaS-based applications will be the largest category of cloud computing, capturing roughly 40% of all public cloud spending.[2]
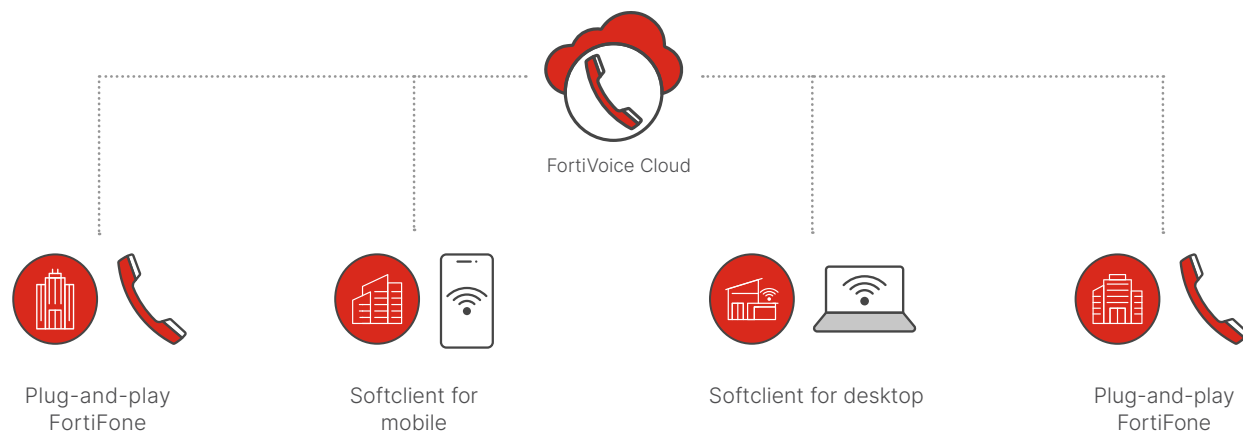
Figure 1: FortiVoice Cloud

Managing aging and siloed communications tools can be difficult and time-consuming for IT. It also creates confusion and inefficiency among employees to switch applications. With FortiVoice Cloud unified communications, all 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, users, 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 builds 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 services and data centers are protected by the comprehensive Fortinet Security Fabric platform and monitored by Fortinet security experts. It provides secure communications without the worry of call interception, Session Initiation Protocol 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 works seamlessly with the FortiGate Next-Generation Firewall and software-defined wide area network solution, protecting the network infrastructure and optimizing communications traffic. Additional FortiVoice Gateway provides local survivability to ensure always-on connectivity 24×7×365, even during internet downtimes or natural disasters.

Better value than the 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 that fit business budget and 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 secure, 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 platform, 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. Fortinet provides a single pane of visibility across locations and devices.
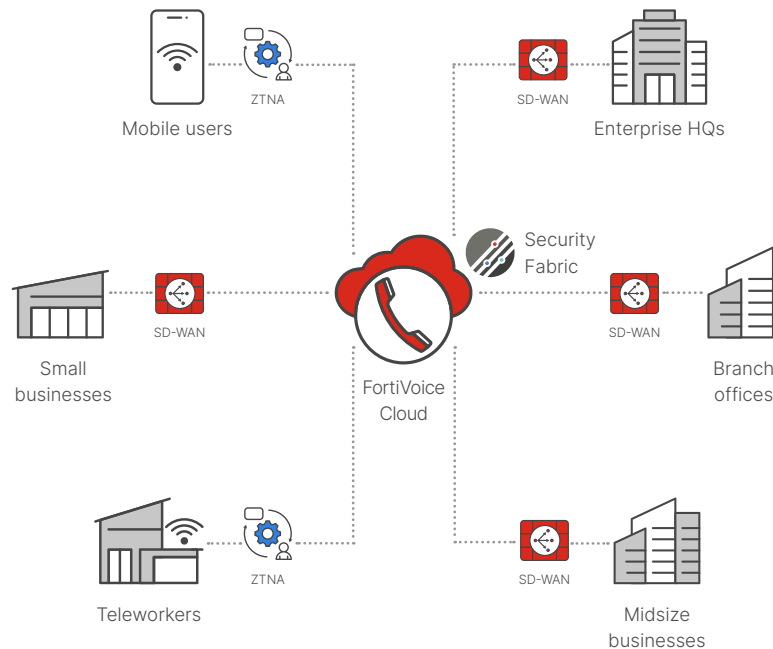
Figure 2: Protected and monitored by the Fortinet Security Fabric platform

FortiFone Softclient, available for Android, iOS, Mac, and Windows, helps employees stay connected from anywhere, anytime, with integrated calling, conferencing, chat, and more in one easy-to-use application protected by Fortinet's leading security technologies.

Get More Done with FortiVoice Cloud

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. FortiVoice Cloud is the choice of unified communications to connect teams and customers, so organizations can focus on driving business forward.

[1] Global Indicator: Hybrid Work, Gallup, February 2024.

[2] Worldwide Software and Public Cloud Services Spending Guide, IDC, August 2023.

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