

ICTVision

Company Profile

ICTVision provides state of the art broadcasting & telemarketing solutions that best fit your organization's requirement.

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CEO's Message



At ICTVision we are focused on the provision of innovative solutions based around Open Source architecture.

We believe that OS offers innovation freedom with a low initial investment cost. Modern telecom service providers need to be competitive and innovative if they wish to survive in this crowded market. ICTVision recognize the line between information and communications technology has now vanished.

Our team of experienced professionals has the expertise to enhance your competitive edge.

About Us

Who we are

The ICTVision is a software development company having experienced and dedicated professionals with expertise in LAMP Stack and computer telephony integration (CTI). Our company has strong knowledge of Open Source communications technologies and has completed many projects using renown open source ICT applications such as Asterisk, Freeswitch, Drupal, Plivo, Elastix and OpenSIPS/ Kamailio.

ICTVision is focused on the provision of Open Source based solutions and services for small business owners (SMB), Internet telephony service providers (ITSP) and telecom operators in the area of information and communication technologies. ICTVision are adept in meeting the requirements of our valued customers. The measure of our success can be seen in the repeat business and testimony of our many satisfied clients. We take a professional approach to every aspect of our business. This enables our clients to focus on the core activities of their businesses.

What we do

We work as partners in the design and development of software solutions for SMB owners, ITSP's and telecom operators across the globe. We provide consultancy services for those seeking Open Source solutions to information and communication technology problems. We have expertise in the development, deployment and management of Asterisk, Freeswitch, OpenSIPS, Plivo and Drupal Integration systems. We offer client specific customization and tailor made installation of Open Source ICT Solutions.

We also provide support and monitoring services for Communications Networks utilizing Linux, Asterisk, Freeswitch, OpenSIPS, Plivo Servers and soft-switches. Other development and support services include billing solutions, cloud VoIP implementation, Custom Asterisk Development, Asterisk installation and configuration, Dial-plan programming, IVR Designing, AGI Scripting, setting up T.38 based Fax over an IP server, Elastix installation and customization, development services over the Plivo framework and Drupal CMS.

ICTVision offers its own custom built products including ICTBroadcast, ICTFAX, ICTDialer and ICTInvoice that covers a wide-range of telephony solutions.

Vision and Mission

Vision

ICTVision is strong believers in the merits of Open Source as a basis for a global communications network. If utilized correctly, Open Source has the potential to revolutionize the current communication infrastructure and liberate the means of communication from a small number of large companies.

Mission

We recognize that the communication network of our clients is a mission critical service that cannot afford to be out of action for even the slightest amount of time. The provision of reliable and stable communications is a core tenet of the ICTVision philosophy. Our clients can trust their communication needs will be amply met and that optimum support will always be available on demand.

Core Values

Our success is driven by our values. We work constantly to bring positive change into people's lives through research and innovation in Open Source technology.

Products

ICTBroadcast

ICTBroadcast is multi tenant, unified communications and telemarketing software solution supporting Voice, SMS, Email and Fax broadcasting. Suitable for small business owners, enterpreneurs and service providers. ICTBroadcast offers smart auto dialer capabilities. It enables service providers to offer a wide range of broadcasting services to their users.

Features

- Voice Broadcast
- Fax Broadcast
- Interactive Voice Broadcast
- Multiple Campaign
- Multi-tenant
- Call Center
- Scheduling
- Answering Machine Detection
- Do Not Call (DNC)
- Custom Caller ID
- Realtime Campaign Management
- Multiple Technology (SIP, IAX2)
- Multi-service Billing
- Rates and Routes Management
- Payments Management
- IVR Designer
- CDR Reports

ICTBroadcast is a product of ICT Innovations. ICTVision is the authorized marketing/business partner of ICTInnovations and authorized reseller of ICTBroadcast.

VisionBox

VisionBox is a fully-featured state of the art virtual phone system that allows you to free yourself from traditional telephone systems. Following are the features of VisionBox:

Features

- Caller ID
- Call Transfer
- Call Parking
- Call Forwarding
- Call Recording
- Call Reporting
- Voicemail
- Follow Me
- IVR/Auto-Attendant
- Do Not Disturb
- Office Hours
- Call Screening
- Ring Group
- Conference Rooms
- Intercom
- Paging
- Multiple Offices

Call4Smile - Unified telemarketing services

Call4Smile is a unified telemarketing service that offers Voice, SMS and Fax broadcasting services online. You don't have to buy any software. You don't have to provide any infrastructure to launch broadcasting campaigns. You need to have access to Internet and a web browser and then using <http://call4smile.com>, you can broadcast your voice, SMS and fax anywhere in the world.

Services

Open Source Computer-Telephony Integration

Computer-telephony integration (CTI) or simply "computer telephony," is common name for any technology that allows interactions and coordination on a telephone and a computer. ICTVision provides computer telephony services in open source communications projects Like Asterisk , Freeswitch, Drupal, Plivo, ICTFAX and OpenSIPS / Kamailio. ICT Vision provide following services in open source computer-telephony:

- Custom Asterisk Development
- Asterisk Installation and Configuration
- Dialplan Programming
- IVR Designing
- AGI Scripting
- Setting up T.38 based Fax over IP server
- Scalable VoIP business using opensips / kamailio
- Billing solutions and deployment
- Cloud VoIP implementation
- Elastix Installation & Customization
- Development services over Plivo framework and Drupal CMS
- Hosted telemarketing services
- SIP-based business solutions to corporate clients
- Embedded IP PBX offer named ICTPBX (embedded IP PBX based on Asterisk)

Linux / Asterisk server support and monitoring

We provide 24/7 support services to monitor Asterisk / Linux Servers to make sure that there is no disruption of services (Linux and Asterisk servers) and provide immediate support in case of issues. Our support professional are available to help clients during their business hours. Linux / Asterisk server monitoring and support services include:

- Monitoring Linux/Asterisk servers at clients business hours
- Maintenance of Linux/Asterisk server
- Performance Tuning
- Security and fixing security holes
- Urgent support services in case of issues arisal in client's business timings

Asterisk Support and Development Services

Our Asterisk Developers and Support Engineers can help you integrating your application with Asterisk telephony interface with easy to use API interface. Our development and support services include (but not limited to) following domains:

- Preview dialling
- Click-2-Call feature
- Email to Fax and Fax to Email
- Customer call history
- Voice logging
- Audio conferencing
- Handling inbound calls with IVRs and agent interface
- Call centre solution and integration

Solutions

ICTVision works with its clients to understand their business scenario, their requirements and offers telephony solutions to its clients using the best open source tools. ICTVision provides its expertise in estimating required resources to customize, develop, migrate, integrate and provide network architecture and deployment plan to customer. ICTVision provides telephony solutions in the following main areas:

- Multi Service ICT Billing
- Fax over IP implementation
- Multi-tenant hosted IP PBX
- Multi-tenant Unified Broadcasting Setup
- Open Source Call Center
- Prepaid Telecom Services setup

Technology and Expertise

ICTVision has a team of professionals with expertise in LAMP Stack, TCP/IP Networking and Open Source communications. Our team has successfully completed projects involving systems such as Asterisk, Freeswitch, Drupal, Plivo, ICTFAX, OpenSIPS and Kamailio. Our team is considered expert users in the following specialist areas:

- PHP
- MySQL
- Drupal
- Asterisk
- Freeswitch
- OpenSIPS
- RaphaelJS
- HTML/CSS/JavaScript
- AJAX
- JQuery
- XML/REST Web services

Please contact ICTVision today to see how we can harness the power of Open Source ICT for your business.