

SOFTSWITCH & GATEWAY SOLUTIONS

Network transformation with reduced OpEx and zero maintenance fees



No maintenance fees

We are the only company without mandatory maintenance fees on our softswitches. This means REDCOM has the lowest total cost of ownership.



Legacy switch replacement

We specialize in replacing discontinued Metaswitch, Coppercomm, Mitel, Taqua, and Nortel switches with modern, future-proof systems.



Responsive service & support

Every customer gets white glove treatment and has direct access to a highly trained engineer. All of our service and support is 100% U.S.-based.

Proven platforms to help carriers optimize networks, cut costs, and increase revenue

The evolution to IP telephony networks presents many challenges for service providers. That's why REDCOM offers a complete range of hybrid and pure-IP softswitch solutions designed to help carriers reduce their reliance on obsolete systems, contain costs, capture new customers, and generate more revenue by rolling out next-gen and UC services.

The REDCOM SLICE® 2100 and REDCOM HDX have been deployed by many service providers throughout North America. Benefits include:

- Comprehensive Class 4 and Class 5 softswitch platforms
- Powerful media gateway with VoIP and TDM access
- Remote/access via SIP, MGCP/NCS, or GR-303
- SIP trunking
- Voice Mail
- Custom calling features
- LAMA/CAMA reporting
- Flexible call translator



“ The savings on maintenance fees are noticeable, especially due to the smaller size of our company. This was one of the main drivers in deciding to go with REDCOM. ”

Reed Ostenberg - CEO, North English Cooperative Telephone Company

Read more customer testimonials at www.redcom.com/success-stories

“ We’ve developed a strong partnership with REDCOM... Often, it’s the people behind the products that make the difference. It excites me to know the people at REDCOM will go the extra mile to ensure their softswitches will provide reliable call routing for our IP and TDM networks and our rural customers. ”

Kevin Cabbage - CEO, Farmers Mutual Telephone Company

Read more customer testimonials at www.redcom.com/success-stories

A proven track record of switch replacement

REDCOM specializes in replacing aging and unsupported Metaswitch, Coppercomm, Mitel, Taqua, and Nortel switches with modern Class 4/5 softswitch platforms. With REDCOM, you gain a sensible way forward from your old switch. We can replace and consolidate your old switches or employ a cap and grow strategy, allowing you to migrate to a new system at your own pace.

Rock solid reliability

REDCOM has been in business for over 40 years with a long-standing commitment to small-to-midsize service providers. Our hybrid switches are built on an industry-standard SIP-based architecture and feature integrated media gateways and legacy support for connections to both IP and TDM networks. We future-proof our systems, so when you’re ready to move to an all-SIP network we make the transition as seamless as possible.

Unparalleled service and support

With REDCOM’s pay-as-you-go support model, customers only pay for support only when they actually need it. We also never outsource our support to a foreign call center. All of our service and support is based right here at our corporate headquarters in Victor, NY. When you call REDCOM’s customer service, you bypass Tier 1 and go directly to Tier 2 support with no annoying phone tree to deal with. Our Tier 2 support technicians have in-depth knowledge of all REDCOM hardware and software. They’re the same people who install, set up, and fix our systems in the field, and they’re always here to help you.

American made, world renowned

All of REDCOM’s hardware switching platforms are proudly engineered and manufactured at our state-of-the-art facility in the United States – from concept to completion. We live up to the traditions of American quality by building products that last a lifetime, and we provide ongoing support for everything we’ve ever sold.

R&D is also handled in-house at our Victor, NY headquarters. We don’t outsource our core development, enabling us to maintain quality control and respond quickly to customer demands. If you need a custom feature developed, or want to talk to a REDCOM engineer, just ask.

Contact Information

REDCOM Laboratories, Inc.
One REDCOM Center
Victor, NY 14564
585-924-6500
sales@redcom.com
www.redcom.com

Talk to the experts at REDCOM

REDCOM provides a full suite of solutions for service providers, all designed to be highly scalable and flexible. REDCOM’s powerful, self-contained switching systems allow carriers to significantly cut CapEx, while our Service Layer solutions improve carrier efficiency and empower revenue growth. Contact a REDCOM solution advisor today to learn more about how we can help you evolve your network.