





TELECOMMUNICATIONS - VOICE (VoIP)

Voice over Internet Protocol (VoIP) is the building block for delivering conversations over an IP network. That network is typically a data network for an enterprise that has been converged together with a private voice network in the hope that a lower cost of operation would be achieved.

Voice needs alternative paths to guarantee continuous flow of packets regardless of the congestion on the network. Much like driving a luxury sports car, Teledata ensures that we facilitate the delivery of voice packets across the network with speed, plenty of options, and gives the caller control over the experience.

IP Communications lets organizations consolidate all communications and unites an organization's many locations - including mobile workers - into a single converged network. It provides cost savings by combining voice and data on one network that can be centrally maintained, as well as by eliminating toll expenses for calls between locations.

Teledata help companies select the right solutions, assess the readiness of their LAN or WAN to carry voice traffic, implement the solutions, and maintain them after installation.

Contact Center

Today's customers expect to interact with your organization across a variety of channels in today's competitive landscape. The Internet has changed the way consumers interact with the contact center and has created new avenues to attract and retain customers. Whether using voice, web, email or sms, the contact centre has evolved to be a sophisticated nerve centre for communication with customers.

Teledata has specialised skills in the contact centre solutions. Many of the regions largest contact centers are supported using Teledata supplied solutions. Successful implementation and seamless integration for both enterprise-wide and contact centers environment is achieved with our value added services such as system integration, project management and consultation.



DATA – WIRELESS NETWORK & DATA NETWORK MANAGEMENT

Teledata integrates carrier-grade wireless networking solutions, bringing simplicity and reliability to wireless broadband for enterprise customer, municipalities, schools, hospitals and internet service providers around the globe.

We integrate proxy appliances that provide powerful visibility and control of all web communications. We deliver traffic management across WAN and internet links. These solutions help align network and application resources with the priorities of the business, and thus help optimizing performance and reducing operational costs in the process.





SURVEILLANCE – INTELLIGENT CCTV

Advances in video transmission and the analysis of video signals mean deploying the systems to securing a wide area and the perimeter of a building is beyond the scope of traditional security companies. A new approach is needed to supply the systems to transmit, record and analyse very high capacity video streams.

Besides, the prerequisite for today's monitoring and surveillance system is the ability to be scalable to suit future needs. Teledata developed the first IP based video surveillance solution in Singapore and has since developed a wide range of innovative solutions to the problem of securing a wide area.

With our experience in building a state-of-the-art remote intelligent monitoring and surveillance solution, Teledata is capable of supplying a full range of solutions in this area including access control, surveillance and identity matching.