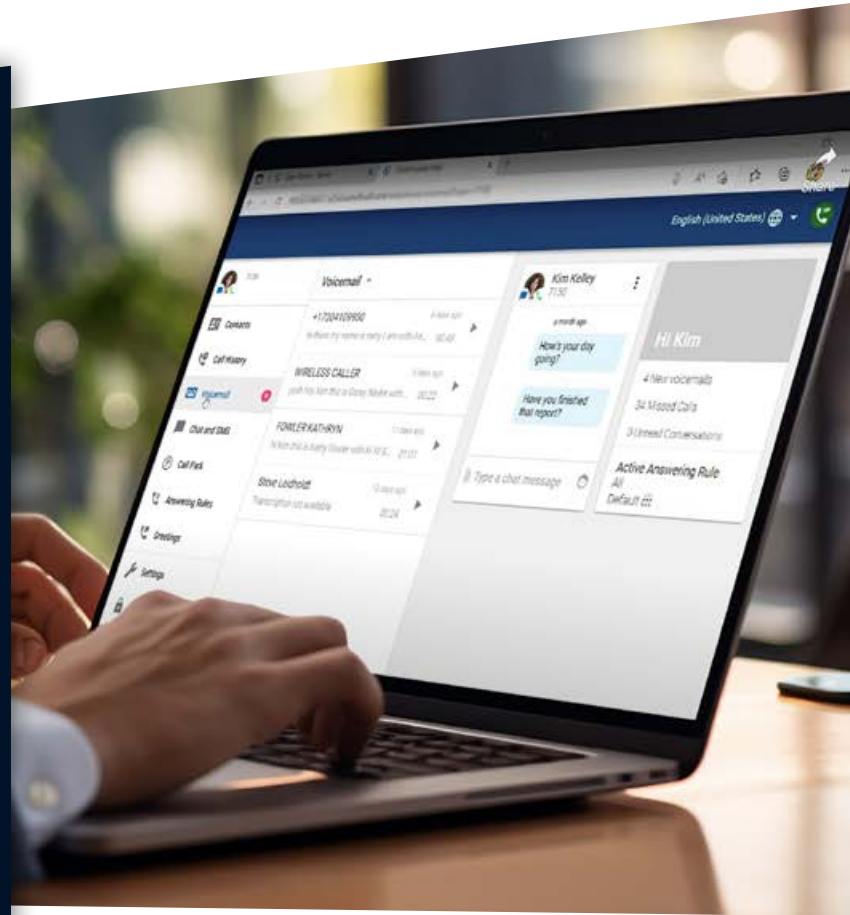# CSI Hosted Voice

Managed | Scalable | Secure | Reliable

CSI

Modernize Your Communication Platform

Unlike traditional phone systems, cloud-hosted voice systems offer expanded features for financial institutions in today's digital-first world, including increased flexibility, scalability and security.

Keep employees and customers connected with CSI Hosted Voice— a phone system that's hosted and managed within the cloud—which features reliable service and integrated mobile devices with texting capabilities.

Optimize and Customize Communications

CSI Hosted Voice replaces on-premises hardware and eliminates the need for dedicated, expensive voice circuits. As a Software-as-a-Service delivered solution, CSI Hosted Voice enables internal and external communication capabilities, including options for desktop phones, software-based phones and mobile applications to support onsite and remote users.

Modernizing your phone service with a cloud-hosted voice system enables your institution to optimize its communications from any location and experience a variety of benefits.

Scalability: Allows you to easily add or remove services as needed.

Compliance: Incorporates a variety of audit and security protections, including SRTP end-to-end encryption and 12 months of call archiving.

Business continuity: Relies on a geo-redundant data center and highly available cloud-hosted environment.
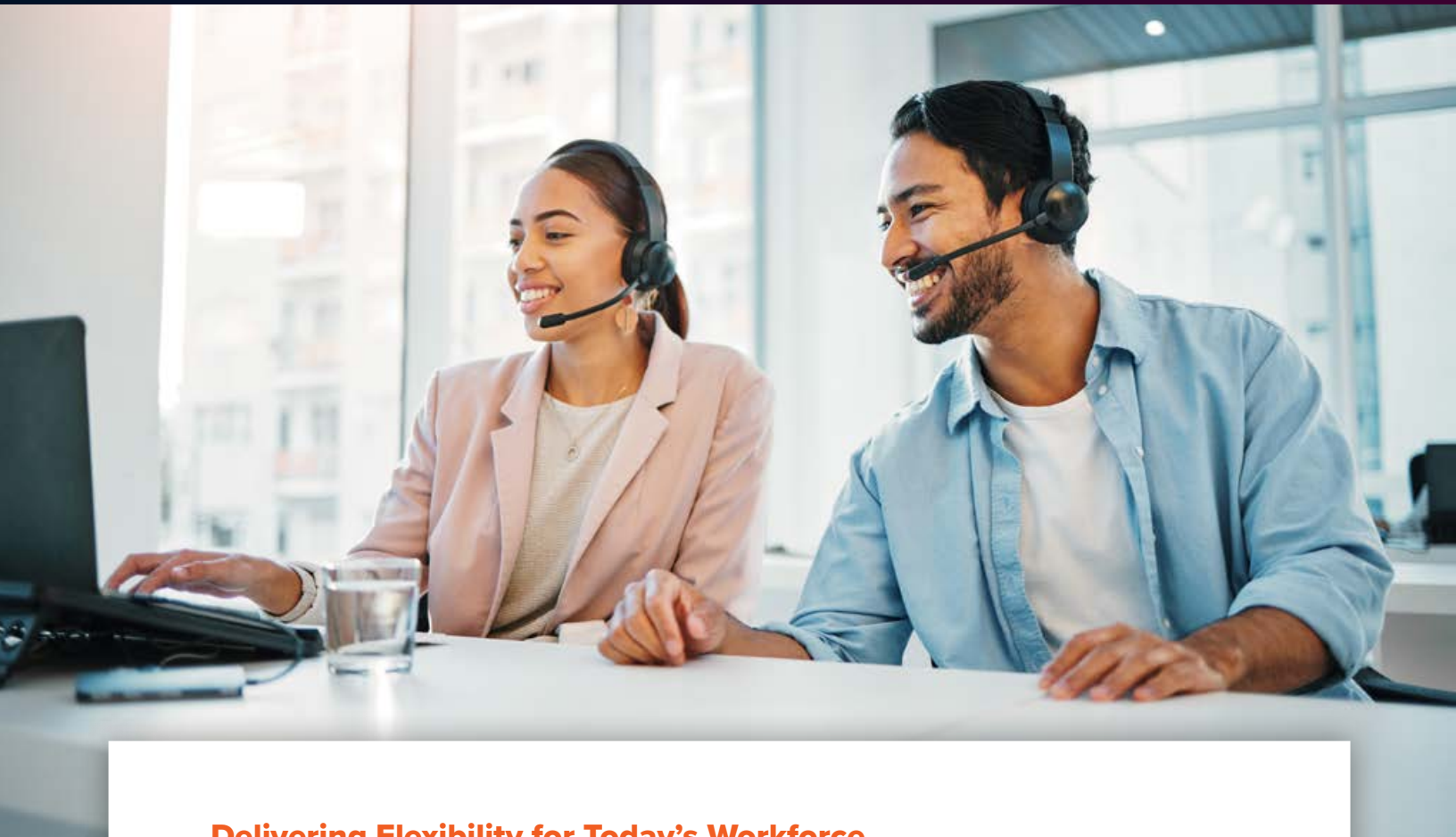
Cost-efficiency: Requires no onsite hardware or software, eliminating the need to manage vulnerabilities on aging systems.

Connectivity: Connects locations seamlessly with features not supported by legacy phone systems.

Fully managed: CSI's network management service eliminates the need for onsite support staff.

Delivering Flexibility for Today's Workforce

In our technology-driven world, customers demand stronger communication channels, and today's business environment demands flexibility to support in-office, remote and hybrid employees with a variety of features, including:

- Voicemail with email integration and Google transcription
- Voice-to-text transcription
- Text/SMS/MMS to office number
- Microsoft Teams integration
- Call center capabilities

Connect with our team of Fintexperts® to learn more about how CSI Hosted Voice will transform your communications with customers and employees.

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