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## **Sonus Keeps Communications Networks Running Seamlessly with Cloud-Based Service Offering**

### **Latest Service Offering Provides Expert Oversight for Today's Converged Networks**

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#### **Key Takeaways:**

- | Sonus introduces Incident Management-as-a-Service to deliver expert oversight on the availability and performance of Sonus solutions.
- | Latest service offering speeds resolution to network issues, which impact critical IP-based communications.
- | IMaaS complements and extends Sonus partner maintenance and service offerings, enabling channel partners to provide value-added services to enterprise customers.

[Sonus Networks](#), Inc. (Nasdaq: SONS), a global leader in securing cloud and real-time communications, today announced a new offering: Incident Management-as-a-Service (IMaaS). Working in conjunction with Sonus partner maintenance and support offerings, this managed service provides expert oversight of Sonus network elements and speeds resolution of network anomalies. By decreasing communications network downtime, Sonus IMaaS protects organizations' revenues, productivity and reputations.

In its latest version of *The Cost of Server, Application, and Network Downtime: North American Enterprise Survey and Calculator*, IHS Markit revealed that, in aggregate, information and communication technology downtime costs North American organizations \$700 billion per year. More specifically, equipment problems are responsible for 40 percent of that cost.

Network downtime and degraded performance can negatively impact an organization's productivity, customer satisfaction, and revenue. Sonus IMaaS was designed to address these concerns by assessing availability and performance of Sonus devices to ensure they are performing as expected. In the unlikely event of an issue, IMaaS notifies the problem resolution resources supporting the Sonus devices. This proactive, expert monitoring includes incident characterization, customer notification and initial triage, speeding the time to incident resolution.

Sonus maintains some of the world's most advanced IP communications networks. IMaaS is the latest addition to the already expansive Sonus Global Services portfolio that includes offerings for cloud scale-out, predictive services, network survivability, bandwidth optimization, and security.

#### **Quotes:**

"As one of Australia's leading UCaaS providers, it's imperative our network is always working," said Simon Latif, Chief Technology Officer, Novum Networks. "Sonus IMaaS provides us with greater network insight and faster response time for network irregularities. Knowing an expert is watching our communications traffic allows us to focus on providing the best possible experience to our customers."

"The cost of disruption to mission-critical real-time communications is significant to any organization," said Casey Cornett, principal product manager, Global Services, Sonus. "To ensure communications never stop, it's necessary for businesses to

have expert network oversight and a rapid path to resolution in place if issues arise. Customer conversations may begin with Sonus technology, but proactive service offerings like Sonus IMaaS keep conversations running smoothly."

**Additional Resources:**

- | [Learn more about IMaaS.](#)

**About Sonus:**

Sonus brings the next generation of Cloud-based SIP and 4G/VoLTE solutions to its customers by securing mission critical traffic for VoIP, video, IM and online collaboration. With Sonus, enterprises can secure and prioritize real-time communications, while service providers can deliver reliable, secure real-time services for mobile, UC and social applications. Sonus offers an award-winning portfolio of hardware-based and virtualized Session Border Controllers (SBCs), Diameter Signaling Controllers (DSCs), Policy/Routing servers and media/signaling gateways. Visit [www.sonus.net](http://www.sonus.net) or call 1-855-GO-SONUS. Follow Sonus on [Twitter](#), [Facebook](#), [LinkedIn](#), [YouTube](#) and [Instagram](#).

**Important Information Regarding Forward-Looking Statements:**

The information in this release contains forward-looking statements regarding future events that involve risks and uncertainties. All statements other than statements of historical facts contained in this release are forward-looking statements. Our actual results may differ materially from those contemplated by the forward-looking statements. For further information regarding risks and uncertainties associated with Sonus' business, please refer to the "Risk Factors" section of Sonus' most recent annual or quarterly report filed with the SEC. Any forward-looking statements represent Sonus' views only as of the date on which such statement is made and should not be relied upon as representing Sonus' views as of any subsequent date. While Sonus may elect to update forward-looking statements at some point, Sonus specifically disclaims any obligation to do so.

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