



Our Continuous
Improvement Process

Our Vision

“Vision is the art of seeing what is invisible to others.” The world is changing all around us. In order to thrive as a business, Voysis IP Solutions is constantly looking ahead and finding innovative ways to evolve.

Through our passion and dedication to our clients, we are continuously developing our products, services, and solutions to better satisfy and strengthen our relationships with our partners. Chances are, if there’s a better way to do it, we’ve already found it.

Our Mission

Our mission is to manage voice and contact centers as a service by capitalizing on the convergence of voice and data within the technology industry.

We strive to find new ways to use this technology to contribute to our clients’ success by providing continual analysis and innovation in order to refine our products, solutions, and services and to meet the needs of our partners.



Voysis Quality Process

Voysis IP Solutions is a customer- and service-driven company. The needs of our clients are of the utmost importance to us in everything we do.

We focus on delivering solutions that improve the collaboration within your organization all while being committed to providing quality customer service.

Our quality management structure provides the framework needed for measuring and improving our internal and external processes.



Operational Improvements

In order to improve our business processes and our overall customer service experience for our partners, we have invested in our workforce by providing the necessary training and developmental programs to enhance the skills, knowledge, and learning ability of our employees.

Operations Department

Our Operations department has the ability to tailor applications that benefit your enterprise requirements. Our team of experts will give you the advice needed to help you find the right solution for your company's needs.

- ✓ Director of Operations **New**
- ✓ Customer Success Manager **New**
- ✓ Customer Success Representative
- ✓ Team Lead for Service
- ✓ Junior Specialist **New**
- ✓ Team Lead for Projects **New**
- ✓ Project Manager **New**

Project Department

Our Project department will ensure that your project consistently moves forward and follows the required processes and procedures to get you up and running on time.

- ✓ Project Manager
- ✓ Programming Specialist
- ✓ Programming Specialist
- ✓ Team Lead for Projects **New**
- ✓ Project Manager **New**
- ✓ TAM (Technical Account Manager) **New**



New Escalation Procedures

Our Operations and Project support teams will attempt to resolve all enquiries in a timely manner. When our teams are notified of any issue, we will provide you with follow up responses within 24 hours. As a customer- and service-driven organization, our goal is to build long lasting and successful relationships with our partners. We continuously invest in our internal processes in order to deliver the customer support you deserve.



I'd Like to Know More!

For our complete suite of custom and reliable VoIP solutions, visit our website!

voysis.ca