

Managed Business VoIP Technical Support

Technical Overview & Service Specifications

Service Overview

Stride provides comprehensive 24/7 UK-based SIP, VoIP & PBX engineering support with guaranteed 5-minute response times for mission-critical communication systems.

Core Value Proposition: We prevent downtime through proactive monitoring and engineering, rather than simply reacting to issues after they occur.

Supported Technologies

VoIP Systems & Platforms	SIP Trunking & Protocols
PBX Systems (On-prem & Cloud)	Session Border Controllers (SBCs)
Microsoft Teams Direct Routing	3CX Deployments
Multi-site Environments	CRM Integrations

Service Components

1. Troubleshooting & Problem Resolution

- Call quality issues (latency, jitter, packet loss)
- Connectivity failures & registration issues
- SIP trunking disruptions & routing problems
- Codec negotiation errors

Tools: Advanced packet capture, SIP analytics, RTP stream analysis

2. System Configuration & Updates

- PBX configuration optimization
- SIP trunk provisioning & settings
- Feature implementation (IVRs, queues, ring groups)
- Regular firmware & security updates

3. Integration Support

- Microsoft Teams telephony integration
- 3CX deployment & configuration
- CRM platform connectivity
- Cloud collaboration tool integration

4. Proactive Monitoring & Maintenance

- Real-time monitoring of latency, jitter, packet loss
- Registration stability tracking
- Trunk utilization analysis
- MOS score monitoring
- Bandwidth performance assessment

5. Security & Compliance

- VoIP fraud detection & prevention
- Brute-force attack protection
- Malware & spyware monitoring
- Privacy compliance (GDPR, etc.)

Support Plans & SLA Comparison

Support Plan	Ideal For	Key Features	Response SLA
Standard Support	Micro-businesses & start-ups	Business-hours support, standard updates, hosted PBX maintenance	60 minutes (business hours)
Proactive Managed Support	SMEs with voice continuity needs	24/7 monitoring, priority escalation, planned maintenance, dedicated manager	30 minutes (24/7/365)
Enterprise Dedicated Support	Multi-site & regulated industries	Dedicated engineers, advanced QoS, bespoke integrations, 99.999% uptime SLA	Sub-1-minute direct access

Technical Capabilities

Monitoring & Diagnostics

- Real-time SIP & RTP analysis
- Network path evaluation
- Jitter buffer optimization
- Packet capture & decoding
- QoS configuration & management

Security Measures

- VoIP-specific firewall configurations
- Fraud pattern detection
- Encryption implementation (TLS, SRTP)
- Access control & authentication
- Regular security audits

Disaster Recovery

- Automatic failover to secondary systems
- Call rerouting to mobile devices
- Backup site activation
- Recovery time objective: < 60 seconds

Case Study Example

Challenge: UK service company experienced repeated call dropouts and poor audio quality despite multiple vendor attempts at resolution.

Solution: Stride engineers conducted end-to-end SIP and RTP traffic analysis, network path evaluation, and jitter/packet loss testing.

Result: Identified misconfigured QoS as root cause, recalibrated QoS profiles, eliminated jitter, and restored stable voice services with zero call quality complaints.