



# GOVERNMENT



Mobility   Voice   Managed Solutions   Data   Network Integration

**Secure Solutions to Critical Government Problems**  
**Customized services for state, local and federal government agencies**  
**including government phone systems and Internet solutions.**

Government agencies rely on us for:

- Reliable and secure network access to applications and data.

- Scalable Ethernet service that dynamically prioritizes network traffic to ensure high availability.
- Cost effective integrated voice and data services for streamlining federal government network management.
- Responsive 24 x 7 customer service focused on understanding your unique operational challenges.
- Dedicated public sector service experts responding to complex proposals.

## Secure, Compliant Networks

Norstar offers a range of solutions designed to maximize network continuity, improve response times and enable better collaboration and productivity. Norstar Metro Ethernet and Optical Internet give you fast, reliable digital connections to enhance data transfers and support bandwidth-heavy applications. Additionally, our managed service solutions help mitigate DDoS attacks and provide around-the-clock monitoring to ensure your data is protected against increasingly frequent and sophisticated cyberthreats.



**Complete Unified Communications Solutions, Bundled To Fit a Variety of Government Organizations.**

**Unified Communications for Compliance-Bound Environments.**

**Secure, Reliable, flexible communications for government organizations**

Our platform combines customers' voice, fax, videoconferencing, presence management, and instant messaging communications into one reliable easy-to-use and easy-to-buy solution. The results for your government organization are increased productivity, collaboration, and visibility and lower communications costs. Hosted as a private dedicated phone service on a secure carrier-class platform, Norstar Government UCaaS was purpose built for a mobile-optimized

cloud PBX. Our voice solutions are designed to handle heavy incoming and outgoing call volumes and scale as your needs grow. Our Hosted Voice Solutions give you dependable service with a platform completely managed by Norstar.

Save significant administrative costs by merging voice and data with Norstar's [hosted PBX](#), the technology that combines all the features and benefits of your traditional phone system with the advanced functionality of the Internet. Federal government agencies face challenges providing secure, compliant, collaborative unified communications, all while controlling or reducing spending. [Norstar provides compliant cloud solutions that meet demanding standards such as FISMA and HIPAA.](#)

Norstar provides many features and services which can improve agency communications and operations. Our platform combines customers' voice, fax, videoconferencing, presence management, texting, and instant messaging communications into one reliable easy-to-use and easy-to-buy solution. The results for your government organization are increased productivity, collaboration, and visibility and much lower communications costs.

The Norstar UCaaS experience comes with simple setup and maintenance, not to mention free moves, adds, and changes. Norstar Government Unified Communications as a Service (UCaaS) provides private, secure cloud-based unified communications at affordable government contract prices.

## Secure interagency communication with increased efficiency and collaboration.

- [Cloud communications](#) mean one phone number, always available service, and the ability to keep working over your remote device
- Your [Norstar](#) phone number works on your desk phone, mobile phone, and tablet. No need to give out more than one number any more, or manage multiple voicemail boxes
- Office receptionists can manage and route incoming calls for a work group or the whole office, or your office can rely on an [automated receptionist](#) (auto attendant).
- Calls transferred from the office receptionist will reach the intended person, anywhere, on their choice of device
- Voicemail is delivered to your email inbox. Listen to the audio recording or read through the transcribed text
- Hear your callers clearly with superior voice call quality. Everyday interactions with callers, clients and business partners are made simpler with powerful Hosted Voice [calling features](#)
- Use reliable Norstar [Business Internet](#) and [Managed Security](#) to keep your offices online, securely. Easily share property information and photos, or contracts between locations.



**VOICE – Cloud phone systems for retail office spaces.**  
**HIPAA Compliant Business Phone Solution**

Norstar provides a cost-effective and flexible solution for your business communications. Simple, worry-free business communications.

No equipment to buy, manage or maintain. Norstar will provide all equipment and services as part of your low monthly service cost. Scale up or down according to your needs. Leave the management and maintenance to us. Norstar Desktop is a powerful collaboration tool that combines all of your business communications in to a simple and easy to use application. Norstar

Desktop provides:

- **Internal Instant Messaging**
- **Integrated Softphone**
- **Unified Communications**
- **Video calling**
- **Audio Conferencing**
- **Personal Presence**
- **Call Control**
- **Speech-to-Text Voicemail**

- No equipment to buy, manage or maintain.
- Norstar will provide all equipment and services as part of your low monthly service cost.
- Modular and scalable.
- Premium features include: Unlimited local and long distance, video calling, SMS texting, instant messaging, mobility, presence, Voicemail to Email, Hunt Groups, Auto Attendant and one-click conferencing plus many more features (50 Total) integrated into a single application. Norstar is proud to offer a cloud phone service solution with all of the features that government agencies need today. There's no need to worry about choosing and paying for individual services with our all inclusive plan.

## **24/7/365 SUPPORT**

- **Advanced Fortune-500 features**
- **Collaboration tools**
- **Secure and compliant**
- **Smartphone apps**
- **Find-me, follow-me call forwarding**

Our award-winning, cloud architecture overcomes the reliability and quality limitations of other hosted communications technologies, guaranteeing 99.999% reliability.

## **Affordable Pricing**

- **UNLIMITED CALLING US, CANADA & PUERTO RICO.**

- A plan for every budget. Hosted Voice customers typically save 30% to 50% compared to traditional phone systems.

**COMPARE PLANS**

**See All 50 Features**



Maximize uptime - Our reliable cloud hosting and backup features keep your business moving, even during emergencies.

Our US based customer service and IT teams are ready 24/7/365.

(QoS) with our SD-WAN solution and/or MPLS network.

Ensure quality of service

## Reduced Total Cost of Ownership (TCO)

Cloud Communications delivered as a service limit upfront capital exposure. One single bill combines all voice, messaging and collaboration services over flexible, multi-purpose IP circuits and flat rate billing that bundles all usage. The service is managed in-house by Norstar, eliminating extra costs for system upgrades, dedicated data centers and storage, maintenance as well as resident experts to handle installation or support issues as they arise. Leverage our expansive IP network, data center services, VPN and SIP Trunk via Norstar Voice Complete, and get the right foundation for your UC&C implementation.

## SIP Trunking / VoIP



### Consolidate Voice & Data with Business Class SIP Trunking

Bring together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity, and reduce costs. Get the most from your on-premise phone equipment and PBX. Our SIP trunking services provide crystal-clear calling, easy scalability, and cloud-based features to help your employees stay productive. SIP Trunks are significantly less expensive than traditional analog lines and PRIs.



## Back Up & Disaster Recovery



Enterprise grade backup, disaster recovery and business continuity solutions. Our business continuity planning is crucial to government; we ensure all of your data, documents, contacts and applications are backed up so that hardware issues, data breaches, or other IT issues don't lead to downtime. No matter what disaster hits, you'll have everything you need to continue working on your cases.



## Internet & Data

Norstar's internet & data service allows customers with a high number of users to obtain much higher bandwidth for a much lower price. Meet employees demand for fast, reliable Internet access from anywhere. That's why government organizations large and small count on our fast and low-latency network to deliver data at speeds from 50Mbps up to 100Gbps. Securely and reliably connect all of your properties whether across the street or the country.

Network redundancy and business continuity solutions are available through our fiber networks and broadband wireless connections. Norstar develops comprehensive and customized networks designed to meet your business's front and back-of-house needs. Norstar's bandwidth management solutions reduce and often eliminate network overload by encompassing a

wide array of solutions to help government agencies allocate and prioritize the bandwidth usage across their networks.

## Security



Our top-of-the-line Managed Security provides you with the peace of mind that your network stays secure which will help you fulfill regulatory compliance mandates and keep your business and citizens information safe and secure. Preventing fraud is among the top challenges that government agencies continue to face. Norstar's data security methods and security platforms will detect and mitigate threats in a timely manner. our Cloud Firewall keeps your network secure at the highest government levels.

**Enhance application and network cybersecurity to lower risk, improve compliance and protect assets.**

## Carrier-Grade Reliability

Our secure, trusted infrastructure delivers the reliability you need for mission readiness. Diverse, redundant and native.

## **Benefits of Cloud Communications for Government:**

- **Unified Communications**
- **Mobile Communication**
- **Critical Communication**
- **Infrastructure Upgrade**
- **Collaboration Tools**
- **Scalable Growth**
- **Team Productivity**
- **Secure Network**

## **Scale smoothly in a cost-effective way**

Norstar delivers the Complete and Hybrid Cloud-Based Unified Communications Solution that government needs.

**Federal Government:** Continuity of operations, disaster recovery, data center consolidation, hosted VoIP, managed Security and dedicated internet access.

Federal agency requirements are unique and specific. Norstar provides a full range of solutions which enable agencies to optimize performance and efficiency, and modernize and simplify IT while achieving cost containment, data security and true scalability.

**State & Local Government:** Norstar offers a range of solutions designed to maximize network continuity, improve response times and enable better collaboration and productivity. Norstar Metro Ethernet and Optical Internet give you fast, reliable digital connections to enhance data transfers and support bandwidth-heavy applications like video court hearings and e-government services. We Provide advanced voice, communication and collaboration solutions to elevate the performance of employees and departments. Access skilled professionals experienced in the public sector so you can do more with a fixed or shrinking IT staff.

Norstar Managed Services provides any sized municipality with a top-tier VOIP solution to fit any budget. Norstar bundles the 'best of the best' hardware and network resources for a cost-effective, long-term technology solution at an affordable monthly usage fee. Norstar will help you find a technology package that best fits your organization. We also serve State and Local agencies in application development and support, infrastructure, data center and help desk services, cyber security, mobility, IT services, Enterprise Content Management (ECM), Document & Record Management, big data analytics and digital transformation.

- Unified communications, VoIP, data center consolidation, cloud connectivity, dedicated internet access, high-speed websites, disaster recovery and managed security.
- Can engage on contracts as a Prime Contractor or Sub-Contractor.
- Powerful, affordable protection for vital functions and data from threat of DDoS attacks.

**Automated workflows**

**User management**

**Hybrid, cloud, and on-premise**

**Role-based access control**

**Business systems integration**

**Flexibility**

Norstar Voice Optimized SD-WAN models share an identical management interface and feature set, including:

- Integrated monitoring and remote management
- Ability to manage multiple locations from a single screen
- Flexible networking configuration with dual WAN ports for Automatic WAN failover
- All solid state, low power consumption (as low as 6W)
- Long life, high reliability
- Edge traffic shaping
- 24/7/365 monitoring



Norstar's scalable Government Solutions help keep you connected to your data centers, offices, remote workers and citizens.

**DEPENDABILITY:** Tens of thousands of customers, including many community and government offices, depend on Norstar for quality solutions, service and savings.

Personalized, focused, "live" 24/7 US based customer service representatives without computer generated queries or voice prompts.



[\*Click Here For a Quote\*](#)

**Or Call Customer Service 1-888-755-4589**