PaaS+  
A Solid Foundation Plus Professional Application Support

Professional application support paired with Platform as a Service (PaaS) offers a cost-effective way to optimize, run, maintain and support custom applications without having to buy, manage or host any underlying infrastructure.

Speed to Market
Reduce time spent on IT integration and deploy apps within minutes.

Cost Savings
Easily migrate, scale and monitor applications in the cloud and improve server and administrator utilization.

Productivity & Innovation
Automate configuration, deployment and management of applications. Inspire innovation and higher satisfaction for developers.


Intrado’s time-tested, cloud-based PaaS solution enables organizations to:

• Benefit from a highly available and secure platform
• Mitigate the financial and operational risk of running one’s own platform
• Rely on 24/7 platform monitoring
• Trust redundant and geographically diverse data centers
• Achieve compliance with industry security standards
• Support global business needs with access to speech licenses for 27 languages
• Reliably accommodate high call volumes and traffic spikes
• Have flexible hosting options to securely manage and deploy internal or client applications through a convenient online portal
• House data servers at your location and facilitate integration with you real-time and historical reporting interfaces
• Support your apps that intelligently route and manage multi-channel inbound and outbound communications, enterprise-wide
Features of Intrado’s Voice Platform

- VoiceXML certified and CCXML compatible
- Globally redundant data centers ensure platform reliability
- IDE agnostic
- Complete inbound and outbound voice call processing
- Carrier-grade infrastructure
- Large port capacity with high availability to handle call fluctuations and ongoing business expansion
- Telephony with Session Initiation Protocol (SIP), Real-time Transport Protocol (RTP) and Time Dimension Multiplexing (TDM)
- Access to Nuance speech licenses that support natural language applications
- Compliance with industry security standards
- Connectivity via private voice and data links, as well as Virtual Private Networks (VPNs)
- Full-duplex whole-call recording with third-party tools
- 24/7 network operation center (NOC) and monitoring included in base price
- Broad and resilient global infrastructure, supported by industry leaders
- Ticketing system to easily submit and track concerns
- Outbound call progress, answering machine and Time Division Duplex (TDD) tone detection
- Advanced transfer options, such as whisper, take-back and RTP reinvitation
- Superior application debugging capability

Upwards of 62.6 M unique interactions per month
More than 1.8 M IVR minutes every day
100,000+ carrier ports

About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Our solutions connect people and organizations at the right time and in the right ways, making those mission-critical connections more relevant, engaging, and actionable - turning Information to Insight.

Intrado has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. Intrado is controlled by affiliates of certain funds managed by Apollo Global Management, LLC (NYSE: APO).

For more information, please call 1-800-841-9000 or visit www.intrado.com/Customer-Experience