

Branding

Customize products with your unique branding such as company name, colors, logo and more.

Choose from:

- Bicom branding
- White label
- Private label

7 FIGURE MSP™

bicom
SYSTEMS

700+
VALUED PARTNERS

90.000+
COMPANIES

3.000.000+
EXTENSIONS WORLDWIDE

**Heart of Unified
Communications:
Bicom Systems**

Pulsing with Prosperity

PBXware

Boost your telecommunication infrastructure with PBXware



Why Choose Us:

- Easy To Set Up
- Compliant with a number of regulations (Ray Baum's act, Kari's Law, STIR/SHAKEN)
- Everything you need in one place
- Different editions customized for specific niches
- Easy to set up (Hosted or On-premise)
- Competitive Pricing
- Embedded Documentation
- 24/7 Support

The PBXware platform is one of the most economical workflow improvements in business telephony with a focus on customer experience and workflow intuitiveness, helping bridge the gap between office and remote work.

“

PBXware plays a pivotal role in the company's comprehensive solutions

Dalibor Bradvić
Product Owner of
PBXware



Multi-Tenant Edition

Streamline communication for multiple customers on a single instance.



Business Edition

Tailored for the needs of small to medium sized businesses, the PBXware Business Edition offers unique deployment options, be they hosted or on-premise softswitch deployments.



SP Edition

Crafted with service providers in mind, SP Edition helps side-step a businesses scalability issues by allowing multiple MT systems to be administered from a singular interface.

Contact Center

Improve the Agent/Customer Experience with Contact Center

A PBXware module specifically designed to simplify and enhance contact center call management, messaging and LiveChats. Contact Center can facilitate all modern and traditional digital channels of communication to delight your customers.

The Strengths Of Contact Center:

- Unified Agent&Supervisor app
- Intuitive UI
- Seamless handling of Voice, SMS, LiveChat and Email channel
- Virtual assistants (Chatbots)
- IVR
- Dialer
- Dashboards
- Blended reporting (scheduled reports)
- Skills based routing (voice only)
- Advanced assignment strategies
- LiveChat security
- CRM integrations (voice only)
- Best value for money

Omnichannel technology improves user productivity, collaboration, and satisfaction.

Offer a more consistent customer experience with communications saved and synced in one solution. Agents will appreciate being empowered with all the relevant information at their fingertips and customers will love being responded to quickly.

“

Solving customers' problems before they're even aware of them

Sevda Frašto
Product Owner of Contact Center

gloCOM, gloCOM GO & gloCOM Meeting

The power of Unified Communication at your fingertips



An easy-to-deploy, flexible workspace which helps keep your office mobile and keep you connected with your team wherever you are.

“

Our goal is to be the ultimate all-in-one app for unified communication and effective collaboration over various communication channels

Semir Karić
Product Owner of gloCOM & gloCOM GO

The benefits of gloCOM:

- Multiplatform (Windows, macOS, Android, iOS, Web client)
- Cross-device contact and chat history sync
- SMS, MMS, Voicemail and Fax integration
- Audio and video conferencing
- Screen Sharing
- File Sharing
- Call Transfer
- CRM integration

SERVERware

Safeguard your data integrity
with SERVERware



What SERVERware offers you:

- Geo-redundancy
- High availability
- Server infrastructure personalization (Partitions)
- Virtual Networks
- Data storage and integrity (OpenZFS)
- Customer-friendly, rapidly scaling deployment options
- OCI image support
- KVMs
- Built-in backups
- SIP attack protection

One of the only virtualization platforms specifically designed for Hosting Telephony & Cloud-based Unified Communications.

“

SERVERware isn't just a solution; it's a cornerstone of the larger Bicom Systems ecosystem

Nadia Ćosić
Product Owner of
SERVERware &
sipPROT

sipPROT

Stay safe with sipPROT

Bicom Systems' very own fully customizable and easy-to-use SIP defender offering live SIP traffic monitoring and actively detecting and blocking potential threats.

“

sipPROT exemplifies our commitment to all-encompassing protection

Nadia Ćosić
Product Owner of SERVERware &
sipPROT