

Black Box's Secure Voice Securing Voice, Video, Collaboration, and Customer Experience in the Modern Workplace

According to a telecom fraud survey report, the total amount of telecom revenue lost to toll fraud in 2021 is estimated to be over \$39 billion where various enterprises reported that 70% of their inbound calls are Spam and Robocalls. These organizations rely on their voice, video, and collaboration infrastructure to deliver critical customer services. They have analyzed that their critical telecommunications platforms are under the below types of attack:

- Telephone Denial of Service Attacks TDoS
- Domestic Toll Fraud/Traffic Pumping
- Robocalls, SPAM, and Harassing Callers
- Caller ID Spoofing and Impersonation Attacks
- IP PBX Hacking

To tackle such security challenges, Black Box® brings a complete Secure Voice Suite that has emerged as a true market differentiator. Embarking on your journey to workplace security is an essential step in preserving the confidentiality of your customers and protecting your company's critical information. With Black Box's Secure Voice Services, you can initiate this journey with confidence and peace of mind.

What Can You Expect from Black Box's Secure Voice Service

Have a peek at the top points that Black Box's Secure Voice Services have to offer.



Secure Voice Assessment

The Secure Voice Assessment from Black Box and Cybalt integrates the NIST Cybersecurity Framework and the NSA Deploying Secure Unified Communications Technical Guide to evaluate and enhance communication infrastructure, ensuring the integrity and confidentiality of voice communications while helping businesses identify threats and implement necessary security measures to protect critical data from unauthorized access or eavesdropping.



Remediation and Optimization Services

Utilizing our customized and tailored Secure Voice Remediation and Optimization Services enables organizations to achieve a more secure collaboration environment, deliver compliance, and enhance system performance through solution upgrades, architecture redesign, security monitoring, and tools implementation, reducing risks and improving security while maintaining a reliable and efficient infrastructure.



Secure Calling

Secure Calling is a comprehensive service that ensures authentication, verification, and protection of voice communication for businesses, offering defense against unwanted calls, threats, and cyberattacks by evaluating inbound and outbound calls, detecting malicious signatures and behaviors, while providing a risk assessment and security verdict for each call.



Secure Voice as a Service

To protect voice calls and uphold the privacy of discussions, Secure Voice as a Service (SVaaS) provides end-to-end encryption, strong authentication, and cutting-edge security features. Organizations can make use of secure voice communication while delegating the management and upkeep of security precautions to a dependable service provider by using Secure Voice as a Service. Black Box's Secure Voice as a Service includes end-to-end risk management and mitigation.



Value Proposition

Black Box's core value proposition for your organization with its Secure Voice Services is to ensure that your firm's most critical communication services are protected from cyber threats. With Black Box's Secure Voice Service, you can:

- Be proactive with vulnerabilities and weaknesses in your collaboration infrastructure.
- Eliminate cyberattacks that can cripple or bring down your business communications including toll fraud, nuisance, spam, and telecom denial of service TDoS.
- Increase security visibility by the utilization of real-time security monitoring to alert when threats strike.
- Stay a step ahead of attackers by moving beyond reactive incident response to proactive threat hunting and threat response.

Keep the business knowledgeable of risk by up-to-date reporting and communication, keeping everyone informed about new threats, security response activities, and streamlined compliance reporting.