

Give conferencing events the attention they demand

For High-Profile Events | Aspen's Operator Assisted Conferencing streamlines large-scale audio conferences that require flawless execution and attention to detail. With a wide range of customizable features and a truly scalable solution, Aspen Conferencing supports all of your remote meeting requirements.

Our dedicated conferencing specialists are available before, during and after your conference to ensure its success. From high-end investor relations calls to a sophisticated board of directors meeting, Aspen Conferencing provides consulting, scheduling, monitoring and reporting services for your conference event.

Security | Aspen understands and supports the unique security needs associated with operator assisted conferences. The highly sensitive nature of these conferences requires advanced security measures on three main levels – premises, access control and operational personnel. The physical integrity of the data center is of the utmost importance and therefore only authorized individuals have access to the building as well as the data center.

Premises Security - The highly redundant nature of the operations center is designed to exceed industry up time, reliability and security standards. Privately held servers are housed within a secure data center to ensure their safety. Raindance restricts entry into the data center to selected members of our IT staff who must pass through secure locks and video monitoring systems.

Access Control - Each moderator is assigned a unique conference ID and optional security code for each operator assisted conference that is required to initiate that specific conference. For additional security, operators can screen participants by obtaining information, including asking a security question, as well as check lists for approved participants. Raindance provides the following features allowing the moderator to control conference access.

Conference Lock - The conference lock function ensures no other participants enter the conference, including the conference operator

Entry/Exit Announcements - A tone or a participant's name notifies the moderator who is on the conference call

Conference Operator - By simply pressing *0 during your conference, a conference operator joins the conference to answer questions or provide technical assistance

COM Line - Moderators can speak privately with an operator using a communications line. All operators sign a non-disclosure agreement, prior to being hired

Operational Personnel

Each operator assisted conference begins with the operator observing the quality of each line during the check-in process. As a second measure, the coordinator may conduct an on-line voice check in the form of a roll call; to be sure all participants are heard and are able to hear clearly. All weak incoming phone lines are replaced and speakerphone problems are corrected before the conference begins. Any persistent noise problems are also identified and eliminated before conference start.

Operations Center | Aspen Conferencing utilizes multiple vendors for redundancy throughout the entire communications network. Our Operator Assisted Conferencing is built on a highly reliable and scalable backbone to maintain industry leading service performance.

Aspen Conferencing's main operation center is equipped with a SONET customer network solution that provides a complete, self-healing fiber ring. This allows for re-routing along a protected path within 50 milliseconds of an interruption and provides the highest reliability of transmission in the event of a cable failure.

All conferencing bridges, networking equipment and operator stations are supported by a separate battery back up system that is powered by gas generators in the event of power loss. Aspen Conferencing also manages a co-location for further redundancy and maintains remote access capabilities between locations for additional support and assistance.

Data Center | Aspen Conferencing has made a substantial investment in our communications platform to provide a reliable service with 99.99% published uptime. With over 4,000 direct dial and toll-free conference ports, Aspen Conferencing can scale to accommodate conferences of all sizes.

The Aspen infrastructure includes:

- 200+ T-1s - over 4,000+ phone lines
- 1 OC-12's of local loop on redundant feeds
- 2 OC-3's of local loop on redundant feeds

Why Aspen Conferencing | Aspen provides exceptional operator assisted services if you simply have more than 125 participants or need advanced features with online operator monitoring. Our dedicated specialists are available to help you plan and execute a worry-free conferencing event from start to finish.