



Cloud Your Network Solutions Inc.

WHO IS CLOUD YOUR NETWORK SOLUTIONS INC.?



VISION

To be the preferred business solutions company in the Philippines



MISSION

Optimized shareholder value through efficient and competitive solutions



FLEXIBILITY

- Adapting to our customers' unique needs and challenges.



SINGLE POINT OF ACCOUNTABILITY

- Taking ownership of our commitments and delivering on our promises.



VALUE - DRIVEN SOLUTIONS

- Creating meaningful and lasting value for every client.



HAPPY CUSTOMERS

- Deliver reliable services, maintain validity value of VAS that build trust and long-term partnerships.



MOTIVATED EMPLOYEES

- Empower our people through continuous learning, global partnerships, and opportunities for professional growth.



EFFICIENT OPERATIONS

- Maintain reliable services through 24/7 customer support, high availability, and strong business continuity practices.



CONSISTENT PERFORMANCE

- Work together to achieve our goals and key performance indicators (KPIs) while continuously improving.



OUR FORMULA FOR
SUSTAINABLE GROWTH

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HAPPY CUSTOMER



MOTIVATED EMPLOYEE



EFFICIENT OPERATIONS



CONSISTENT PERFORMANCE

CYN TO SUM IT ALL UP



HAPPY CUSTOMER

- ✓ Incorporated in October 2016
- ✓ Licensed VAS (Renewed every 5 years)



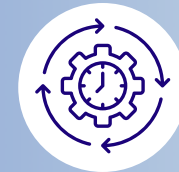
MOTIVATED EMPLOYEE

- ✓ We are the preferred partner of Ameyo-Exotel and collaborate with leading global Unified Communications and Contact Center as a Service (CCaaS) providers.



EFFICIENT OPERATIONS

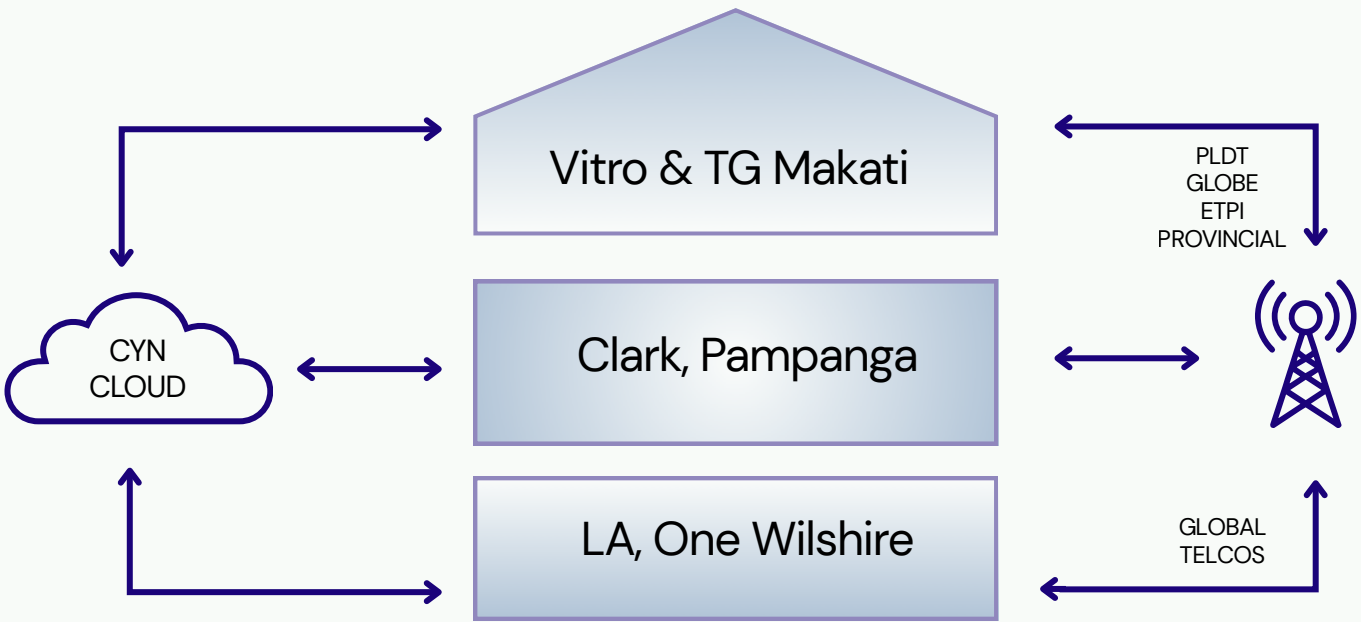
- ✓ Our facilities are in various Data Centers.
- ✓ 24/7 Support: Live call & Chat.
- ✓ Establish High Availability (H.A) and Business Continuity Plan (BCP)



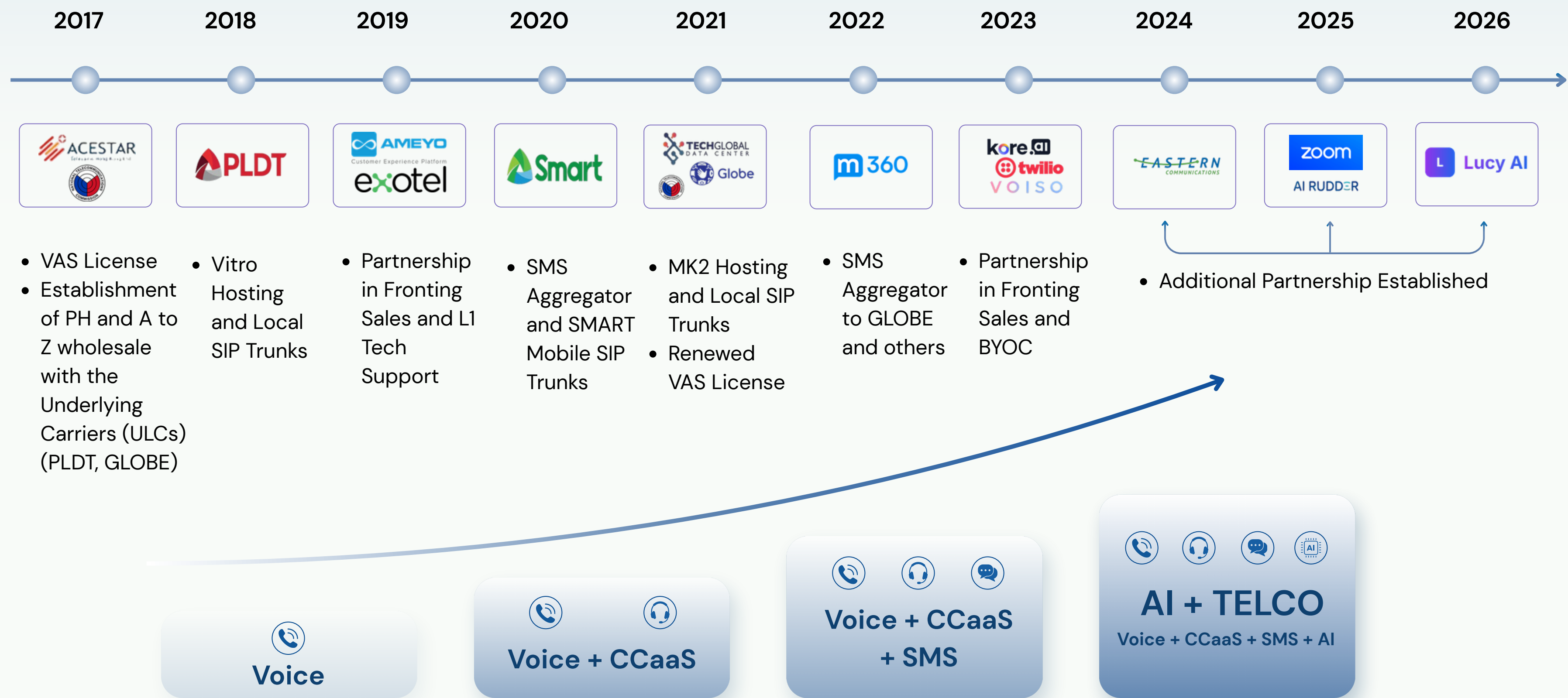
CONSISTENT PERFORMANCE

- ✓ Achieving double digit growth 2025 vs. 2024 (20% revenues).
- ✓ Service Level Guarantee.

DATA CENTER ARCHITECTURE



CYN SOLUTIONS KEY MILESTONE

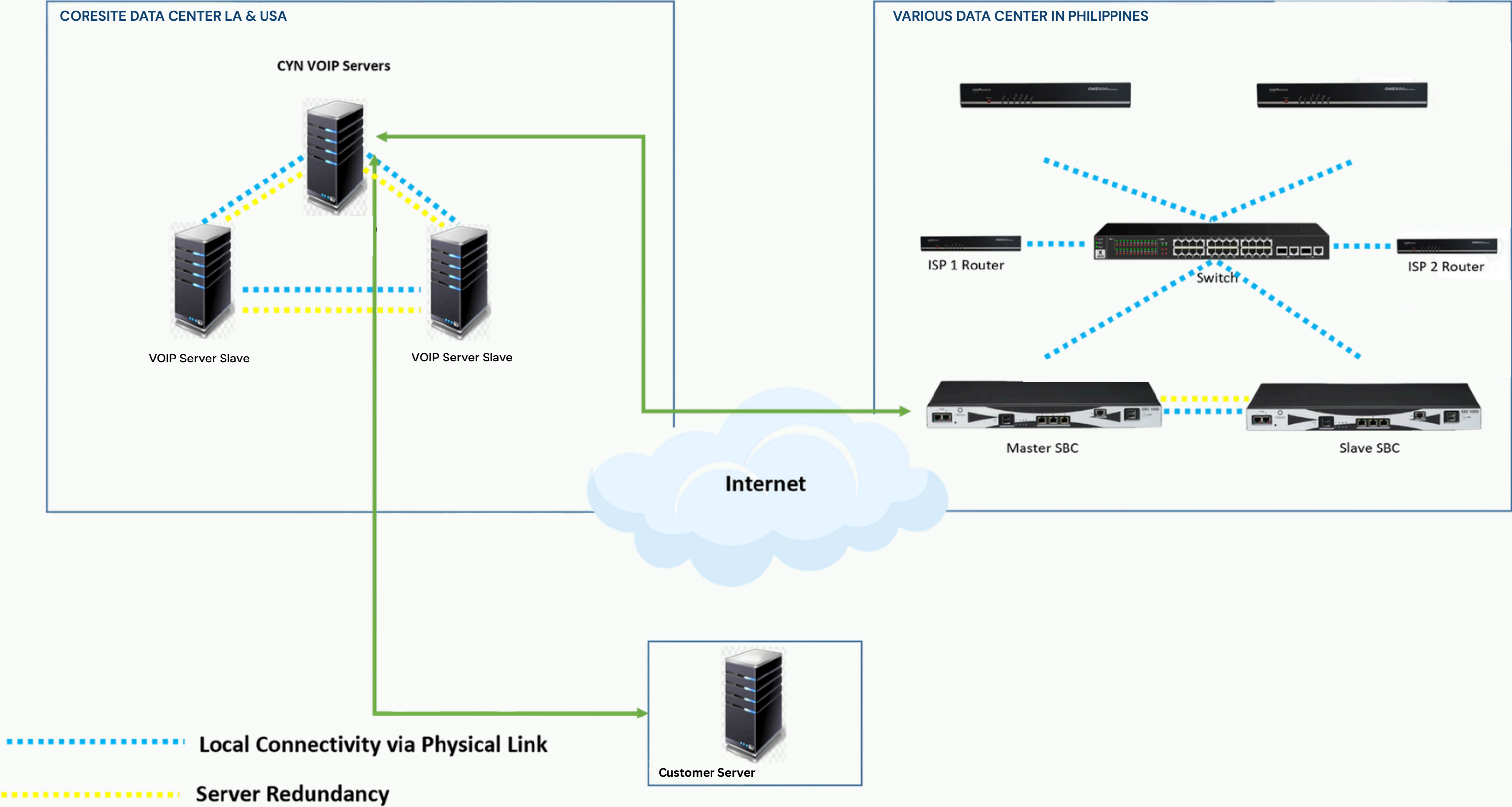


CYN PRESENCE IN VARIOUS INDUSTRIES

EXPERTISE

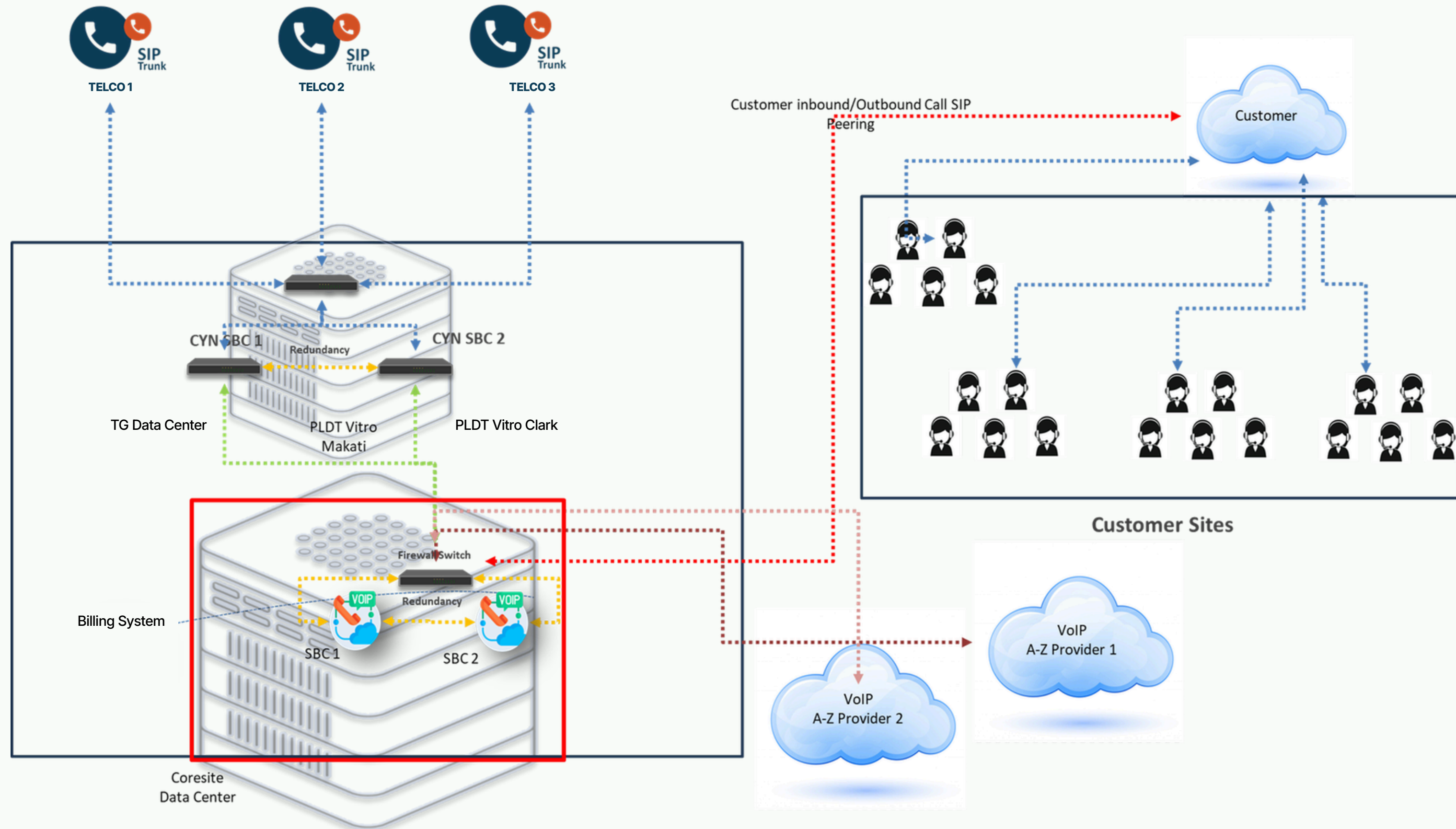
INDUSTRIES	VOIP	Managed SIP TRUNKING (LANDLINE & MOBILE)	SMS/ A2P / P2P	OTHER SOCIALS	GSM GATEWAY CHANNELS	INTERNET (DUMBPIPE)	REMARKS
Banks & Digital Banks	✓	✓			✓		Managed Services from SBCaaS, Dialer, ChatBot and AI voice.
Health Care	✓	✓	✓	✓			Managed Services from Voice, SMS and Viber.
Fintech (Delivery, BNPL)	✓	✓	✓	✓	✓	✓	Single Point of Accountability (Achieved).
BPO	✓	✓	✓	✓	✓	✓	Single Point of Accountability (Achieved).
Logistics & HR	✓	✓	✓				Managed Cloud PBX.
CCaaS, SaaS	✓	✓	✓	✓	✓		Includes Overseas numbers and calling.
Hospitality / Hotels	✓	✓					Managed Cloud PBX.
Gaming	✓		✓				AI Calling & Processing.

HOW DO WE ACHIEVED HIGH AVAILABILITY (HA) REDUNDANT SWITCHES



Cloud Your Network Network Diagram

HOW DO WE ACHIEVED BUSINESS CONTINUITY PLAN (BCP)



CYN SOLUTIONS SERVICES



VOICE COMMUNICATION



Voice over Internet Protocol (VOIP)



Managed Cloud PBX (MCPBX)



SIP Trunk Direct Inward Dialing (DID)



GSM GATEWAY Channels



SMS TERMINATION & ORIGINATION



Mobile Termination (MT)



Mobile Originating (MO)



Platform as a Service (PaaS)



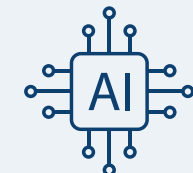
SOLUTION CUSTOMER EXPERIENCE



Contact Center as a Service (CCaaS)
Exotel, Twilio, Voiso and others



Unified Communications
Zoom



AI : Exotel, AI Rudder,
Lucy.AI

CYN SOLUTIONS SERVICES



VOICE COMMUNICATION

- 1 Voice over Internet Protocol (VOIP)
- 2 Managed Cloud PBX (MCPBX)
- 3 SIP Trunk Direct Inward Dialing (DID)
- 4 GSM GATEWAY Channels

enables voice calls over the internet, reducing costs while improving flexibility.

eliminates the need for bulky on-premise phone systems, allowing businesses to manage calls from anywhere.

provides direct phone numbers that are scalable and cost-effective.

channels bridge mobile and fixed-line communication for seamless connectivity.
SMS Termination & Origination

CYN SOLUTIONS SERVICES



SMS TERMINATION & ORIGINATION

- 1 Mobile Termination (MT)
- 2 Mobile Originating (MO)
- 3 Platform as a Service (PaaS)

refers to messages sent from a business to customers, such as OTPs, appointment reminders, or promotional campaigns.

allows customers to send messages back, enabling two-way communication.

provides developers with the tools to build and integrate messaging applications quickly.

CYN SOLUTIONS SERVICES



SOLUTION CUSTOMER EXPERIENCE

1

AI Solutions

empowers organizations to deliver customer support through cloud-based contact centers using platforms like Exotel, Twilio, and Voiso.

2

Universal
Communications

integrates voice, messaging, meetings, and collaboration tools like Zoom into one seamless platform.

3

CCaaS (Contact
Center as a Service)

such as Exotel AI, AI Rudder, and Lucy.AI automate conversations, assist agents, and enhance customer interactions through intelligent automation.

MANAGED CLOUD PBX (MCPBX)



WHAT IS MCPBX?

[em 'si pē bē 'eks]

Managed Cloud PBX is a cloud based phone system that allows businesses to manage calls, users, and communication tools without needing on-site hardware giving a more affordable, flexible and easy-to-manage solution.



WHY MCPBX?

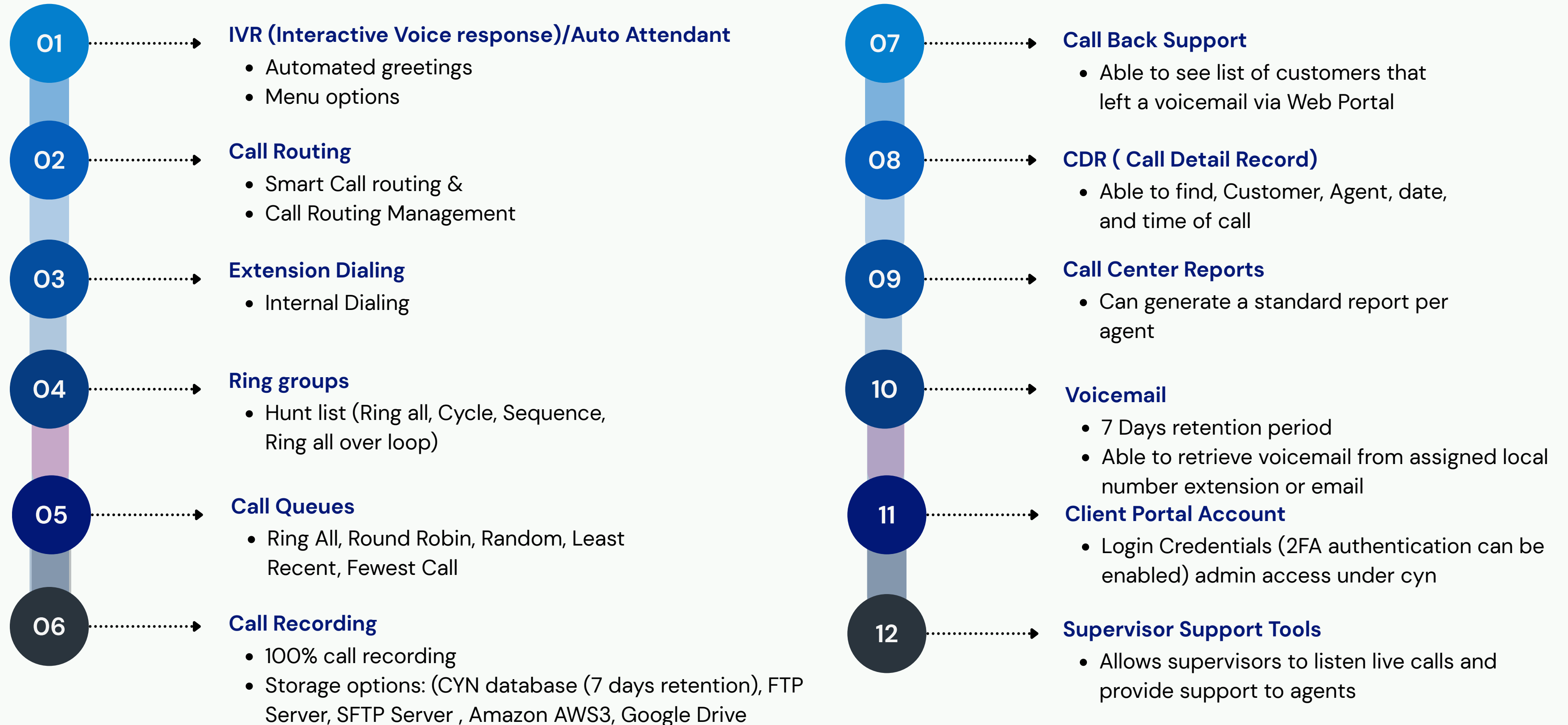
- No need to buy expensive PBX hardware or equipment.
- Fast deployment—you can start using the phone system almost immediately.
- No need to hire an IT team to install or manage the PBX.
- The service provider handles system maintenance, updates, and technical support.
- MCPBX already provides business phone numbers, so there's no need to coordinate separately with telecom providers like PLDT.
- Since it is cloud-based, employees can make and receive calls from anywhere with an internet connection.



BENEFITS

- Lower startup cost
- Easy and quick set-up
- No maintenance worries
- 24/7 technical support from the service provider
- Scalable—you can add more users as the business grows
- Take your Philippine business landline number with you anywhere in the world without roaming

MCPBX FEATURES



PLATFORM AS A SERVICE (PaaS)



WHAT IS PaaS?

Platform as a Service (PaaS) is a cloud-based solution that gives businesses and developers everything they need to build, connect, and launch communication applications—without the cost and complexity of managing servers or IT infrastructure.



WHY PaaS?

• No need to invest in expensive servers or infrastructure.	
• Build and launch applications faster using ready-made APIs and development tools.	
• Easily add voice, SMS, chat, and other communication services to your existing systems.	
• Scale your applications as your business grows—without replacing infrastructure.	
• Let your developers focus on creating great user experiences instead of managing servers.	
• Security, updates, and platform maintenance are managed by the provider.	



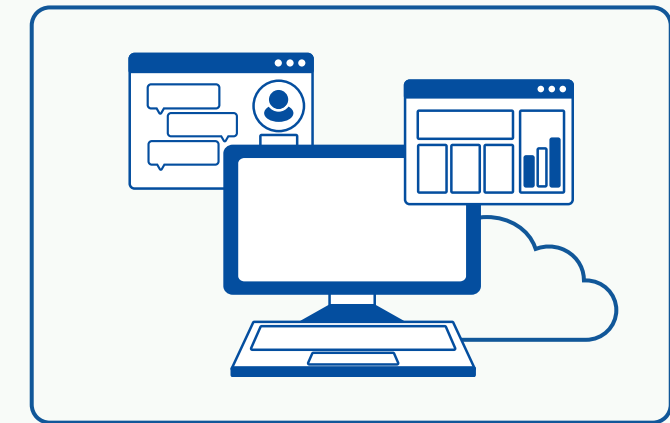
BENEFITS

• Lower upfront costs and reduced IT expenses.	
• Faster deployment and quicker time-to-market.	
• Seamless integration with CRM, ERP, websites, and mobile apps.	
• Flexible and scalable to support changing business needs.	
• Greater productivity and faster innovation.	
• Reliable, secure, and hassle-free operations.	

PLATFORM AS A SERVICE (PaaS)

Use Cases

- Build customer engagement platforms with voice, SMS, chat, or WhatsApp.
- Integrate communication services into business applications such as CRMs, ERPs, websites, or mobile apps.



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Key Features



Ready-to-use APIs
and SDKs



Voice, SMS, and messaging
integration



Workflow
automation



Cloud-hosted
infrastructure



Automatic scaling



Secure API
management



Real-time monitoring
and analytics



Easy integration with third-
party platforms

SBC AS A SERVICE & GSM GATEWAY MANAGEMENT

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WHAT CYN ACTUALLY MANAGES

GOAL: SECURE, STABLE, AND SLA-BACKED VOIP + GSM CONNECTIVITY.

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SESSION BORDER CONTROLLER (SBC) MANAGEMENT

- ✓ Configuration and Firmware updates
- ✓ 24/7 Monitoring
- ✓ Incident response
- ✓ Reporting and documentation

GSM GATEWAYS MANAGEMENT

- ✓ SIM Provisioning (Client or CYN-provided SIM)
- ✓ Port Monitoring
- ✓ Troubleshooting
- ✓ Usage and status reporting

DELIVERABLES

- ✓ Monthly performance reports (If required)
- ✓ RCA (root cause analysis)
- ✓ Configuration & Change logs
- ✓ SIM usage & port status reports

OPERATIONAL STRUCTURE (24/7 COVERAGE)

- ✓ 4 Customer support + 1 Team lead
- ✓ 4 TSE + 1 TEAM LEAD
- ✓ 3 Rotating shifts (7AM–3PM / 3PM–11PM / 11PM–7AM)



CRITICAL RESPONSE TIME
WITHIN 30 MINUTES

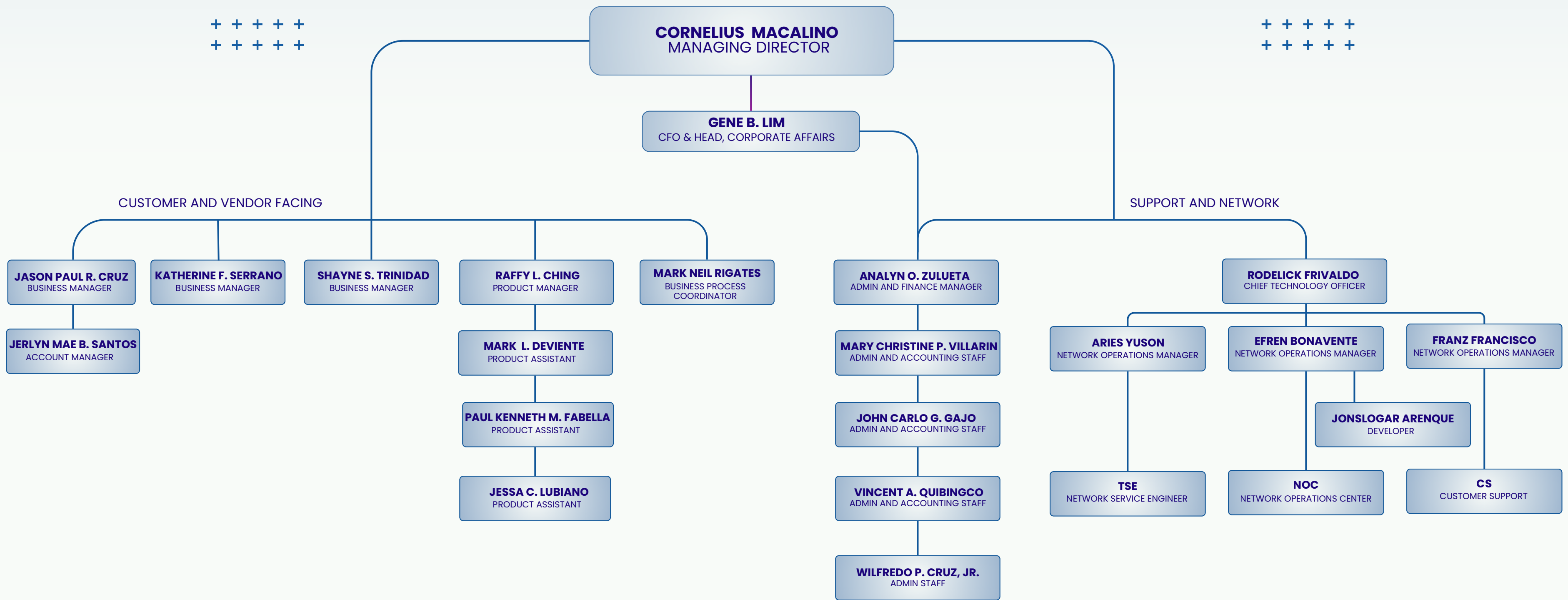


AVAILABILITY
99.9% UPTIME



RESOLUTION BASED ON
SEVERITY MATRIX

ORGANIZATIONAL STRUCTURE

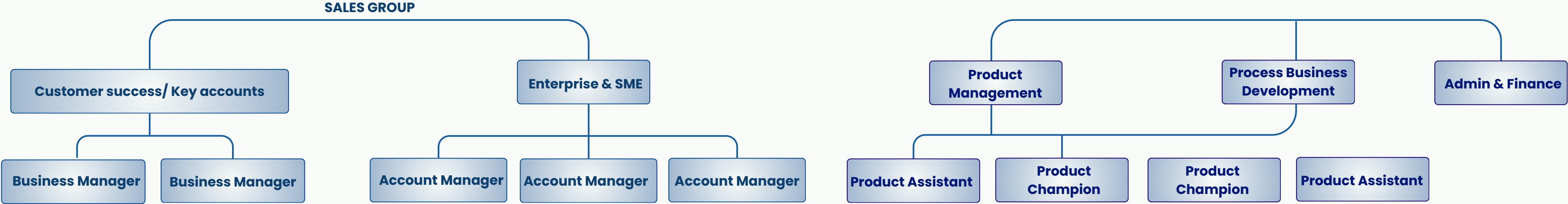


CUSTOMER AND VENDOR FACING

AUGUST 2026

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CONTACT US

LOOKING FORWARD TO WORK WITH YOU!

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