Bulwark Voice Suite — Editions

Updated 2026-10-31 · voiphorizon.in/editions/

Lite	Enterprise	Sovereign Managed
One site: a school, clinic, branch office or field unit.	*Institutions that cannot go dark: multi-site, integrated, audit-ready.*	*Defence, PSUs, banks and hospitals that want the outcome without building a team.*
The full sovereign core on a single server: encrypted calling, voicemail, IVR, presence, emergency alerts and backups, running fully offline.	Everything in Lite, plus 2–4 node active-active clustering, contact-centre supervision, every messaging channel, scoped APIs, every storage destination and the full safety suite.	Enterprise, deployed and run by VoipHorizon engineers on your premises. You keep ownership of the servers, the data and the keys.

Every edition includes the full sovereign core: encryption on every call, 2FA and audit, offline operation, emergency alerts with muster, and encrypted backups. Beta = built, finishing validation. Coming soon = on the roadmap.

Feature comparison

Feature	Lite	Enterprise	Sovereign Managed
Scale			
Servers (nodes)	✓ 1	✓ 2–4, active-active	✓ 2–4, active-active
Users and concurrent calls	✓ Licensed for a small site	✓ Set by your hardware and licence	✓ Set by your hardware and licence
Calling & call control			
Extensions & registration	✓	✓	✓
Hunt groups	✓	✓	✓
Call queues (ACD)	✓ Small teams	✓	✓
IVR / auto-attendant	✓	✓	✓
Voicemail & MWI	✓	✓	✓
Call recording	✓	✓	✓
Call blocking	✓	✓	✓
Park & group pickup	✓	✓	✓
Transfer & forwarding	✓	✓	✓
Click-to-call	✓	✓	✓
Always-on sessions	✗	✓	✓
Presence & calendar-aware routing [Beta]	✓	✓	✓
Supervisor listen, whisper and barge [Beta]	✗	✓	✓
WhatsApp voice calls into queues [Beta]	✗	✓	✓
Video & collaboration			
Browser calling (WebRTC)	✓	✓	✓
Presence & instant messaging	✓	✓	✓
HD video conferencing [Coming soon]	✓ Small meetings	✓	✓
SIP room systems [Coming soon]	✗	✓	✓
Collaborative whiteboard [Beta]	✓	✓	✓
Security & compliance			
Encrypted signalling & media	✓	✓	✓

Feature	Lite	Enterprise	Sovereign Managed
Encryption at rest	✓	✓	✓
RBAC & two-factor admin	✓	✓	✓
Append-only audit trail	✓	✓	✓
Retention & subject erasure	✓	✓	✓
PCI recording controls	✓	✓	✓
FIPS mode & STIG hardening	✗	✓	✓
IP & subnet firewall [Beta]	✓	✓	✓
Recording export [Beta]	✗	✓	✓
Safety & resilience			
Emergency mass alerting [Beta]	✓	✓	✓
Location & geofencing [Beta]	✗	✓	✓
Threat & travel awareness [Beta]	✗	✓	✓
SMS channels [Beta]	✓ One channel	✓	✓
Alerts by SMS and WhatsApp [Beta]	✓	✓	✓
Reliability & scale			
Active-active clustering	✓ Single node	✓	✓
Capacity-aware provisioning	✓	✓	✓
Per-service isolation	✓	✓	✓
Runs fully offline	✓	✓	✓
Scheduled encrypted backups [Beta]	✓	✓	✓
Your storage, your choice [Beta]	✓ Local disk & NAS	✓	✓
Administration & integration			
Web admin console	✓	✓	✓
Static API tokens	✓ Read-only	✓	✓
Reporting & analytics	✓ Built-in reports	✓	✓
Zero-touch provisioning	✓	✓	✓
Flexible PSTN connectivity	✓	✓	✓
Offline licensing	✓	✓	✓
Scoped API clients with token rotation	✗	✓	✓
WhatsApp Business messaging [Beta]	✗	✓	✓
Secure file sharing [Beta]	✗	✓	✓
Deployment & updates			
One-file installer	✓	✓	✓
Appliance image	✓	✓	✓
Apply-on-top updates	✓ Self-applied	✓	✓
Support & services			
Support	✓ Email, business hours	✓ Priority SLA, 24×7 option	✓ 24×7 with a named engineer

Feature	Lite	Enterprise	Sovereign Managed
Deployment	✓ Self-install with the one-file installer	✓ Guided deployment with our engineers	✓ Deployed by us on your premises
Updates	✓ Self-applied	✓ Staged rollouts, with our help	✓ Planned and applied by us
Day-to-day operations	✗	✗	✓ Monitoring, backups and patching run by us
DR drills with evidence reports	✗	✗	✓

Moving between editions

Same software in every edition. You change the licence (and, for Managed, who runs it) — never the platform, and never your data.

Lite → Enterprise

A new licence file. No reinstall.

1. We issue an Enterprise licence for your cluster.
2. Your admin installs it under Administration → Licence & Edition. Enterprise features unlock immediately — no reinstall and no restart; calls in progress are not touched.
3. Optional: add nodes 2–4 with the same installer, choose “join an existing cluster” and enter the one-time cluster key. Configuration replicates to the new node.

You keep: All users, extensions, settings, recordings, voicemail and call history.
Effort: Licence: minutes. Each added node: an install and a join, usually the same day.

Enterprise → Sovereign Managed

A services agreement. No software change.

1. We agree the scope and the access model: engineers on site, or remote access you approve and can revoke (none for air-gapped sites).
2. Handover: runbook, monitoring, backup destinations and key-escrow arrangements, following your security policy.
3. We take over monitoring, updates, backups and DR drills, and send you evidence reports.

You keep: Everything. You keep ownership of the servers, the data and the encryption keys.
Effort: Typically two to four weeks, including the handover.

Lite → Sovereign Managed

Both steps together.

1. Licence upgrade to Enterprise, then the services handover above, planned as one project.

You keep: All data and settings.
Effort: Planned with you.

Moving down (Enterprise → Lite)

At renewal, with a Lite licence.

1. Reduce the cluster to one node first.
2. Install the Lite licence. Enterprise-only features switch off; calls, emergency alerts and backups keep running.

You keep: Settings of switched-off features are kept, so moving back up restores them. No data is deleted.
Effort: Planned with you at renewal.