



UNSL

A Unified Group Company

## Hosted IP Telephony

Hosted IP Telephony provides businesses with a network based service, providing a comprehensive range of telephony features for a monthly user fee. The monthly fee includes all maintenance and support costs, giving you superior service at an all inclusive price. A hosted solution not only provides a very rich feature set at low cost but also saves companies a significant amount of capex.

Hosted IP Telephony allows customers to replace on site PBX infrastructure with a network based, hosted solution. The service fulfils a wide range of requirements, ranging from basic services for small or single site operations, to more sophisticated services for those businesses that operate multiple sites or call centre operations.

Service features range from dial tone to advanced multimedia functionality. Each user is able to access full PBX functionality across a variety of different devices including IP phone, PC, PDA and dual mode (GSM + WiFi) mobile phone. A simple PC client and web interface provide easy calling and call control from any internet connected device.

## The Nortel CS2000 IP Platform

Unified, being a specialist supplier of communication services to the business community, chose a Nortel CS2000 IP switch to deliver a robust service to its customers. Nortel has a long pedigree in the supply of business communication infrastructure and are global leaders in the design and manufacture of PBXs, fixed and mobile infrastructure and are therefore uniquely placed to deliver convergent solutions. The Nortel platform provides a service that is unlike most other hosted services in that it is designed for the business market as opposed to the residential and is a highly reliable and secure environment. It is a fully redundant service with all equipment located in high security data centres. We offer our customers full service level agreements and an up front technical consultancy service throughout the design phase.

In our opinion, the CS2000 has the best user interface available on the market today. Simple and intuitive, easy and fun to use, it requires a minimum of user training and is an enabler to improved business efficiency.

## Personal Agent



Personal Agent is a web based interface which allows users to define the rules for redirecting their incoming calls (based on caller ID, time of day, etc.) from a single directory number (or SIP address) to any device. The Personal Agent also provides:

- Call Screening - provides programmable screening procedures based on caller ID
- Find Me/Follow Me - redirects incoming calls based on caller ID, time of day and day of week
- Simultaneous Ringing - allows an incoming call to ring all communication devices at the same time Sequential Ringing - allows an incoming call to ring communication devices in a user-defined sequence
- One mailbox - allows for one voice mailbox to be used for multiple communications devices  
One phone number - allows user to be reached on any phone including mobiles from one inbound phone number
- Access from any web browser - changes can be made to users' personal accounts from any PC anywhere in the world.

## Unified offers a complete solution

Area Network (WAN) connectivity can be provided as an integrated part of the service.

If required, Unified upgrades your data network (LAN) so that you can run both voice and data across your company data network saving you equipment maintenance and service costs.

Maintenance and support includes all service elements, with one telephone number and one service level agreement (SLA).

Group and personal calling features are accessed via a secure web interface, making it easy to control and manage multiple sites and users from a single PC. The service application also integrates with other communications applications, such as Microsoft Outlook

Hosted IP Telephony offers greater deployment flexibility without the investment, maintenance and overhead of an on site PBX. The service however can also be rolled out to specific sites or across multiple sites to replace and/or complement existing traditional premises equipment.

### Benefits include:

**Flexibility** If you don't want to go to your office, your office comes to you. Ideal for home working and ideal for people out and about. In this environment you can be contacted on your office extension wherever you are in the world.

**Advanced features** Presence, attendant console, multimedia conferencing, collaboration, home worker, call centre, call recording, one number find me follow me, Outlook integration, conferencing and disaster recovery are just some of features that can help your business become more efficient and productive

**Reliability** All our services are provided on resilient systems, ensuring you experience an unrivalled level of service availability and reliability.

**Good value** You choose the functions you want and pay only for those. You get access to new

technology and large company features at a fraction of the cost. Request only what your company needs now and just order more when or if you need it. No more equipment obsolescence and depreciation!

**Easy to support** As the service is hosted, there is no on site PBX, reducing time and costs for implementation. Once in service, all management functions are web based, making moves and changes easy and reducing your internal IT requirement and training costs.

**Lower Costs** There are considerable cost savings in our solutions: cheaper calls, free calls, fewer calls, lower cost moves and changes, lower capital expenditure. But the real benefit is a more productive workforce, saving time and effort in communication, improved remote working and reduced need to travel.

**Easy to operate** The user interface is PC based with easy to understand icons and graphics. Now your employees can set up conference calls, do their own routing and much more at a click of a mouse, making communication really work for them.

**Visit our website for more details**  
<http://www.unified-communications.com>

To discuss further how Unified can work with you and your organisation with regard to hosted IP services call us now on **0118 930 1234**

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