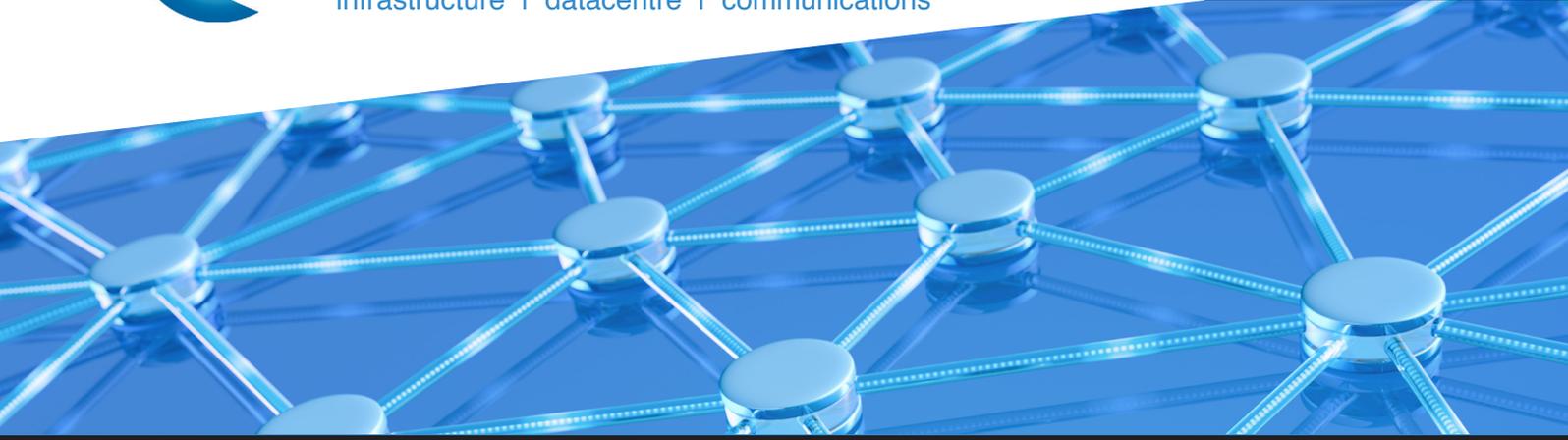




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DATA SHEET



10 REASONS TO IMPLEMENT IP VOICE

1 Reduce your annual telephony spend

Comtec's IP Voice provides significant reductions in line rental and a lowering of call charges. The combination of these two elements allows IP Voice to help realise a 20-60% lowering of a typical annual telephony spend.

2 Increase your redundancy options

Comtec's IP Voice, as the name suggests, is a pure IP platform. Connections to it must be via a data connection rather than a traditional analogue or ISDN voice circuit. Traditional circuits like ISDN provide a single connection to a single local BT exchange. Consequently, if there is an ISDN or local exchange issue such as the recent Paddington fire, voice services are down.

IP Voice is cloud based. As long as you have connectivity of some nature to the IP Voice cloud, you can place and receive calls as normal, be that from your office or at any other DR location. Most offices have more than one data connection and therefore already have the potential for more than one single connection to IP Voice. IP Voice itself is a multi-data centre based platform and so the reliance on the single line, single platform is removed.

IP Voice also provides full PBX functionality within the cloud. You can establish hunt groups, call centre ACD functionality, call statistics, call recording, voicemail and so on via a web interface providing a further layer of redundancy or additional features that your existing PBX may not have.

3 Service Assurance

Comtec's IP Voice Services are carried over the BT network and are delivered using next generation IP technology to provide cost effective, efficient and advanced communications. The IP Voice Services are monitored 24 hours a day by our network operations centre to ensure maximum uptime. Comtec's support desk provides high level diagnostics on the IP Voice platform or on any call that passes through the IP Voice network.

4 Change your provider settings instantly

Normally, increasing or decreasing the number of channels coming into your PBX on ISDN is a call to your provider and subsequent period whilst the request is actioned. Requesting number announcements or call forwards on numbers when an office move is required incurs a cost and takes time to invoke if required.

Via the IP Voice web interface, you can make these changes instantly. For example, if your company has seasonal variation and needs 10 channels for 11 months in the year but perhaps during December a Christmas rush requires an increase to 30 channels, you can control instantly when you wish this increase to occur and can reduce your channels

5 Increase call security and maintain / increase call quality

If you choose to access the IP Voice cloud via Comtec's ethernet or DSL connectivity, Comtec have established direct peering relationships with the IP Voice platform, meaning your telephone calls never touch the public internet. Ensuring that we control the call route from start to finish allows us to pass on a call quality that rivals and if not surpasses traditional voice circuits, especially if a high-definition audio codec is utilised.

Non-presentation of calls to internet routes also significantly lowers any risk of piggy-backing or snooping since the call always remains 'On-Net'.

6 Block incoming / outgoing numbers

Comtec's IP Voice platform allows site-wide or user by user blocking of incoming or outgoing numbers. Problem callers can be prevented from ringing into the organisation or specific users and costly destinations can be blocked at site level via a tick box or at user level by a simple dial string, all programmable via the web interface with immediate effect.

7 One number presentation

Comtec's IP Voice platform allows you to make your primary desk phone and up to 9 other telephony devices to ring simultaneously. There is no need to provide DDIs, mobile and work from home telephone numbers when one number provision to your customers allows you to be contacted on all of your chosen devices.

8 Free 'On-Net' Calls

Any calls to sites that originate and terminate on the IP Voice platform are free of charge. If a multi-site organisation migrates all sites onto the IP Voice platform, then all inter-site traffic is free of any call charge.

Calls into any of Comtec's sales, administrative or support numbers, even Comtec's 0845s, are free of charge to all our IP Voice clients because of this.

9 Consolidation of lines

A company with 10 branches across the UK may require a 30 channel ISDN30 in each of its 10 locations to provide its telephony services. Perhaps only 15 channels are commonly used at each location, but busy periods burst to all 30 channels.

IP Voice is cloud based and so all 10 sites would connect to the cloud for telephony services. As such, you could configure IP Voice to provide 150 channels centrally to allow the 15 channels to each site and maybe an additional 50 channels to cover periods of burst activity. The consolidation and centralisation of the resource therefore enables a reduction of 100 channels compared to resource provided locally at each site.

10 Refresh technology without replacing existing architecture

Connectivity to IP Voice assumes either that one has a SIP compliant PBX or handset. For those sites that have an ageing PBX with no SIP or VoIP capability that is still cost effective to maintain, reliable but with a limited feature set, Comtec can provide pre-configured gateways that allow voice traffic outputted by the existing PBX to be converted into SIP and routed into IP Voice where additional features can be applied. IP Voice is a feature rich hosted telephony platform including call recording, voicemail, auto-attendants, ACD, active directory