



# Hosted UC

Reliable, Scalable and Affordable Unified Communications

Premier Services NE Limited

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# Who can benefit from Unified Communications?

If you're wanting to increase team productivity, improve responsiveness, and empower your branch office, mobile and home based employees, all with reduced communication costs, Premier Services Unified is the answer.

It's the ideal solution for virtual teams and for decision makers dispersed geographically who collaborate on strategic, revenue impacting or time critical processes.

## Premier Services Unified Package includes:

- Choice of Telephone Numbers including UK-Wide and International Area Codes
- Local Number or keep existing business, free phone, and fax numbers
- Voice Service
- Subscribed users receive their own Direct Dial (DDI)
- Business Class Voicemail
- Auto attendant
- Music on Hold
- Hunt / Pickup Groups
- Softphone
- Web client
- Mobile User (Hot desk)
- Mobile Phone App
- Unlimited Conferencing
- Extension dialling
- Advanced call forwarding
- Low international calling rates
- Intercom
- Call forward/Call transfer/Call waiting
- Caller ID/caller name display
- Do Not Disturb (DND)
- Free online training and instructions
- Integrated Unified Communication
- Presence
- Instant Messaging
- Video Conferencing
- Unified Messaging (internal)
- Call Recording
- CRM Integration
- Automated Call Distribution
- FAX services, FAX to Email
- Handset Rental (Inc. Maintenance) \*optional
- Unlimited Helpdesk Support



## Cloud based Unified Communications

### How productive are your teams?

Today's reality – is a mobile, global, distributed and virtual workforce. But face-to-face just isn't always possible. And it doesn't always make sense. In fact, according to a recent global research study<sup>1</sup>, the vast majority of organisations rely on virtual teams in remote, distributed offices. Yet virtual teams struggle with staying on top of all the communications and information that comes their way, while remaining in control of project tasks and activities.

Add more communications tools and instead of the problem being addressed it compounds it and teams work with primary modes of communications such as email, phone calls, and audio conferencing – none of which are interconnected.

What teams need most are tools that give them fast access to the right people on the first attempt, regardless of where they are, or what device they use or what network they are on. **That's where Premier Services' Unified package comes in.** We created it to empower your teams with the right set of communications capabilities – Helping them to stay connected, responsive, and collaborate seamlessly within and beyond your organization.

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<sup>1</sup> Siemens Enterprise Communications original global research, October 2012

With Premier Services Unified, your employees are in more in control of how, when and with whom they communicate. At any time during the day. Whether they are physically located in one place, in geographically dispersed offices, working from home, or traveling. Premier Services Unified brings rich federated presence<sup>2</sup>, mobility, and audio, web, and desktop video conferencing capabilities to your teams, and that translates into better teamwork, lower costs, and less travel.

## Communicate freely with choice and flexibility

Everyone has unique work styles. Premier Services Unified provides multiple ways to communicate including a desktop client, a web client, a voice portal, and a mobile client that works on popular mobile phones and tablets. Premier Services Unified has a flexible "per-user" licensing structure that makes it easy and cost effective to add or change users and capabilities. Simply add or remove functionality whenever it makes sense for your organisation, your teams, or for a particular employee based on their role and responsibilities.

## Give your teams a better way to meet

Why waste time and money traveling when you can meet from wherever you are, more productively and efficiently? With just a few clicks, teams can initiate planned or spontaneous voice, web, and desktop video conferencing sessions, using Premier Services Unified built-in conferencing.

With "Presence" information, you can instantly see whether a colleague is available, allowing spontaneous, easily initiated conferencing calls.

In this way, your teams have a convenient way to instantly collaborate in real-time, reaching the most available people, to facilitate faster action and decision making

### Intuitive audio conferencing

Setting up conferences in advance, makes it easier and faster for experts to be reached. With just two clicks the conference can be launched, out-calling all participants at their preferred device, and based on their availability.

For example, a utility company can reach "after-hours" or "incident" teams to address an emergency

situation that requires immediate collaboration and attention. During the conference, all participants can see who is on the call and who the “active speaker” is, while the moderator can mute all or individual participants, and lock the conference for extra security if needed.

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<sup>2</sup> Presence Technology enables your teams to view and share their availability and status with other team members and key contacts, to initiate real-time communications. Federated Presence enables them to view and share presence status, and exchange instant messages with people outside your organisation who are using an XMPP capable unified communication solution.

For added convenience, you can host or participate in conferences from either your Premier Services Unified client, or your preferred email client, including Microsoft Outlook, Google Mail or IBM Lotus Notes.



### **Meeting face-to-face with video**

For a more vibrant, personalized and natural collaboration experience, Premier Services Unified includes Desktop Videoconferencing that connects your teams using the highest definition video streams available today.

“Continuous Presence” video views make sure that all participants in the video call can be seen on the screen at the same time. “Voice Activating Switching”, ensures that everyone can see who is speaking – even your mobile employees.

## **“Rich Presence Awareness” of team members**

Presence technology enables your teams to view each other’s availability and status, saving time and improving responsiveness within your organization. Premier Services Unified offers a rich Presence view across multiple channels such as voice, instant messaging, and video. It provides you with “presence status” information about a person’s availability, before you communicate, enabling you to choose the best method and time to communicate effectively on the first attempt.

You manage your own presence status, and decide when you are available, and over which media and device of choice.

With “Federated Presence” these capabilities are extended beyond your organization, to the community of people who work outside of your office. For example, in a federated network, your teams can share their voice and instant messaging presence availability and exchange instant messages with people outside your organization who are using any XMPP-capable unified communications (UC) solution on the market today.

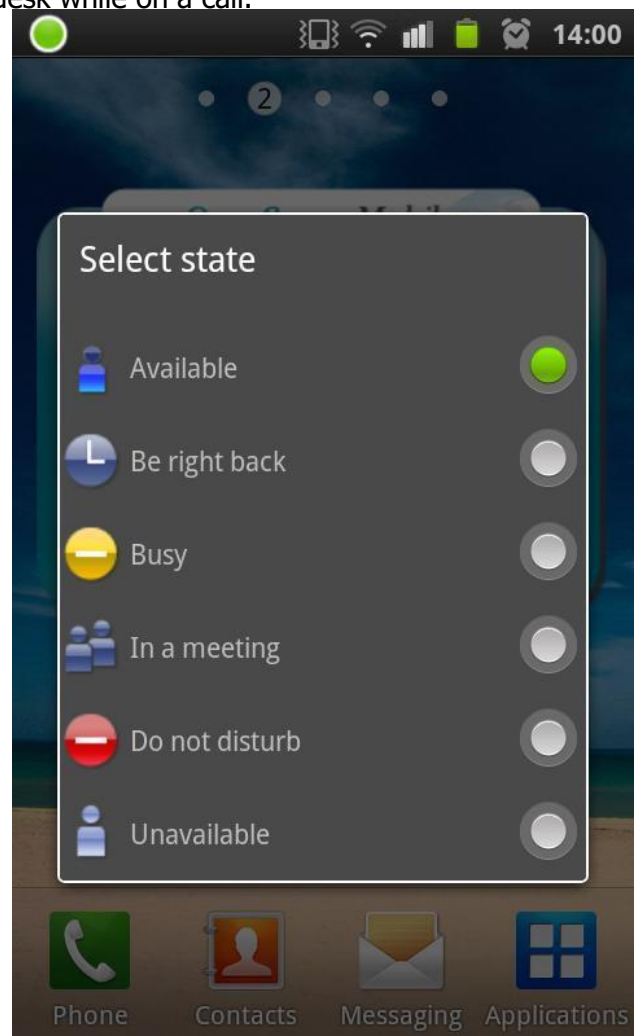
Presence ensures that your virtual teams stay connected, regardless of where they are or what device they are using. Connecting your teams faster and more seamlessly means improved responsiveness, faster time to market, and better customer service.

## Empowering your mobile teams

Premier Services Unified ensures that your highly mobile employees stay connected and productive at the least possible cost. One Number Service for example, allows employees to publish only one number, and be reached on the lowest cost network, anywhere, anytime, and on the device of their choice. Each person sets their preferred device (e.g. office phone, home phone, mobile phone, laptop) and Premier Services Unified will forward all calls to that device. For additional convenience, your preferred device can automatically change based on your Presence status. For example, your full-time tele-workers may want their preferred device to be their home phone whenever their Presence status is set to “Available”. Device Handover reduces mobile network costs by enabling users to easily “handover” an existing call from their mobile phone to their office phone when arriving to their desk while on a call.

With the Premier Services Unified Mobile Client, your mobile employees can benefit from video, presence awareness of contacts, quick access to conferences, setting their Presence status and preferred device, among many other Premier Services Unified features. It also provides “voice over IP” capabilities, and its intuitive Call Swipe capability makes it possible to seamlessly transfer a call from the mobile device to any nearby direct-dial desktop phone – and vice-versa – with little more than a finger swipe across the touch screen. Call Swipe even enables you to move from the cellular network to a local WLAN, to avoid cellular usage and roaming fees.

The Premier Services Unified Mobile client is “app store” ready, and can run on the most popular mobile device platforms, including the iPad/ iPhone as well as Android tablets and smartphones. And lastly, the DTMF and speech-enabled Voice Portal provides access to Premier Services Unified from any phone, allowing your teams to retrieve and process email and voice messages from a single unified voice mailbox. The speech portal supports



Natural Language Understanding which enables you to talk to the system as you would talk to another human being without having to follow or wait for prompts.

## Intelligent access to all your applications

What makes Premier Services Unified so attractive to many of our customers, is its ability to integrate with any other part of your communications system. This enables your teams to seamlessly and spontaneously access key people and information without having to switch applications, or search endlessly for data or directories. Perhaps your teams use Microsoft Outlook as one of their primary communications tool. We can interconnect Premier Services Unified with your Outlook client so that all communications and collaboration can be initiated directly from within your email user interface, making it easy and intuitive to reach people quickly.

Here's another example ...

Premier Services Unified can be integrated with your preferred business applications to drive sales efficiencies or enhance customer service, in this case, teams can see the Presence availability of key people, displayed within the context of the account and workflow. This allows a sales person or customer service representative to instantly reach out to a client, another team member, or a product specialist, to bring them into an impromptu conversation, teleconference or an instant message consultation with just a few clicks.

Intelligent, context-driven and automated communications adds simplicity to the way you work, and enables your teams to have spontaneous access to crucial people and information, when they need it most.

## Team collaboration is mission critical

### **Secure**

Because your teams share and exchange information inside and outside your organization, it is critical that only "approved" people have access to your most sensitive and confidential assets. Our solution includes a number of built-in security features, including password protection, session locking, encryption, authentication, replay protection, cryptography, and authorization and policy enforcement. On top of that, all web collaboration sessions are temporary, and leave absolutely no residual data or entries in the registry.

### **Reliable**

With its specialized software and hardware redundancy, Premier Services Unified delivers superior availability and reliability for all your conversations.

Our audio-streams follow the Unify (formally Siemens Enterprise Networks) audio standard using their unique AudioPresence™ technology, enabling everyone to hear and be heard in crystal clear sound, minimizing echo, jitter, and any other bothersome noises.

### **Scalable**

Whether you have 100 employees or 500,000, Premier Services Unified's modular and flexible design,

makes it easy and cost-effective for you to add or change functionality on a per-user basis. Plus, it can be deployed as a hybrid solution onsite at your own location, or delivered as a hosted solution from our secure data centres.



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