



Your Hosted Voice solution

The next generation of communications



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Break free from the constraints, costs and risks of a traditional PBX voice estate whilst ensuring you meet BT's target for ISDN end of life (by 2025). Unite your office staff, homeworkers, remote and mobile users within a single, fully featured unified communications solution that is cost-effective, flexible and straightforward; delivering the service you need, whatever your business. Reduce costs and transform your communications by investing in a scalable solution which leverages our expertise to help you rapidly get the results you deserve.





Why Claranet stand out

Heritage

Benefit from a partner with a heritage of delivering Networks for 20 plus years as well as several years of Unified Communications and voice solutions expertise, utilising leading connectivity and hosted technologies. A leading innovator and the first company to bring cloud-based services such as Hosted Exchange, Email and Web Security to the UK market.

Convergence

Partnering with leading industry experts BT & Broadsoft, our customers benefit directly from a £10 billion investment in BT's 21st century network (21CN). As well as Broadsofts market leading technology platform, owners of 40% of the global UC market share, used by over 10 million businesses users Worldwide. Enjoy all the benefits of Hosted Voice without any of the liability.

Compliance

Our hosted voice platform ensures you meet PCI DSS, MiFID II and FCA Compliance for financial services firms legally obliged to record calls in the event of investigation of illegal trading or fraudulent activity. In addition, you benefit from a supplier that's ISO 27001 and PCI DSS compliant.

Continuous business improvement

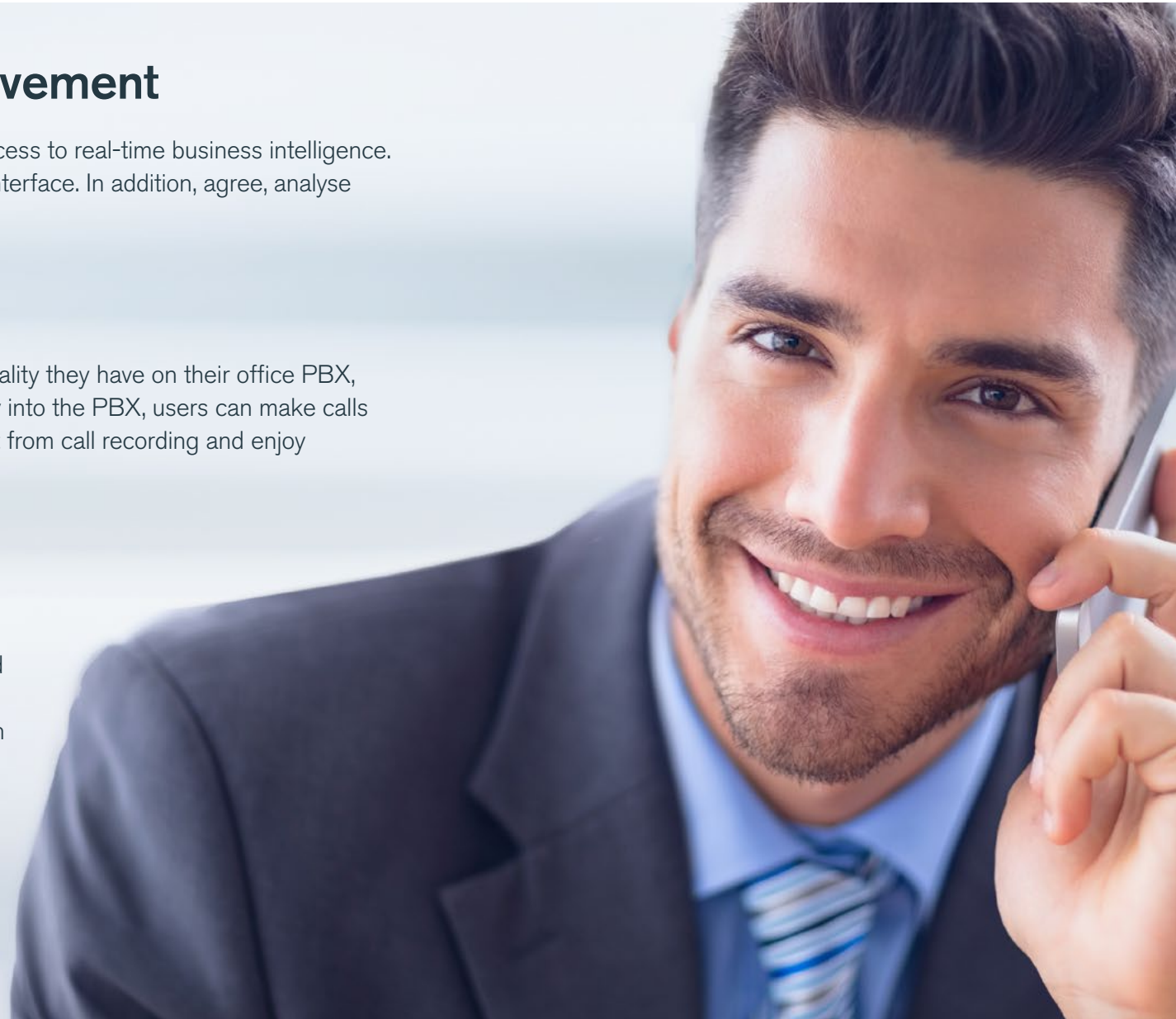
Ensure you make the right business decisions through access to real-time business intelligence. Make changes instantly anywhere through the business interface. In addition, agree, analyse and meet your communications KPI's.

Single device

Our customers have told us that they want all the functionality they have on their office PBX, wherever they are. By integrating their mobiles seamlessly into the PBX, users can make calls at zero cost, have access to company contact lists, benefit from call recording and enjoy the benefits of presence, voice and video conferencing.

Best of breed technology

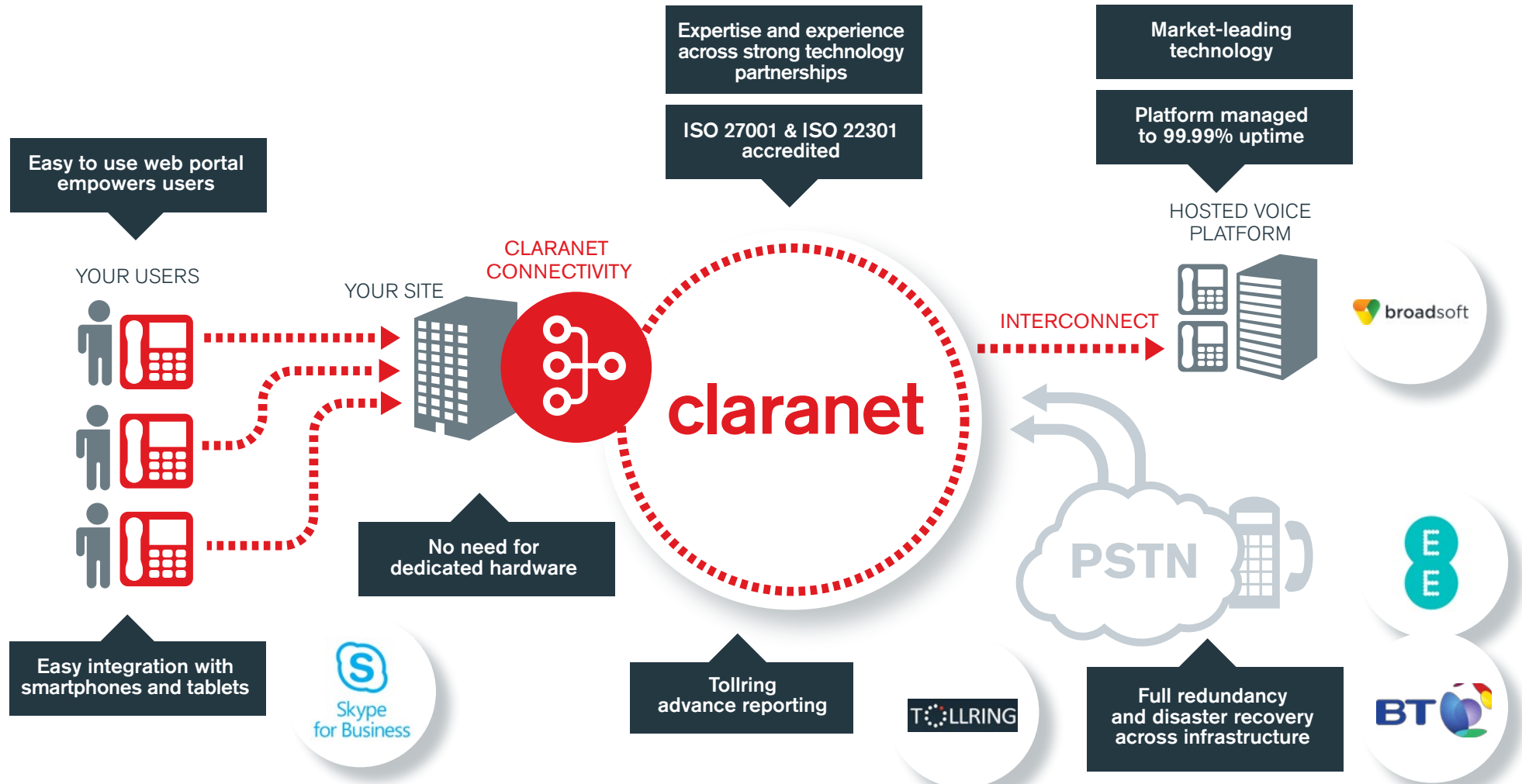
Reliable service delivery is very important to us and our customers. For many organisations, the move to Hosted Voice offers numerous benefits, but if executed incorrectly comes with a level of risk. Flaky infrastructure, bandwidth contention, jitter and dropping calls are an IT Manager's nightmare. By leveraging our relationship with BT, and ensuring solutions are delivered in line with best practice, Claranet enable you to enjoy all the benefits of Hosted Voice without the risk.



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Reduce costs for your business

Remove the need for separate voice connectivity and LAN infrastructure, with no line rental, no on premise hardware and up to 75% cheaper call tariffs - and that's not including free on-net calls between sites and users. Fully integrated features such as desktop sharing and video calling can also lower costs when you can skip some of those face-to-face meetings. Total cost of ownership is 30% less than traditional PBX phone systems. Win back 30 mins a day through instant collaboration and negate the need for expensive video conferencing solutions



Take control of an agile IP platform

Claranet has partnered with BT and Broadsoft to deliver this cloud-based IP voice platform. The platform has been designed for 99.99% availability with massive redundancy, including multi-site resilience and built-in disaster recovery planning. Embedded in the heart of the UK's biggest business network, the platform epitomises the benefits of cloud technology.



Integrated business continuity

When your PBX lives in the cloud and is built on highly available infrastructure across multiple, geo-redundant sites, it will always be available. Even if your office were to burn to the ground, through the use of our UC application, users can continue to make and receive calls from their PC as normal, or simply divert their own DDI to a mobile or another site.



The freedom to work anywhere

For many organisations, remote working can prove a headache, and equipping all members of staff with a company mobile can be prohibitively expensive. Now you can utilise your staff members' own devices by making it an integral part of the PBX solution. By downloading the mobile UC client to their Android or iPhone, they can benefit from free calls between them and the office, maximising fee earners time whilst enhancing your customers experience.



Administration just got **easier**

With Claranet's new simplified administration portals provided within the Hosted Voice service, tasks such as call redirects and hunt groups can easily and intuitively be managed in one place by your admin team and end users directly. This enables changes to be made exactly when and where you and your users need them, with no expensive maintenance charges.



Reduce overheads by converging

By consolidating voice and data over a single network you remove the requirement for investment in, and the management of, separate voice and data environments. CRM integration, Instant Messaging, presence and video calling are all highly-evolved convergence tools that can streamline your organisation whilst reducing or even removing the cost of calls between offices and staff.



Remove risk with excellent design

We ensure that jitter, latency and poor call quality are avoided so you can enjoy all of the benefits of Hosted Voice without any of the risk. By partnering with Claranet, you benefit from being able to scale costs to growth and source features through our portal on a user-by-user basis, gaining additional functionality instantly and protecting you from unnecessary overinvestment.

Your Business Portal

The beginning of the empowered user journey

Personal Business Portal

Your personal business portal is the web application through which your users have total control over their telephony experience and preferences. Within this panel, they are able to control how calls are delivered to them. For example, they can select inbound calling both to their desk phone and mobile or, alternatively, calls can be diverted to another number (e.g. their home phone or personal mobile). Within the portal, your users will have visibility of all the calls they have made, received and missed, and can generate reports showing the number of calls made or time spent on the phone in a graphic format.



Tollring enhanced call analytics Portal

Customers can now benefit from access to the Tollring enhanced call analytics Portal via a secure login. A fully browser-based multi-tenant call management solution delivering real-time analytics accessible from mobile devices. Businesses can monitor call metrics critical to their business by accessing real-time reports, 'click and drill' dashboards, wallboards via any Internet-facing device.

Administration Portal

Administrator access allows you to view and configure your service in real time. The administrator can configure either a portion, or the entirety, of your communications estate. They can also configure site- and user-level features, including whether or not certain users have configuration rights. For example, 'do not disturb' functionality can be disabled for certain users.

Your UC client

With bundled calls to local, national and mobile



Desktop UC application

The UC client is a sophisticated application which enables you to make and receive calls directly to and from your PC. You can also:

- ✓ See other users' Presence, exchange Instant Messages and hold video calls.
- ✓ Control your desk phone by clicking to call from the client and then using the handset to have the call with your USB or non-USB microphone headsets.
- ✓ Perfect when working from another desk, office, from home or on the road, the UC application integrates with Microsoft Outlook and the Hosted Voice corporate directory to allow you to dial a number from the client at the click of a button.

Mobile device UC application

Building on the desktop experience, you can also extend your Hosted Voice solution to your mobile device or tablet.

- ✓ This provides access to your corporate directory, presence and the ability to exchange Instant Messages on your mobile phone.
- ✓ Bluetooth integration means you can tether the application to your car or other device.
- ✓ Any calls made through the application back to other users on the platform will not incur a charge, and any calls beyond the platform (e.g. to customers) will be charged to the company, as if made from the phone system directly.

Standard user licences

Delivering a Hosted Voice solution suitable for any user, from making a phone call through to advanced CRM use

Functional

Designed for more infrequent phone users who don't require Voicemail or a surplus of features. Perfect for a reception, lobby or meeting room.

Features:

- **Authentication**
- **Basic call logs**
- **Call forwarding**
(always/busy/no answer/not reachable)
- **Call hold** (incl. flash)
- **Call park, call pickup**
- **Call return, call transfer**
(consultative and 3-way conference)
- **Call waiting**
- **Call line ID blocking/delivery**
(internal/external)
- **Calling name retrieval**
- **Client call control**
- **Intercept user**
- **Last number re-dial**
- **Personal contacts**
- **Phone services**
- **3-way call**
- **Video calling**

Fixed

Perfect for people that mainly work from a single fixed location with occasional home working. Voicemail and call forwarding features ensure zero missed calls.

All Functional features plus:

- **Alternate numbers**
- **Answer confirmation**
- **Anonymous call rejection**
- **Automatic call-back**
- **Call barge-in exempt**
- **Call director**
- **Call forward selective**
- **Call notify**
- **Directed call pickup with barge-in**
- **Distinctive and priority ringing**
- **Do not disturb**
- **Hot-desking host**
- **Push to talk**
- **Remote office**
- **Selective call acceptance/rejection**
- **Sequential and simultaneous ringing**
- **Speed dialling**
- **Voice messaging** (incl. voice portal calling)
- **Shared call appearance**

Mobile

Perfect for mobile users working from multiple locations. Our mobile application enables them to use a single number across all of their devices. Also includes hot-desking functionality.

All Fixed features plus:

- **Hot-desking guest**
- **Office UC for smartphone**



Bolt-on services

Purchased in addition to standard licences for advanced functionality

	Description	Functional	Fixed	Mobiles
Office UC	Make and receive voice and video calls on desktop using your unique line extension via softphone, as either a primary or shared secondary device. Now with Instant Messaging (IM) and presence on a desktop with basic feature and contact management		✓	✓
Office UC Team	Use the same features as the UC Business licence, but with the added team-based features of desktop sharing, web collaboration and 8-way audio conferencing		✓	✓
Busy Lamp Field	Receptionist users can monitor user status through illuminated lights on optional expansion module hardware attached to their IP phones		✓	✓
Reception Console SMB	Desktop-based receptionist software lets you monitor up to 30 users at any time, and easily transfer calls	✓	✓	✓
Reception Console Enterprise	For larger organisations, this provides the same features as the SMB licence – but now you can actively monitor 200 users at a time	✓	✓	✓
CRM Light	Control your deskphone from your PC with integration into Outlook and Notes	✓	✓	✓
CRM Connect	Integrate a range of call control features into compatible CRM systems, such as automatic screen appearance of customer files on inbound calls, call control for desktop, and click-to-dial from CRM files	✓	✓	✓

Feature-rich and flexible Hosted Voice solutions **tailored for you**



ACD and Tollring Call Analytics

Automatic Call Distribution and Tollring features

Auto-Attendant (additional)

When a single Auto-Attendant level isn't enough, you can add an additional level and benefit from an automated receptionist to answer calls, provide a personalised message, and route options to specific departments, extensions or an operator.

Call Centre ACD (Automatic Call Distribution)

Use a number of additional advanced features including call queuing, hold music, comfort announcements, call overflow to alternate destinations, re-direction of calls outside business hours, and uniform call distribution. Receive incoming calls on a single phone number and distribute to a group of users. Generate end-of-day usage reports and send via email for detailed monitoring. Also included is a Plus Pack that allows enhanced call forwarding functionality including busy, always and selective options, alternate number re-routing, do not disturb and accept/reject selective calling.

Tollring enhanced Call Analytics Portal

Customers can now benefit from access to the Tollring enhanced call analytics Portal via a secure login. A fully browser-based multi-tenant call management solution delivering real-time analytics accessible from mobile devices. Businesses can monitor call metrics critical to their business by accessing real-time reports, 'click and drill' dashboards, wallboards, unreturned missed call list via any Internet-facing device.



Site licences

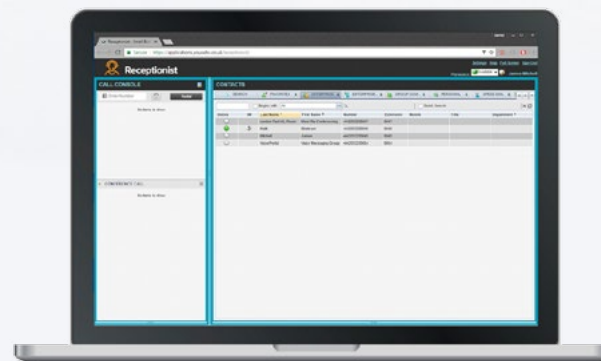
Powerful features with Hosted Voice for each of your sites

Inclusive features:

- Account codes
- Authorisation codes
- Auto-attendants
- Call capacity management
- Call director, call logging
- Call park, call pick up
- Group paging
- Calling plans
- Company contracts
- Series completion
- Time schedule
- Configurable extension dialling
- Configurable feature access codes
- Device management
- Group calling line ID
- Group contacts
- Holiday schedule
- Hunt group
- Music on hold
- Phone services
- Group intercept
- Voice portal

Reception console options:

- Call management features
- Line monitoring
- Camp on with recall (directed hold)
- Directed call pickup
- Voicemail transfer, call barge-in (operator intrusion on busy lines)
- Group call park (initiate line hunting on incoming calls to groups)
- Day/night mode, messaging (send emails from desktop)
- Call history
- Call statistics (average hold time and transfer count)
- Multiple directory support
- Speed dials (a list of up to 100)
- Contact directory filtering
- IM Presence



Handsets options

Mix and match high-quality, robust and easy-to-use handsets



Polycom VVX301 **£105.95 per unit**

- PoE capable
- 6 lines, HD voice
- 2 port Ethernet switch



Yealink T42 **£90.00 per unit**

- PoE capable
- HD voice



Polycom VVX411 **£155.95 per unit**

- PoE capable
- 12 lines
- HD voice
- Colour screen,
- 2 port Ethernet switch



Yealink T46G **£150.00 per unit**

- PoE capable
- HD voice
- Colour screen
- 2 port Ethernet switch



Polycom VVX601 **£205.95 per unit**

- PoE capable
- HD voice
- 12 lines
- Touchscreen
- 2 port Ethernet switch



Yealink T48G **£200.00 per unit**

- PoE capable
- HD voice
- Touchscreen
- 2 port Ethernet switch



Yealink CP860 **£380 per unit**

- PoE capable
- Medium room size
- HD voice
- Remote mics



Yealink W52P DECT phone **£80.00 per unit**

- PoE capable
- Colour screen

How we work **with you**



Consult

We start with understanding your business and objectives and combine our deep technical knowledge to create the right service.



Design

Our experts can advise you on our Hosted Voice service options and tailor a package that meets your needs.



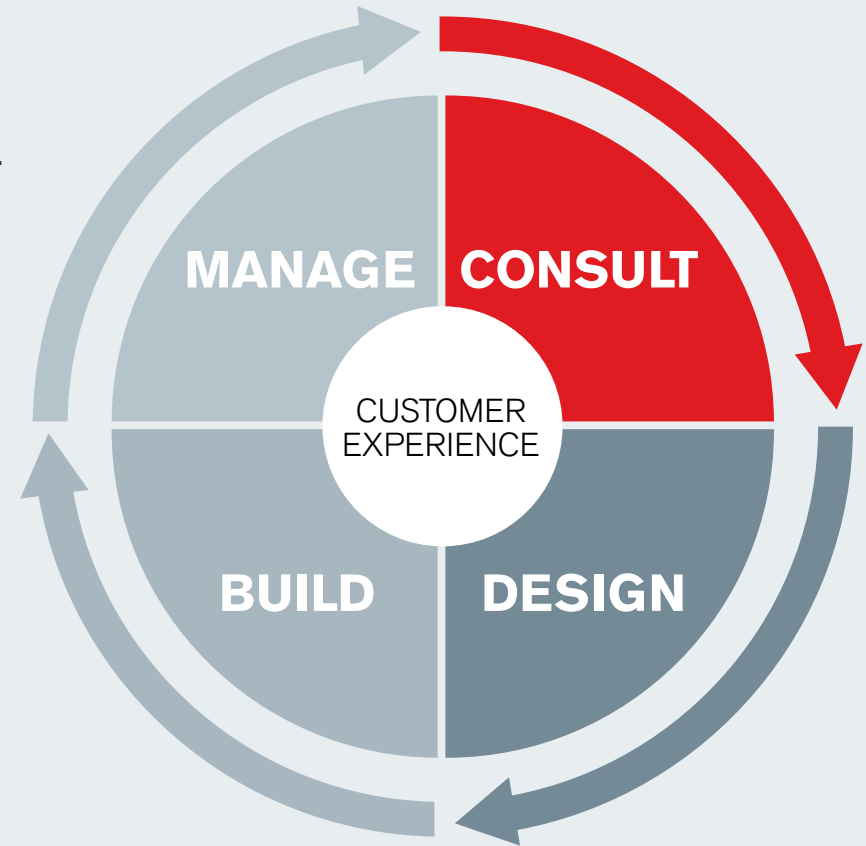
Build

Working with us removes the stress of project managing and installing your Hosted Voice solution. A one stop shop and expert partner that will manage, migrate, install, train and support you and your end users.



Manage

We provide ongoing 24x7 support, and monitoring, whilst you retain control of your day to day administration.





Get ready to do **amazing things** with Claranet

Providing a complete telephone system, incorporating physical telephone handsets, soft phones and easy integration with smartphones and tablets. With no need to install dedicated hardware, our cost-effective, flexible and straightforward IP telephony offering delivers the service you need, whatever your business.

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