# claranet battle card

## Why choose Claranet Hosted Voice?

# 1 / Introduction

### Open the conversation

"As an existing connectivity customer of ours, I wanted to get some time with you to understand how our new Hosted Voice platform – that would fit seamlessly on top of your current connectivity – could help you."

"A lot of customers are looking to change how they handle communications, and what we're finding, surprisingly, is they can refresh their technology and gain a broad set of business benefits, as well as gain a cost neutral refresh or cost reduction."

### Ask the right questions

- **What are your plans around telephony over the next 6 months?**
- **How many phone systems do you have? Do you have plans to update them?**
- **What would you like to improve? What do people complain about?**
- **How much do you spend on communications (calls, lines, and maintenance) each month?**
- **How easy is it for you to make changes to your system?**
- **Can you easily incorporate remote workers? What CRM system do you use? Do you use presence?**
- **Is it easy for your customers to get to the right person first time?**

# 2 / Pitch the solution

"Our Hosted Voice platform gives you all the features of an enterprise grade PBX, delivered from a highly resilient **hosted infrastructure** with a single, predictable monthly cost. We provide a range of IP handsets and desktop UC applications as standard as well as the option to integrate your mobiles and tablets."

# 3 / Your top 10 reasons

1. **Never miss a call** = customers can take more business
2. **Flexibility to work anywhere** = increased user productivity
3. **Stay in control** = self-service portal for end users/administrators
4. **Pay for what you use** = focus more capex on running the business
5. **Built-in Disaster Recovery** = stay open for business
6. **Easy to use and manage** = minimise staff training
7. **Packed full of business features** = improving business performance
8. **One solution spans all locations and users** = gain economies of scale utilising all resources
9. **Easy office moves** = no PBX to move, and it's easy to take company numbers with you
10. **Peace of mind** = we managed the service - you run the business!

## claranet
hosting | applications | networks

**helping our customers do amazing things**

# 4 / Their ROI

- Remove all ISDN and most PSTN costs
- Save up to 80% on calls
- Remove power and cooling costs
- Remove maintenance charges
- A cost-neutral or cost-saving exercise result
- Wallboards offer full visibility of inbound call activity

- Agile system shaped around your business turns telephony into an asset
- Enable remote Working: less office space and access to better talent
- Inbuilt DR – your customers wouldn't know if you have a problem

# 5 / Know our pricing

Functional User is perfect for meeting rooms or people who just need a phone.
No voicemail or UC client provided. £6 plus a handset charge.
Fixed User UC is a feature-rich solution including Desktop Office UC. £9.
Fixed User Bundle is as above with 500 monthly Local, National and Mobile minutes included. £10.
Mobile User Bundle is as above plus the Mobile UC Client, enabling you to extend the features of your desktop to your company or personal mobile. Free calls back to HQ, presence and central directory all available via mobile. £12.

# 6 / Know your enemy

| Features | On-premise voice | Our Hosted Voice |
|---|---|---|
| Annual maintenance charges | Yes | No |
| Expensive ISDN line rental costs | Yes | No |
| PBX power and cooling costs | Yes | No |
| Call costs between sites | Yes | No |
| High travel costs between offices | Yes | No |
| Free bundled calls | No | Yes |
| Mobile integration allows £0 cost calls | No… Well, not easily | Yes |
| Easier budgeting for growth | No | Yes |
| Remove peaks in investment | No | Yes |
| Simple, secure remote working | No | Yes |

claranet
hosting | applications | networks

helping our customers
do amazing things