

Data Sheet



Managed IP Voice Telephony

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Managed IP Telephony Features:

- Dial Tone, Carrier Grade Voice Telephony Service
- Integrated Services Router Hardware for Multi-Service Business Communications
- Scaleable & Flexible Voice Services
- Feature Rich Voice Solution
- Shared or Fully Managed & Maintained Service Delivery
- Next generation IP Business Applications Integration
- Wide Choice of Handsets, Voice Mail & Call Routing Services
- Location Free Hot Desking Services (Service Choice Dependant)
- ISO 9001 & ITIL Quality Accredited Service Delivery
- Can be delivered over IP-VPN, LAN / WAN, ASDL, ISDN & PSTN links
- Unified Messaging (Exchange 2007) Options
- Multimedia Conferencing Options
- Collaborative Contact Centre Options

IP based telephony services go way beyond the capabilities of traditional PBX systems to provide a rich and productivity enhancing range of communications services that deliver significant day-to-day operational improvements for the organisation.

IP Voice allows you to integrate and consolidate your separate voice and data communications services into one common network infrastructure. Converging your communications services presents the organisation with an ideal opportunity to gain improved ROI from its business communications investments.

Providing all the features of traditional PBX voice services, IP Voice Telephony goes on to deliver a wide range of tangible business productivity improvements including Unified Messaging services; which delivers, stores and manages all voice, fax, video and email services through your familiar Exchange/Outlook email client. You can also access all your communications services through your Inbox remotely or over the Internet, simply and efficiently.

For organisations looking to improve sales and service delivery our IP Voice services can also integrate into many CRM, Web and Database driven business applications, allowing you to deliver enhanced levels of sales and service support by integrating your communications services directly into your business applications.

Managed IP Telephony services are ideal for organisations wanting to connect multiple sites or are looking to consolidate or centralise their voice and reception call management services.

With Managed IP Voice your equipment is located at your site leaving you with overall management and control of your voice services. Knowledge provides you with the IP solution design, hardware and the necessary commissioning services together with the correct level of support your organisation needs to ensure it gets the utmost from its IP Telephony investment. Service and Quality come as standard with ITIL accredited service managers and ISO 9001 quality management processes for absolute service confidence.



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