



ENTERPRISE

HOSTED COLLABORATION
CLIENT UPDATE





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...FOR EVERYONE

Customisable, affordable business and mobile collaboration without compromise

Bring all of your collaboration and communications services under a single, secure, and highly scalable hosted platform without the on-premise costs or complexity.

Built and operated on Cisco infrastructure, Enterprise Hosted Collaboration (EHC) creates environments where decision-making is faster, people work better together, and customer satisfaction is higher.

Designed to work the way you want, you can combine **voice, instant messaging, presence, unified messaging, video, WebEx, Spark*, and even contact centre** for unlimited collaboration from anywhere on any device.

Based on a per-user subscriber model, you can add users at your pace with no long lead times and no surcharges.

Our pricing is transparent, so your budgeting is simple and predictable. There's minimal capital investment needed and none of the deployment and management complexity of traditional on premise solutions - meaning less pain, fewer service calls, no maintenance, and no more upgrades.

Security, reliability and quality always matter. That's why our service operates across our own end-to-end infrastructure, guaranteeing consistent quality, security and reliability standards at all times.

EHC is accessed via a single, yet powerful online portal, making day-to-day management simple and extremely efficient.



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BENEFITS

Cut the costs of your collaboration

Predictable, low monthly per user budgeting replaces the high capital investment costs of deploying traditional systems. Being fully hosted, there's no ongoing maintenance and support charges either. You can say goodbye to ISDN line rental charges too. Delivered using the latest connectivity, your communications now harness the power and reach of the cloud.

Quality assured communications

Our nationwide, end-to-end MPLS network provides quality-enabled PSTN and IP services across secure and reliable connections for all your communications and collaboration requirements. If it's on our network, it's guaranteed.

Deploy communications wherever you are, whenever you want

Unlike on-premise solutions, you are not limited by geography or site-based deployments. Having a seamless and consistent experience across all devices your people use, wherever they are, keeping productivity high.

Limitless collaboration

With a full suite of communications and collaboration services, you have the freedom and flexibility to choose the tools that work best for you, whatever your situation - so you can stay as productive and effective as ever.

Built-in business continuity

Built upon Cisco infrastructure, operating in our highly secure and redundant data centres, you can be confident that you are getting a world-class service with the latest leading products across a highly resilient network.

Scale at your own pace

Our service is very flexible too, letting you rapidly scale to match the needs of your business as they evolve. You can extend features and services on an individual basis, only paying for what you use when you need it.

Centralised control

All administrative and management tasks are centralised on our web-based portal, so you can perform tasks once and know that the result will be business-wide. Users also control their own settings via a Web browser, removing the need for additional applications.





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DEVELOPED FOR

Businesses with mobile and flexible staff

Calls go to where you are, not where your desk-phone is. You choose where your call is answered, on your phone, mobile, or soft-client. With a range of messaging options, you will never miss calls or opportunities. Voicemail, call-routing and call recording all compliment today's varied communication needs.

Removing unnecessary time and travel costs

Some meetings you have to attend in person, but for many gatherings, the time and travel costs can often outweigh the advantages of getting together. Hosted communications helps communities work together more effectively however remote they are, enabling faster decision-making, saving lost productivity travelling, and cutting travel costs.

Multi-location and multi-branch companies

As a cloud-based service, adding and supporting multiple offices and locations is easy, convenient and economic. Directories, dial-plans, and services are unified. Internal calls between all registered users are free.

More effective customer service and care

Improve customer services and caller experiences with centralised in-queue messaging, hunt groups, intelligent routing, moving and holding of calls to any location or user.

Businesses with limited in-house communications or IT resources

Capital investment is low and there is no need for costly in-house expertise, spares or maintenance. Monthly per user pricing keeps budgeting easy, transparent and manageable.

Organisations that need reliability and continuity in their communications

Rapidly move inbound and outbound calls between primary and backup locations (even to mobiles) without loss of functionality, keeping your communications robust and effective.

Managing and monitoring your calls instantly

Call recording is available to all. This means that disputes are minimised, key information can be recalled and even downloaded for later playback. This greatly helps reduce errors and can even be used for training purposes.





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PACKAGES

		Most Popular	
BASE	SOLO hardphone	SOLO softphone	DUO
1 Device	1 Device	1 Device	10 Devices
Voice/Call Control Unified Messaging No Extn. Mobility	Voice/Call Control DDI Number Videophone support Unified Messaging IM & Presence User Management Interface Call Recording	Voice/Call Control DDI Number Native Video Unified Messaging IM & Presence Jabber (Softphone, smartphone and/or tablet) Remote Worker User Management Interface Call Recording	Voice/Call Control DDI Number Native Video Unified Messaging IM & Presence Jabber (Softphone, smartphone and/or tablet) Desktopne Remote Worker User Management Interface Call Recording WebEx & Spark Ready

All options include one DDI number.
Minimum 10 users.
One-off set-up fee of £150.00.





WITH WEBEX

Get more from your web and online meetings

Cisco WebEx makes online meetings more productive. With this people-centric solution, team members can share information and meet visually using an integrated meeting platform that **combines collaboration and communication tools and tasks**. WebEx makes it easy for people to attend meetings at anytime, from anywhere, even on mobile devices.

High quality, 'anywhere' collaboration

Wherever your team members are, they can remain productive with **integrated audio, high-definition (HD) video, and real-time content sharing**. Simplify the entire meeting process with personalised online meeting spaces.

Enrich your meeting experience

Manage the meeting process before and after the meeting. Use centralised, highly secure meeting spaces where tasks, documents, and recordings can be stored, accessed, tracked, updated, and shared.

Smarter meetings that save time and money

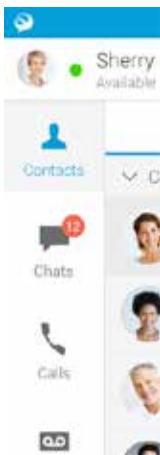
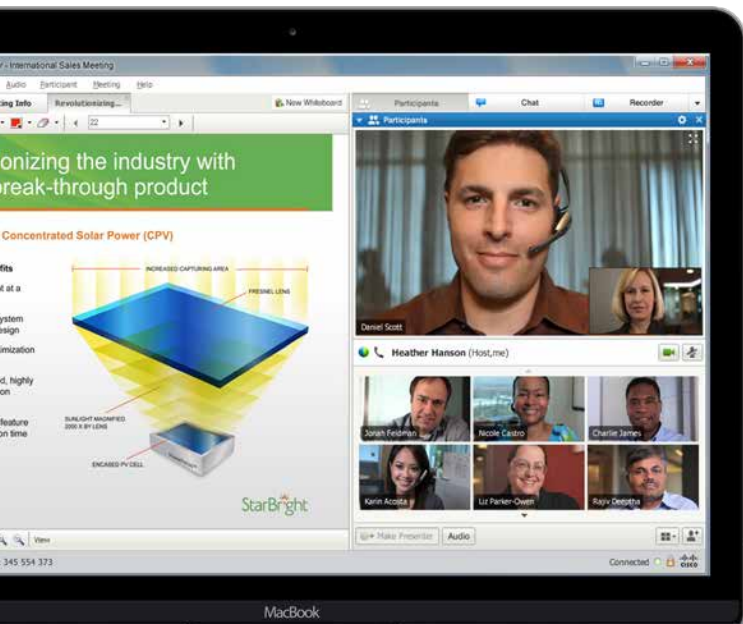
Web meetings with integrated audio and HD video create a face-to-face experience for remote and virtual teams, removing the need for travel, delays and additional costs.

Attend more meetings on the move

WebEx enables meetings on iPhone, iPad, Android, and other wireless, 3G or 4G devices. Get integrated voice, video, and data. With tools for easy remote access to online meeting spaces.

Focused on the speaker and the content

View crisp and clear HD video of the Active Speaker with voice-activated switching. Include participants using mobile devices.



Included with:
DUO &
SOLO SOFTPHONE



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Included with:
Solo Softphone
& Duo



WITH JABBER

Collaborate anytime, anywhere

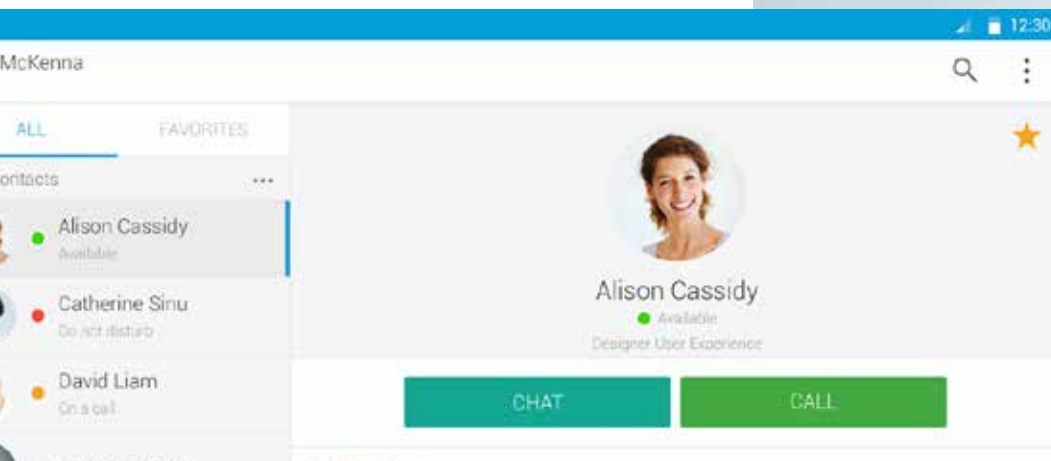
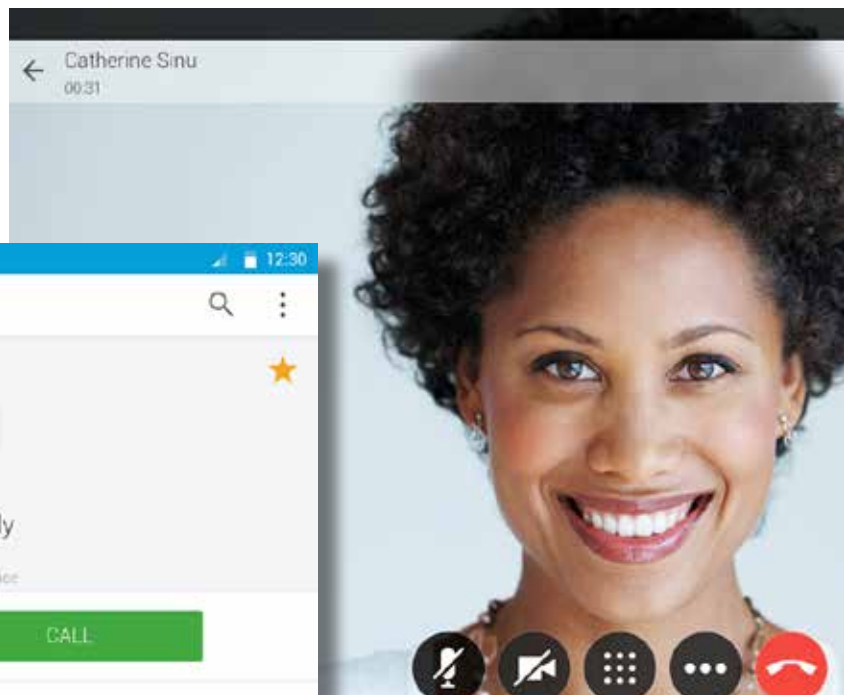
Streamline communications and enhance productivity by integrating **presence**; **instant messaging (IM)**; **desktop sharing**; and **audio, video, and web conferencing** into a single client for your laptop, desktop, smartphone or tablet.

Drive performance and decision-making

Cisco Jabber helps you communicate and work with colleagues, partners, and customers more quickly and securely through Cisco Unified Communications. Built on open standards for interoperability and integrated with commonly used business applications, Cisco Jabber can help you:

- Collaborate with individuals and groups across multiple locations, instantly
- Cut time, travel and environmental costs

- Communicate in real-time through the most appropriate channel
- Schedule and launch meetings directly from the Jabber client, wherever you are
- Share ideas and make faster, more informed decisions without delay
- Minimise IT investment, maximise productive impact
- Stay contactable and productive - even when you can't make it to the office



simplifying the complicated



WITH CONTACT CENTRE

Amplify your customer experiences

Cisco Unified Contact Centre Express (Unified CCX) is a powerful, highly secure, available, virtual, and sophisticated customer contact solution for up to 400 agents. This integrated, comprehensive, contact centre solution is intended for both formal and informal contact centres.

Features and capabilities

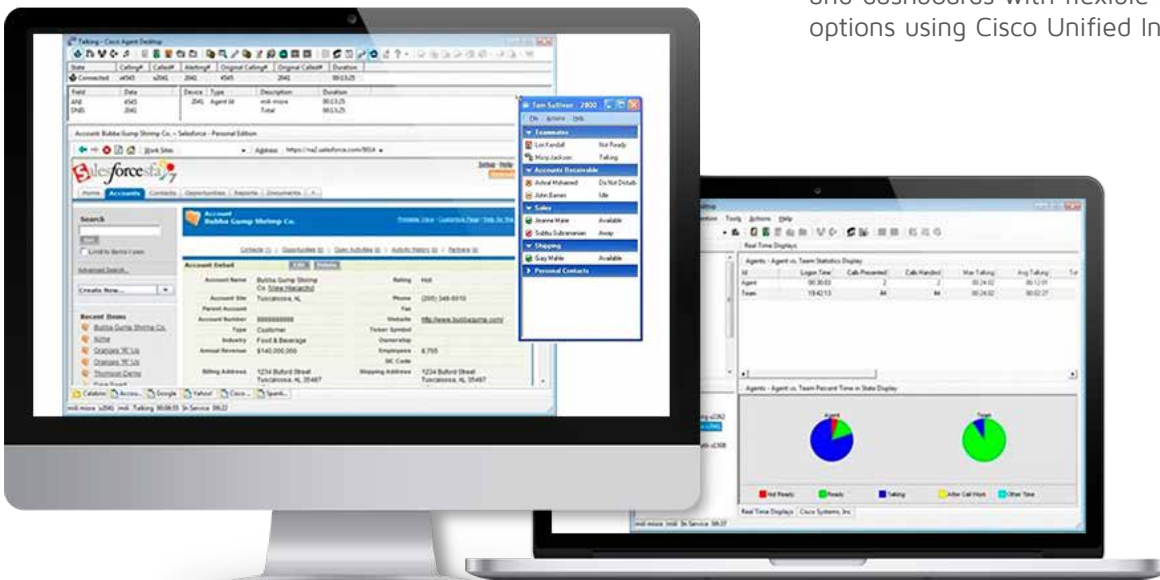
Unified CCX offers call routing and comprehensive contact management capabilities. It includes embedded reporting, that offers a complete view of your contact centre statistics at a glance.

Unified CCX provides customer segmentation with state-of-the-art, built-in, interactive voice response

capability, and proactive customer service for a superior customer experience with integrated, outbound, call management capabilities. Multichannel capabilities include management of voice, email, web chat, and social media inquiries.

Cisco Unified CCX in a nutshell:

- Sophisticated call routing and comprehensive contact management capabilities
- E-mail, Web Chat and social media integration
- Automatic call distributor features, including conditional routing, call-in-queue, and expected-wait-time messages
- Workforce optimisation, including workforce management and quality management
- Next-generation historical and real-time reports and dashboards with flexible presentation options using Cisco Unified Intelligence Centre



COMING SOON



WITH SPARK*

Bring your teams together

Designed to be used in and out of the workplace, Spark is the new way to collaborate with people, making it easier for teams to connect, communicate and collaborate using the cloud. Through virtual meeting rooms, Spark can be accessed from anywhere using IP handsets, video conferencing systems, Windows and Mac desktops, tablets and smartphones.

It's a ...messaging app

Set up spaces for your projects and teams. Join the conversation and communicate with individuals or groups from any device, anywhere.

It's a ...meeting room

Start a video call with anyone instantly, even invite additional people too. Or schedule ahead with a Webex meeting. Bring your team into a conference room, see and speak with them and share your content.

It's a ...business phone

Make HD voice and video calls using Cisco IP Phones. On the move? No problem. Answer and make calls using the Spark app on your mobile device or tablet.

It's ...simplicity itself

Everything about Cisco Spark is simple. From setup - which takes just a few minutes - to which device you want to use it on. Spark supports Windows, Mac, iPhone, iPad, Android, and Web.

*Available Q1 2017



simplifying the complicated



IP HANDSETS

Have a more meaningful conversation

With an extensive range of IP handsets to choose from, Cisco IP phones offer user-friendly, full-featured IP endpoints to meet the needs of every type of user and budget.

Designed to deliver new modes of collaboration, there are handsets to suit every setting. Experience integrated HD voice, video, web conferencing, USB peripherals and Bluetooth connectivity.

The solution also supports older SIP and SCCP compliant handsets, so if you already have existing Cisco IP phone estate, these can be used with the platform, helping you get the most from your investment.

Handsets supported:

Single and multi-line IP phones

These support a range of communication needs, from low-use to the most active-use environments

Basic to full-featured IP phones

Whatever your feature or function preferences, sipsynergy can help you choose the most appropriate handset for your company needs.

HD video communications (select models)

Introduce video calling to help reduce travel costs, enhance distributed team working and speed of decision-making.



Image shown features the Cisco CP-8861 IP Phone with Cisco 8800 Series Key Extension Module

A maximum of two Key Extension Modules can be used with a single handset.



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SMART PORTAL

Simple, centralised and fast control

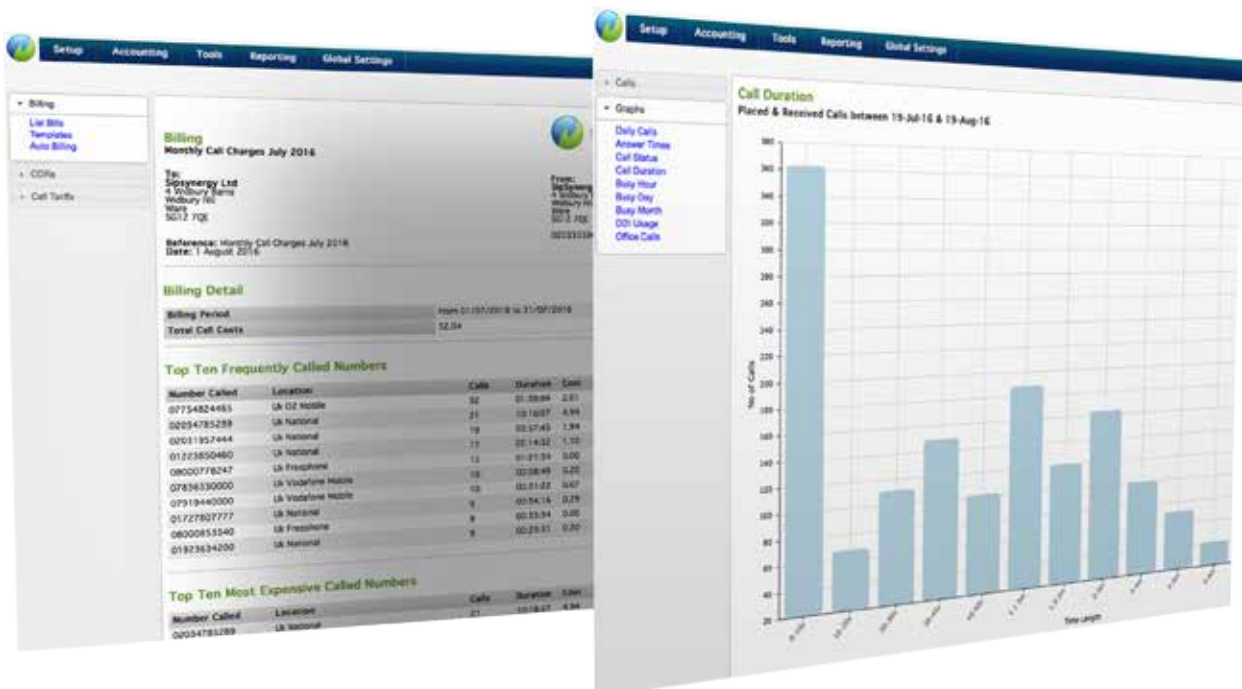
Managing communication systems is notoriously frustrating. That's why we created our Gateway Portal - a single point of control that makes the whole process simpler and faster for you.

You control and manage all of your customers from a single interface. Add new users, configure voicemail, set forwarding rules, manage recordings, even add a range of DDI's - It's easy, accessible and very intuitive.

Unified reporting for customers

Creating informative reports is pain-free too. You can analyse calling patterns in multiple ways, ensuring you are deploying your resources effectively whilst keeping a keen eye on your costs.

The Unified Reporting interface helps you generate effective call and usage reports that add real business value with informed insights, data and ongoing guidance.





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