

# HOSTED PBX

ENHANCED TEAM PRODUCTIVITY WITH  
REDUCED COST AND COMPLEXITY



*Hosted PBX* and SIP voice services are now the de-facto standard for voice infrastructure and services, providing a simple alternative to today's complex networks of on-site PBX devices. They deliver guaranteed cost savings, advanced communication and collaboration features to enable team productivity and the flexibility to rapidly scale as your business expands with no capital commitment.

## WHY HOSTED PBX

Most organisations operate traditional PBX systems to deliver voice services across their organisation. These systems are typically complex and maintenance intensive, requiring support from specialist in-house or external support teams.

Many organisations operating legacy PBX systems running on ISDN and PSTN connections result in expensive voice services that are economically inflexible. They lack the functionality to support the demands of their workforce, particularly in the areas of remote working, collaboration and customer relationship management.

NTT Communications ICT Solutions (NTT ICT) *Hosted PBX* is a cloud-based service that solves many of the traditional voice and PBX challenges.

With *Hosted PBX*, you can transform disparate systems and networks to a single converged platform for all your voice, collaboration and Instant Messaging (IM). It gives you the scalability, flexibility and control of advanced communications at a predictable monthly charge.

## IS HOSTED PBX RIGHT FOR YOU?

1. Our PBX is end of life or our contract is coming up for renewal.
2. Our IT team is under pressure to find cost saving opportunities.
3. Changes to the voice system are slow because our voice network is complex.
4. Our workforce is changing in numbers and locations and we need flexibility.
5. Our workers are distributed across office, home and mobile locations and need collaboration tools.
6. We had a telephony failure and we need a disaster recovery plan.
7. We have an in-house call centre and require better call management tools and reporting.
8. We can't record calls so we are not meeting our compliance obligations.

HIGH DEFINITION VOICE SERVICES,  
ADVANCED UNIFIED COMMUNICATIONS  
AND COLLABORATION FEATURES WITH GUARANTEED COST  
SAVINGS AND A SIMPLIFIED VOICE INFRASTRUCTURE

## BENEFITS OF NTT ICT HOSTED PBX



### COST SAVINGS

Calls and lines cost are 30% to 50% less than similar SIP-based voice service provided by the traditional Australian Telcos. Free on-net calling can be facilitated for NTT ICT WAN users. There are **\$0 in up-front costs** and you pay for what you use – per user, per sec, handset on a monthly basis.



### REDUCED COMPLEXITY

*Hosted PBX* can be **setup within days** across all branch sites and consolidated to a single virtual PBX. **No technical resource is required** to implement and maintain the IP PBX. Feature and security software updates are undertaken as part of the service.



### SELF-SERVICE

A **self-service portal** is provided that lets you configure and manage users when you need to make changes. The portal simplifies management reporting with a **single view** of all inbound and outbound call activities including all costs.



### ENHANCED RELIABILITY

*Hosted PBX* is built with **N+N resiliency** with no single point of failure. Redirect calls quickly in case of network or site failures. Diverse NTT ICT WAN links can be implemented for high availability



### IMPROVED PRODUCTIVITY

**Remote working, Instant Messaging and collaboration tools** help your team work together even when they are distributed across multiple offices or travelling away from their office thus increased productivity.

## HOW HOSTED PBX WORKS

<p><b>DESIGN YOUR VOICE NETWORK</b></p>	<ul style="list-style-type: none"> <li>• Calculate the number of license types and handset types from the different packages below and identify number ranges and associated features for all users; or</li> <li>• Work with an NTT ICT solutions architect to identify the right licence types and quantities based on your business objectives</li> </ul>
<p><b>CONNECT TO THE NTT ICT VOICE NETWORK</b></p>	<ul style="list-style-type: none"> <li>• Connect your NTT ICT WAN to the NTT ICT voice network with sufficient capacity to support your users - we recommend 100kps per user for high definition (HD) voice and 500 kbps symmetrical (H.264 VGA resolution 640 x 480 pixels at 15 fps) or 2500 kbps symmetrical (H.264 VGA resolution 1920 x 1080 pixels at 30 fps) for video</li> <li>• Enable your LAN to connect to NTT ICT Voice network</li> </ul>
<p><b>ARRANGE FOR NUMBER PORTING</b></p>	<ul style="list-style-type: none"> <li>• Retain your existing numbers and/or request new numbers. Tell us when you want to move your numbers and we will arrange the number porting with minimum disruption to services</li> <li>• Cancel any existing services that you are replacing</li> </ul>
<p><b>MAKE NATIONAL AND INTERNATIONAL CALLS</b></p>	<ul style="list-style-type: none"> <li>• Calls are routed through the NTT ICT and our partner's network across Australia and around the world on highly available, diverse and redundant networks</li> </ul>
<p><b>GET SERVICE AND SUPPORT</b></p>	<ul style="list-style-type: none"> <li>• Choose from online service portals, the 24x365 service desk, or talk to a named account manager or service delivery manager if you have an issue or need technical or billing support.</li> </ul>
<p><b>ENJOY THE SAVINGS AND THE FLEXIBILITY</b></p>	<ul style="list-style-type: none"> <li>• Start seeing savings from your first invoice</li> <li>• Scale your SIP services to meet your growth requirements easily</li> </ul>

**HOSTED PBX CAN BE SETUP WITHIN DAYS  
ACROSS ALL BRANCH SITES  
AND CONSOLIDATED TO A SINGLE VIRTUAL PBX**

# HOSTED PBX AND SIP VOICE SERVICES ARE NOW THE DE-FACTO STANDARD FOR VOICE INFRASTRUCTURE AND SERVICES

## FEATURES OF NTT ICT HOSTED PBX



**Telephony**  
**Tailored to meet your communication needs**

- Broad selection of handsets and conferencing devices delivering HD voice, video and content via a simple and intuitive user interface
- Receptionist Console to enable advanced front desk receptionist functionality to manage inbound calls



**Instant Messaging & Presence**  
**Secure communication service that connects people in real-time**

- Chat, buddy lists, user status and telephony integration
- Collaboration tools to facilitate rapid information exchange and real-time decision making



**Mobility**  
**Seamless integration between devices anywhere, anytime**

- Easy access to instant messaging, group chat, presence, voice and video calling from mobile, tablet and desktop platforms via a single user interface called UC-One
- Portable phone features number anywhere - answer your desk phone from your mobile phone and vice versa
- Compatibility with iOS and Android systems



**Call Centre**  
**Efficient management of customer calls for a range of call centres**

- Comprehensive solution with the functionalities required for a broad range of call centres
- Hosted call centre solution run from our secure data centres, operating seamlessly across multiple sites via a simple desktop application
- Call recording capability allows you to meet your compliance requirements and manage call centre agent performance

## FLEXIBLE PACKAGES TO MEET VARYING USER REQUIREMENTS

<b>Basic User</b>	Entry telephony						<ul style="list-style-type: none"> <li>✓ Call waiting</li> <li>✓ Calling line ID delivery blocking</li> <li>✓ Calling number delivery</li> </ul>
<b>Standard</b>	Entry telephony	Standard telephony					<b>All Basic User features +</b> <ul style="list-style-type: none"> <li>✓ Call forwarding</li> <li>✓ Call transfer</li> <li>✓ Three-way conference</li> <li>✓ Hunt groups</li> </ul>
<b>Premium</b>	Entry telephony	Standard telephony	Premium telephony	Mobility	IM & Presence (optional)		<b>All Standard User features +</b> <ul style="list-style-type: none"> <li>✓ Hot desking</li> <li>✓ Music on hold</li> <li>✓ Premium mobility</li> <li>✓ Simultaneous ring</li> <li>✓ Selective call forwarding</li> </ul>
<b>Premium UC One</b>	Entry telephony	Standard telephony	Premium telephony	Mobility	IM & Presence	Any supported device	<b>All Premium User features +</b> <ul style="list-style-type: none"> <li>✓ Contact integration</li> <li>✓ Voice and video</li> <li>✓ File-sharing</li> <li>✓ Click-to-call</li> <li>✓ IM</li> </ul>

# WITH HOSTED PBX, YOU CAN TRANSFORM DISPARATE SYSTEMS AND NETWORKS TO A SINGLE CONVERGED PLATFORM FOR ALL YOUR VOICE, COLLABORATION AND INSTANT MESSAGING (IM)



## GLOBAL LEADER

NTT Com has been positioned as a Leader in IDC's Marketscape: Worldwide UCaaS Service Provider 2015 Vendor Assessment and named a Champion in the Frost Industry Quotient – Asia Pacific Hosted Telephony and Unified Communications Service Providers for 2014-2016.



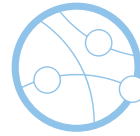
## TECHNOLOGY PARTNERSHIPS

Our solutions are built on a combination of traditional industry heavyweights as well as best of new technology start-ups.



## LOCAL SUPPORT

Services are backed by an in-country 24x7 service desk, engineering and architectural team. Customers have access to a named account manager and service delivery manager.



## NETWORK INNOVATION

As one of the pioneers in SD-WAN technology in Australia, our domestic network gives you increased reliability, lower latency and better security.

## WHO IS NTT ICT

NTT Communications ICT Solutions (NTT ICT) provides network, infrastructure, security, cloud and managed services to Australian companies who care about quality. Our team of local experts and engineers help companies decide which solution will best suit their business and deliver bespoke tools and services to make it easier for them to operate and innovate. We help companies expand into Asia and globally, leverage their legacy IT and transform into next generation solutions and reduce complexity and risk.

NTT Communications provides consultancy, architecture, security and cloud services to optimise the information and communications technology (ICT) environments of enterprises. These offerings are backed by the company's worldwide infrastructure, including the leading global Tier 1 IP network, the Arcstar Universal One™ VPN network reaching 196 countries/regions, and over 140 secure data centres worldwide.



## CONTACT US

<https://nttict.com/services/unified-communications-and-collaboration/hosted-pbx>

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<sup>1</sup> Hosted PBX is only available to organisations using NTT ICT managed network services.

<sup>2</sup> Hosted PBX is sold with Polycom and/or Yealink handsets only