commUNITY

unified communications for your business | **theonepoint**

Hosted VoIP from The One Point

Reduce Costs & Improve User Efficiency.

Make it easier for your customers to contact you and quicker for your business to respond.

Business grade, real-time, integrated communications solutions from CommUNITY

CommUNITY combines the reliability and functionality of a PABX with the flexibility and ubiquity of IP networks

CommUNITY Hosted VoIP, from The One Point, is a full featured PABX replacement service where users and features can be rented on a monthly basis. All services and applications are delivered over dedicated data circuits, bypassing the customer need for on-site telephone system ownership and BT lines. This provides enterprise feature sets for business of any size without the support and management costs of owning technology assets.

Five Things You Need To Know

1. Reduced Capital Cost
You no longer need to purchase spare capacity in advance. Simply pay for services as you consume them each month or Pre-Pay for 36 or 60 months for additional discount.

2. Open Standards
There is no technology lock-in with CommUNITY. Our SIP basedsystem is open standard allowing you to re-use handsets on alternative systems.

3. Admin Made Easy
All changes can be made in real-time through our Uboss web portal. New users plug their phone into the network and it will configure itself with their profile including DDI number and hunt group membership.

4. Reduced Ongoing Costs
There is no need for local BT lines and their associated cost. All service is delivered over a WAN data connection.

5. Network Redundancy
Our network is geographically redundant, highly available and fully secure.

CommUNITY, from The One Point, brings all your people together wherever they are; at home, in different buildings or in different countries. All users and locations are connected to our resilient network in London with powerful features and simplicity of management.

CommUNITY Gives You Independence

Communications models should reflect business models.
If you conduct business from multiple locations, then there are synergies to deploying one virtual PABX across all sites and incorporating mobile workers. More than anything else, CommUNITY provides this independence; independence of location, independence of size, independence of user requirement, device and access media.

The User Experience

CommUNITY is not simply another telephone system but another way of working. For end users the "look and feel" of their telephone system will not change. They still have a range of sophisticated desk handsets, DDI numbers, hunt groups, cordless, fax machines and the rich feature sets they have come to expect.

Let us worry about the technology, you can just focus on your business.

Key functionality:

- Full PABX functionality
- One Number
- Hosted Call Recording
- Home Worker Support
- International and UK Geographic DDI
- Keep your existing UK numbers
- Hunt Group, Auto Attendant and Call Routing
- Reception Console and Instant Messaging
- Fixed Mobile Convergence (FMC)
- Unified Messaging – voicemail and fax delivered to user email Inbox
- Conference Calling
- Hot Desking
- Hard and Soft IP extensions, SIP cordless and wifi clients
- Sim Ring – ring multiple non-SIP extensions in parallel with your desk phone
- Shared Call Appearance – Connect multiple IP handsets to the same extension
- Toll Fraud Protection

Fixed Mobile Convergence

As users become more itinerant the requirement to integrate mobile devices into the overall communications mix has become crucial. The CommUNITY FMC strategy provides a range of services allowing the mobile handset to function as a CommUNITY extension. Naturally, the two major advantages are cost savings by bypassing mobile charges and increased mobility.

Desktop Applications

CommUNITY desktop clients provide Outlook Contacts integration, salesforce.com integration, click-to-dial, Instant Messaging, presence and other features. This allows users to control their extension status and service configuration from within the familiar Windows environment.

Multi Site Support

Every business that has a home worker is multisite.

As a cloud based service, CommUNITY makes no distinction between the number of sites or the number of users per site. Furthermore, there are no dependencies (such as

VPN's) and no additional costs that limit one sites ability to communicate with another. Traditional systems are islands of information. They have their own system Directories and users that are not visible elsewhere and no intelligence is passed between them. CommUNITY will support seamless inter-site networking, between a few large offices or a large number of very small locations, even if those other sites have a mix of CommUNITY endpoints and telephone systems.

Scalability

CommUNITY allows you to easily scale users up and down. Users, groups, departments, sites and services can be added live, on the fly, on 30 day contracts. This enables companies to flex their workforce without having to commit to a certain capacity in advance. This strong linearity ensures that users only pay for services as they consume them.

Uboss Self Management

The ability to administer Moves, Adds and Changes in real-time is critical in lowering the total cost of ownership of any technology platform. Our Uboss portal provides a real-time view of the user resource across the system and executes Moves, Adds and Changes (MAC's).

Sophisticated Terminals

System telephones govern access to, and consequently use of, the underlying features of the system. Sophisticated handsets, such as the Polycom SoundPoint range and Cisco IP handsets provide a user friendly interface into the facilities provided by CommUNITY.

Polycom SoundPoint IP Range

Polycom SoundPoint IP handsets offer an intuitive user interface and one-touch access to common telephony features. The information rich display simplifies the making and receiving of calls.

Cisco IP Handset Range

Cisco IP handsets combine context sensitive menus with outstanding voice quality when used in either handset, headset or speakerphone modes.

SoundStation IP6000

Designed for offices or small to medium sized conference rooms, the SoundStation IP6000 provides remarkable room coverage. You can speak naturally from up to 10 feet from the microphone and still be heard clearly on the other end. Need coverage for a larger room? The optional microphone extensions offer an increased pickup for larger rooms.

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