

**P A C K . N E T**  
**HOSTED VOIP**

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# //Hosted VoIP



If you are looking for a fully managed telephony service to install into new premises or to replace or enhance your existing system, with minimal or no capital expenditure, then Packnet Hosted VoIP system is the ideal solution for you.

Packnet Hosted VoIP solution is a cost effective, fully managed business voice solution, available anywhere in the UK and Ireland, offering a flexible and scalable alternative to a traditional premise-based voice system (private automatic branch exchange - PABX ).

Effectively, Packnet Hosted VoIP solution provides a switchboard capability to customers that is actually managed from our telephone exchange, meaning that you avoid all the day-to-day hassle and costs of managing the phone system yourself.

This advanced telephone service is hosted and managed using our infrastructure in the UK and is delivered and supported over our state-of-the-art network.

We offer a variety of call plans at competitive prices to suit the size and needs of your business. It's also easy to move your BT numbers to us seamlessly.

In addition to this Packnet brings a range of additional services which allows you to take advantage of modern telecommunications systems. From Intelligent call routing to wholesale voice interconnect Packnet can offer you the solution which best fits your telecommunications needs.

Packnet offers white labelled packages for resellers or direct solutions for SME to Enterprise businesses. Our reseller packages allow you to build value within your business whilst utilising the knowledge and experience which we have gained in building this solution.

Our consultation and advice will allow you as either a reseller or a direct customer to get the solution to meet your business requirements.

//Simple as A-B-C

# //Features & Benefits

## //Features

**//Direct dial services** - every Hosted IPT extension has its own unique directory number, which allows external users to bypass switchboard operators and to call a staff member direct. In addition, it means that each Hosted IPT user does not experience any network constraints in obtaining a line to make external calls.

**//Convenience dialling** - we also offer a range of other features designed to make life easier for you, such as call transfer or conference calling.

**//Efficient call handling** - with Hosted IPT, we've gone out of our way to ensure that calls can be handled as efficiently as possible, through features like call hold, call divert and voicemail. Every user has a personal message box supporting personal greetings, message retrieval, message forwarding.

**//Uniform call distribution** - this is a sophisticated call handling service designed for departments needing to efficiently manage a large volume of incoming calls.

**//Call park & pick up** - key in the extension of a ringing phone and pick it up from anywhere in the office, or park the call on hold and restart when necessary.

**//Auto attendant** - automated and efficient front-end call handling service.

**//Work-life balance and productivity** - incoming phone calls can be automatically routed, irrespective of where they are connected to the network. By taking their laptop and soft phone with them on a trip, they can receive incoming calls and make calls wherever they can connect to the Internet.

**//Flexible messaging** - Hosted IPT brings a more integrated delivery of voicemail. Having converged email and voicemail boxes will also help workers pick up messages wherever they are, making them more responsive and productive.



## //Benefits

**//Cost effective** - utilisation of our central exchange removes the need for capital expenditure and ongoing costs associated with PABX maintenance contracts.

**//Lower call charges** - savings of 40% are often seen by our customers.

**// Fully managed** - we monitor the Packnet Hosted network 24 hours a day, 365 days a year at no additional cost to you.

**//Unlimited growth** - you don't have to worry about network capacity issues or expensive system upgrades with our Hosted solution. Additional lines can be made available, simply by accessing your online account.

**//Short term contracts** - set up customers or extensions on a month to month basis. No need to commit to long term ISDN contracts.

**//Multiple locations** - desk-to-desk dialling and feature interaction is supported across all sites within a local group.

**//Future proofing** - hosted IPT users are protected against their network investment becoming obsolete, as we continue to invest in the latest technology.

**//Flexible and feature rich** - Hosted IPT offers a range of executive business features that can be customised to departmental or individual user requirements.

**//Remote working** - employees will benefit from the flexibility of being able to work from home and other locations via internet connections and other offices on the internal network.

## //Is your PBX costing the earth?

# //Disaster Recovery

## //Environmental Issues

Where the IP PBX is housed at the business customer's site, in the event of a serious environmental issue such as fire, flood, vandalism following break in or power outage, callers will receive a busy tone. The voice mail facility will also be incapacitated. Some of these problems will persist for days and are impossible to overcome in the short term. This represents a major business continuity problem and will undoubtedly lead to loss of business and credibility.

With a hosted solution in ANY of the above scenarios, all critical elements are located physically on the service provider's network on multiple sites. This means that important auto attendant and voice mail functions can be accessed from any remote location. If a business customer suffers a serious environmental issue, phones can be plugged into the IP network from any remote location and business carries on as normal.

## //Hardware Failure

When the IP PBX fails because of hardware issue, the business customer is required to call his support company. At best this will be same day 4 hour fix assuming it is a simple repair and spares are available. Often times the repair will be next day and in the case of older systems, spares are often on back order. This can represent a major business continuity problem and will undoubtedly lead to loss of business and credibility. Hosted solution providers also suffer from hardware failures. However because all systems are replicated on different sites and mirrored this will not cause a problem for the business customer. There will be no business continuity issues or loss of business or credibility.

## //Hacking

A business's IP PBX is connected to the onsite LAN. As a result if the LAN becomes infected with a virus, then the PBX is also susceptible to hacking from the outside world. This malicious type of attack will lead to a serious service interruption and possible hardware failure.

A hosted solution on the other hand is managed through a secure network with built in redundancy and high levels of security. This removes the risk of a hacker attack.

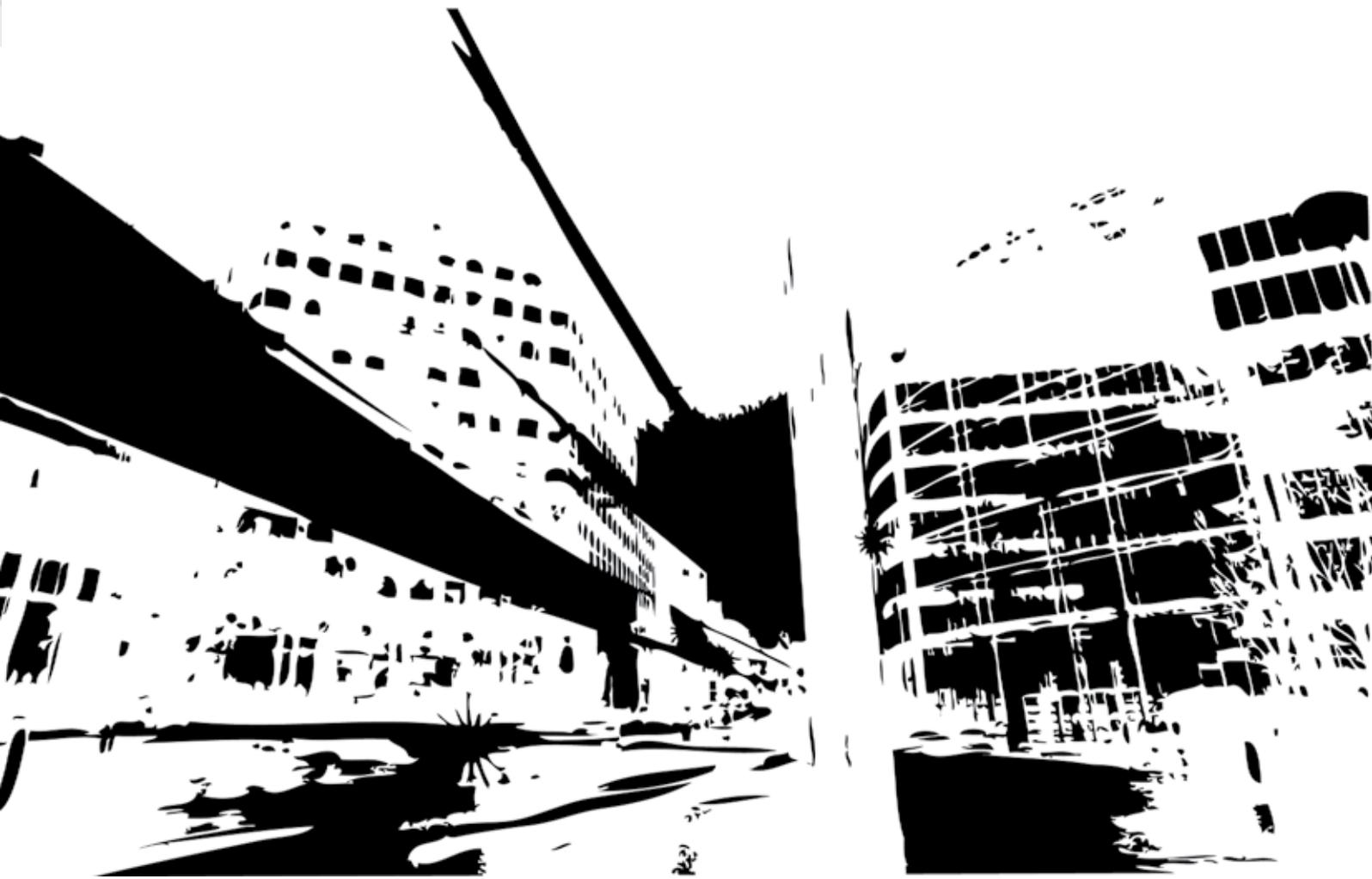
## //Line Failure

Where there is a failure by the service provider of fixed lines such as BT or Cable & Wireless there is no immediate fix. There will be no service until the line failure is fixed and this can take days in some instances depending on the nature of the problem.

In the unlikely event of a DSL failure, the hosted solution is simply pointed at the spare existing data line in the customer's office and service can be resumed in a few minutes until the primary DSL line is fixed.



// Is your PBX a ticking time bomb?



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