



Choice and flexibility in the features and functionality your organisation needs

Cost control with a monthly fee based on the number of users, features and applications used

A solution that never grows old, with access to the latest telephony features as they are available

Services and rates from Group Communications Tender (GCT) ensure exceptional value

iTaaS

“On-demand IP telephony. Your alternative to the traditional premise-based solution, giving you certainty, security, and the most up-to-date communication features.”

IP telephony is a proven and mature technology that enables organisations to increase productivity and contain telecommunications costs. Applications such as unified communications, contact centre and mobility, further fuel the business case for IP telephony.

While the justification may be there, it may not be the case for your capital expenditure budget or for your internal technical resources and skillsets.

That's where iTaaS can help.

How does iTaaS work?

iTaaS works the same way as a traditional IP telephony solution. It's just delivered differently.

With iTaaS the hardware and software elements of your solution are hosted in a secure data centre. IP handsets are located at your premises, running over your LAN. Integ can help prepare your LAN if required. You can also choose to have media gateways located at your premises for added resilience. The costs are moved from an asset on your balance sheet to an operational expense and you are billed monthly at a fixed rate per user.

Flexibility and choice are built into iTaaS. You can choose to have Integ fully manage the service, manage it yourself or even partially manage it. The monthly per-user fee incorporates all hardware and software elements, the management and administration of the system and the features and applications used. It's a simple process to add new users as your business expands.

With iTaaS you'll always have the most up-to-date communication features, because the software is upgraded as new features become available.

iTaaS leverages the GCT panel arrangement to ensure exceptional rates and market-leading products and services. Under the GCT, additional telecommunications services are also available for fixed, mobile and wide area networking.

no compromise on quality

iTaaS uses the communications software suite from Alcatel-Lucent, which has been independently evaluated as the most secure IP telephony platform by US-based network consultancy and specialist lab testing organisation, Miercom.

Choice of Features and Functionality

With iTaaS you can choose from four different User Packs, several Application Packs and a range of handsets.

- 1 First select the appropriate **User Pack**, depending on the work characteristics and profile of each user
- 2 Add extra features and functionality if required, by selecting one or more **Application Packs**
- 3 Lastly choose the **handset** type appropriate for each user

“Demand for hosted solutions is growing and the time is right from a business and technology perspective. Hosted and on-demand solution offerings are the logical next phase in the evolution of IP telephony.”

Geoff Johnson

Vice President and Research Director for Gartner

1. User Packs

Basic User

For users who require only basic telephony functionality, the Basic User Pack offers incoming and outgoing calls and Caller ID display. Based on standard VoIP protocols like SIP and H.323, a limited range of fixed handsets are available for users who choose this User Pack.

Business User

For administrative staff, managers, accountants, legal professionals, sales operations, the Business User Pack is ideal.

These users require a fixed handset on their desk, with telephony features such as Multi-Line, Group Pickup, Automatic Call Back, Transfer, 3-party audio conferencing.

Executive User

The Executive User Pack is designed for senior managers and “C” level staff, who require feature-rich communications from their handsets. The Executive User Pack builds on the features of the Business Pack, and allows the placing of direct calls, transfer of calls and initiation of conference calls by the Dial-by-Name alphabetical keyboard. This pack allows users to choose from a wide range of fixed handsets.

Mobile User

For workers who are highly mobile, such as professionals, sales executives, technical staff, warehouse and factory managers, the Mobile User Pack is ideal. Both on-campus and off-site roaming mobility is supported using standard VoIP, 802.11 and other cellular protocols. A number of handset terminal options are available for this user pack, including single-mode VoWLAN handsets, PC soft phone applications and dual-mode software clients.





2. Application Packs

Features can be added to your User Pack by selecting one or more of the Application Packs.

Attendant Services

A number of options, handsets and applications are available for the provision of Attendant Services. These include a handset-based Greeting Assistant, PC-based attendant console applications and soft phone clients.

Contact Centre Agent

The Contact Centre Agent Application Pack includes a collection of telephony features and embedded applications that provide intelligent and flexible call distribution, call profiling and skills-based routing. This application is available as an add-on to the Business or Executive User Pack. It is a fully integrated solution and is capable of expanding to 1,000 agents.

Contact Centre Supervisor

The Contact Centre Supervisor Application Pack is integrated with the Contact Centre Agent function and is available as an additional option. This application allows the supervisor to manage the call centre environment. It includes a PC-based graphical interface that provides real-time management as well as statistical and performance reporting.

Unified Communications

The Unified Communications application pack is a suite of advanced applications and real-time communication services that combine telephony, messaging, data and video streaming.

• Messaging

The Messaging application integrates voice mail and user desktop using standard email clients such as Microsoft® Outlook® or IBM Lotus Notes®. Text-to-Speech (TTS) service allows users to interact with the unified mailbox remotely

• Telephony and One Number Services

Telephony Services deliver all of the basic and advanced functions of an office telephone on a desktop or laptop computer, including VoIP soft phone and the ability to associate the office phone with any external telephone number. This application includes intelligent personal call screening and automated assistant services

• Collaboration

The Collaboration Application pack is a separate suite of applications that includes advanced features such as Rich Presence, Instant Messaging, Converged Conferencing and Application Sharing

- Rich Presence feature expands the basic set of presence states, such as active, on-line, off-line, on the phone, in a meeting, out to lunch. Rich presence states can be flexibly redefined and adapted to individual requirements, for example, on a customer call, on the road and working remotely
- Instant Messaging allows users to communicate with others via pre-defined “buddy lists”, in real-time, by sending and receiving IM messages
- Converged Conferencing allows users to create and participate in ad-hoc or pre-scheduled conferences using voice, web and application sharing. The conferences can be recorded, stored and distributed to the participants and used for training purposes
- Application Sharing allows users to share desktop or selected applications using standard web browser as a client

Voice Mail

For users who do not wish to use the Messaging option available in the Unified Communications Application Pack, a standard Voice Mail package is available. It enables callers to leave a message in a user’s voice mailbox when the user is busy or away. It includes a personal Automated Attendant feature that allows the automated answering of incoming calls when not available, by giving callers a list of choices, such as transfer to a pre-defined number or mailbox, transfer to a number specified by the caller.

Fax Client

Fax Client function is part of the Unified Communications Collaboration suite of applications, however it is also available as a separate application.

Music on Hold

By customising messages or music played to callers who are on hold, the Music on Hold feature allows you to enhance your customers’ calling experience. This application can be based on a number of music sources.

Management Portal

Recognising that all organisations are not the same, iTaaS is built with a range of management options via the Management Portal Application Pack. They can be ordered separately or as a complete package and are available via a single web-based client.

• Alarms

View and manage alarms that are relevant to your own iTaaS solution, including the ability to automatically send alerts to IT management staff via email or SMS

• Configuration

Manage aspects of your own iTaaS solution, including making changes to user names and extensions, programming handset features

• Accounting

Create customised call billing reports and distribute them automatically to department heads or individual users

• Monitoring

Monitor users or user groups with this add-on to the Accounting application. You can define cost and duration thresholds above which the application will generate an alert

• Performance

Monitor usage of telephony resources such as trunk groups, attendants or individual users and produce various performance reports

• VoIP Performance

Obtain information about the quantity of data and the quality of VoIP communications through the network, with this add-on to the Performance application

• Directory

Access your iTaaS directory by an html browser and integrate with your own directory services using LDAP. This will give you an integrated company directory based on personal details such as address, photo

- ① Select the appropriate **User Packs**
- ② Add the **Application Packs**
- ③ Choose the **handset** for each user

1 2 User and Application Packs

| | Attendant | CC Agent | CC Supervisor | Unified Comms | | | Voice Mail | Fax Client |
|-----------|-----------|----------|---------------|---------------|-----------|---------------|------------|------------|
| | | | | Messaging | Web Phone | Collaboration | | |
| Basic | | | | | | | ✓ | |
| Business | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Executive | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mobile | | | | ✓ | ✓ | ✓ | ✓ | ✓ |

Note: Music On Hold and Management Portal Application Packs can be added to your iTaaS solution

3 Handset Types

| | | SIP Standard | SIP Advanced | IP Standard | IP Advanced | IP WiFi Mobile | Dual Mode GSM/WiFi |
|---------------------------|---|--------------|--------------|-------------|-------------|----------------|--------------------|
| Telephony Features | | | | | | | |
| Basic | Call Forward, Call Transfer, Call Hold, Redial, Mute | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Message Waiting Indicator | ✓ | ✓ | ✓ | ✓ | ✓ | * |
| | Speed Dial, Hands free dialling | ✓ | ✓ | ✓ | ✓ | ✓ | * |
| | Phonebook, Call log | ✓ | ✓ | ✓ | ✓ | ✓ | * |
| | Caller ID display | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 3 Party Conference | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | Multi-Line | | ✓ | | ✓ | ✓ | * |
| Business | Includes all Basic PLUS Advanced Telephony features** | | | ✓ | ✓ | ✓ | |
| Executive | Includes all Business features PLUS Dial-By-Name | | | | ✓ | ✓ | |
| Mobile | Features are dependent on handset type and model | | | | | | |

* Note: Depends on mobile handset model ** Note: Refer to iTaaS Business Telephony Features brochure

managing
communication
networks

“Integ Communications is a leading Australian provider of secure voice, data infrastructure and IP business applications to organisations across Australia. With broad and deep capability across market-leading products, Integ’s solutions and services are underpinned by a flexible and agile approach to design, delivery and support. Integ Communications is part of the INTEG GROUP and backed by the strength of its ASX Top 300 company, UXC Limited.”



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