datacentrix

Telephony as a Service

SMART

SIP

PPU

90%

Smart phones and PDA devices can be elegantly integrated into the Telephony as a Service (TaaS) solution ensuring colleagues are always accessible - in the office or on the road.

SIP trunking means bypassing the telephone company and saving on telecommunications costs.

Pay per use means that you don't invest in information technology, and telephony assets move off the balance sheet.

VoIP telephony technology has been shown to save you up to 40% on local phone call costs and 90% on international calls.

Telephony as a Service (TaaS) means that you do not have to worry about technology or capital outlay. Datacentrix will deploy a modern IP-based telephony system into your organisation quickly and seamlessly. Our engineers will design and implement the TaaS solution along with any value added services you may require – turning standard telephony into a complete communications solution. The service is provided on a recurring fee basis.

At the core of the solution is IP-based telephony, which is processed and managed by a powerful call management system that can be deployed on-site at your premises or at any hosting facility.

IP telephony: Internet protocol telephony means using the Internet rather than the traditional telephone company infrastructure to exchange spoken or other telephone information.

Since access to the Internet is available at local connection rates, international or other long-distance calls will be considerably less expensive than through the traditional call arrangement with a telephone company.

Call management system: At the heart of Datacentrix' telephony solution lies the call management system, providing the possibility for rich media collaboration. Our call system provides high availability, gigabit ethernet switching and new energy monitoring and control capabilities. We also ensure intelligent integration of market leading security.

Add-on options

PABX or private automatic branch exchange using voice over IP (VoIP) gateways is combined with traditional PABX functionality to enable your businesses to use its managed intranet to help reduce long distance expenses. You will enjoy the benefits of a single network for voice and data and advanced CTI features, and will benefit from increased redundancy.

SIP trunking or session initiation protocol (SIP) trunking uses VoIP to facilitate the connection of a private branch exchange (PBX) to the Internet. Datacentrix uses the Internet to replace the conventional telephone trunk, allowing your organisation to communicate with fixed and mobile telephone subscribers worldwide.

The call centre option will allow you to run a fully automated call centre solution that is easy-to-use, secure, virtual, highly available and sophisticated. Customer interaction management just got a whole lot easier.
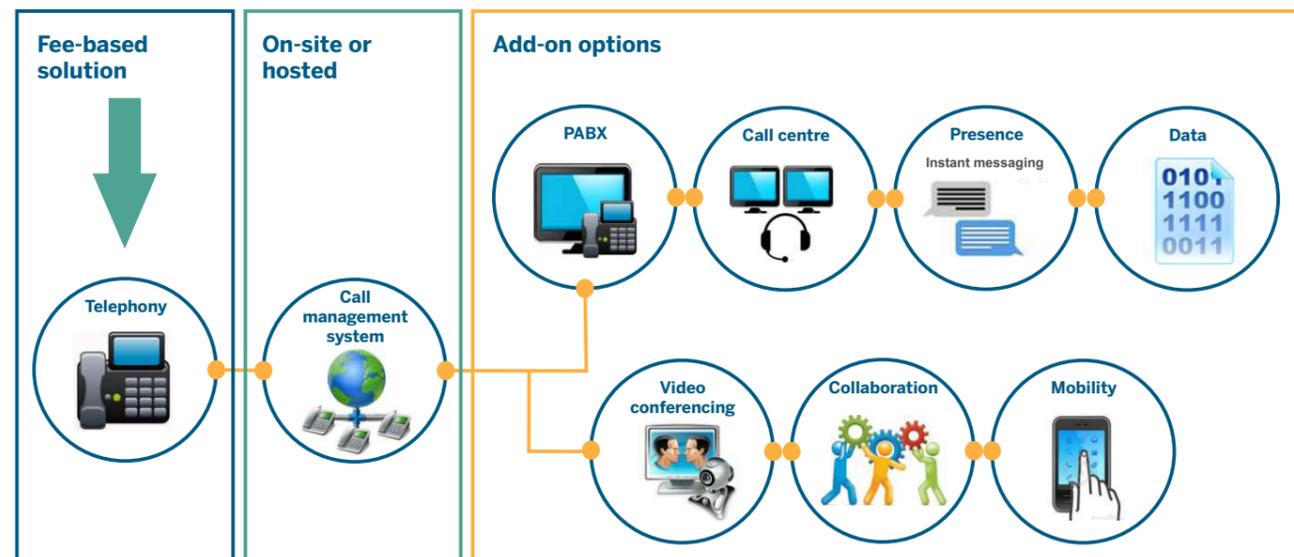
Video conferencing (VC) means visual collaboration between you and geographically distant colleagues, customers and suppliers. The VC option means that a one-on-one, one-to-many or many-to-many conferencing can happen over your IP telephony infrastructure. Video and voice conferencing includes leading-edge features such as high definition resolution capabilities from low bandwidths.

Presence technology is an option that makes it possible to locate and identify a computing device wherever it might be, as soon as the user connects to the network. Instant messaging (IM) is a typical example.

Collaboration means working together towards a common purpose to achieve business benefit. Key features of collaboration tools are synchronous collaboration such as online meetings and instant messaging and asynchronous collaboration such as shared workspaces and annotations. This option provides opportunities for colleagues to work smarter.

All data transfers across your IP telephony network and the Internet use packet-based technology. It helps networks manage traffic using multiple routes. This is different from the traditional point-to-point networks and phone systems, which used to create a dedicated circuit through a series of switches. The problems associated with dedicated switching circuits are no longer an issue since the advent of the Internet protocol.

The mobility services option provides features that restore and maintain connections with remote customers and controlled devices for improved end-user experience. The mobile service provides a consistent and user-friendly experience across a range of devices including Android, BlackBerry 10, Windows 8 Phone and iPhone and iPad devices.

Fee-based solution

Fee-based solution

On-site or hosted

Add-on options

- Telephony
- Call management system
- PABX
- Call centre
- Presence — Instant messaging
- Data — 010 1100 1111 0011
- Video conferencing
- Collaboration
- Mobility

TaaS implementation process

- AUDIT — Network audit ✓
- VoIP voice quality readiness assessment ✓
- Wireless quality assessment ✓
- Sizing and capacity analysis ✓
- Site preparation and solution installation ✓
- Cutover to Datacentrix TaaS solution ✓

Our competitive pricing, fixed rate plans and our diverse range of features have been developed to help you get the communications functionality your business requires, at the best possible cost.

Technical data: Telephony as a Service

Solution	Technology
Handsets	Cisco range of handsets (Hard/soft)
Contact centre	Cisco unified contact centre express
PABX	Cisco unified communications manager
Messaging	Cisco unity connection
Gateway	Cisco integrated services router
Presence	Cisco presence server

Technology Partners
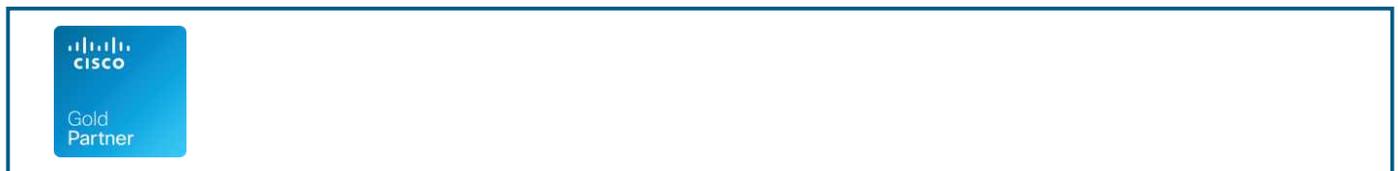
About Datacentrix

Listed company, Datacentrix, is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and shareholders.

We value partnerships and go the distance to establish trusting, lasting customer and shareholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforces its position as one of the top ICT players in the local market.

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