Cloud PBX Product Guide

Innovative, flexible and scalable voice services

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making your **Business Brilliant**

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Wavenet CloudPBX

What is Wavenet CloudPBX?

Give your staff the ability to work from anywhere. A cloud-based phone system gives your business the flexibility and scalability to grow, taking your desk phone anywhere you have an internet connection.

This means your employees will have access to the BroadCloud CloudPBX service at any time, wherever they are. BroadCloud CloudPBX takes total advantage of our Voice over IP technology, bringing all the great features and benefits of that service to your BroadCloud CloudPBX devices.

The service is also entirely scalable, so it can grow with your business and if you ever move premises or open new offices it can easily move with you.

How does it work?

Wavenet BroadCloud CloudPBX is full of features that help to make it easy for you and your staff to manage calls. Employees can easily keep in touch with everyone they need to regardless of their location, whether they are in the office, working remotely or on the road.

The service also has iOS, Android and Desktop applications that turn almost any device into a full-featured extension of your desk phone. As there's no on-site installation required for the service, it's easy to get it up and running with little to no impact on your business during installation.

Once the service is set up, you'll have access to a simple-to-use portal so everyone can manage their calls and call settings. Making it easier than ever to set up call forwarding, re-direct, busy, transfer etc. and because you can answer the phone at any time, you'll never miss a call again.

How can hosted services benefit your business?

Focus on your core business

Our solution will remove the complexity and frustration of managing multiple suppliers

Your business will benefit significantly from:
- Increased level of competitiveness by focusing resources on the core business
- Move the capital cost of a PBX off the balance sheet, freeing up capital for other critical projects

No costly IT to worry about

We take care of everything:

The days of having to provide costly space, power and resources in your premises are over

You're still in charge:

Our self-service portals for IT managers and end users mean you never lose sight of what is happening or the ability to control what's going on, e.g. adding new users or editing addresses of home/remote workers

Scale up or down as required

We understand businesses are constantly changing - adding new offices or growing out of old ones

Hosted services can flex with your own business needs

This flexibility lowers the cost of change and gets you up and running sooner

Gain productivity from Unified Communications

Unified Communications features are proven to help increase business productivity

Integrate your Desk Phone, PC, Mac, Mobile Phone and Tablet into a seamless platform

Effortlessly communicate with colleagues and customers through simple, easy to use features

Nothing to worry about

We take care of updating and managing the entire hosted service including innovative new features as they become available

There is no need to worry about technology obsolescence as we will always provide you access to the latest features to make sure you are always ahead of the competition

Additional benefits of a hosted solution

What would happen if a flood, fire or earthquake disables your business?

With your phone service in the cloud you can keep working from a different location without missing a beat

Is your workforce demanding more flexible capabilities?

Our "cloud" is accessible by anyone, anywhere, anytime and from any device, allowing your employees to work closer to their own needs

Our proposition

Our Unified Communications services are part of the foundation of our business and we are market leaders in UC striving to innovate in all areas

Our Network

- Business quality network using the latest technology and constantly evolving
- All of our services are hosted in highly secure, resilient locations
- Disaster recovery in the event of natural or man-made disasters will protect your business

Our Pedigree

- We have been the trusted advisor for many organisations just like yours
- We are market leaders, constantly delivering innovative business services for our customers

Single Service Provider

- Having one provider helps to reduce your business administration costs
- All services are presented on a single bill, making it simple to understand and analyse
- Fixed, mobile or both, our service works across all of these in the same predictable way

Unified Communications

- Comprehensive suite of applications to choose from, you only pay for what you need
- Employees can choose one, two or several devices, fixed or mobile, it doesn't matter

Service and Support

- Guidance through the implementation process to ensure seamless introduction
- Direct access to a dedicated help desk for help and support
- SLA's give you the peace of mind that we are here to help

UC-One Features

Wavenet bring together all of the critical Unified Communications (UC) elements for easy deployment and rapid adoption for hosted or premises based solutions.

Wavenet's UC services are designed to simplify usability and to provide a significantly enhanced experience for the end user. UC helps to design and introduce a wide range of successful communication solutions that start with the end user in mind.

Voice and Video

Make and receive voice and video calls on your PC or Mobile with UC One - replacing or complementing your desk phone when you're not in the office with an easy to use client and call management options.

Fixed, Remote and Mobile Workers

Out of office employees can use UC One in multiple different set-ups allowing them to take their office phone service with them wherever they go and work from wherever they need to.

You can also use the application to control your desk phone for click-to-dial functionality and manage your call settings from multiple devices across all networks.

You can even have a single number for your customers, so they can reach your mobile when you are out the office and rich collaboration means you can run meetings via the web also.

Instant Messaging & Presence

IM&P allows you to securely send and receive instant messages, conduct group chat, set your presence and monitor the availability of your contacts on any network and any device.

Instantly see if a contact is available, on a call, busy or away. Send them a message, a file or start a group chat to collaborate with other colleagues.

The IM&P feature is automatically configured. End users simply sign into UC Office and start using the service.

Personal Conferencing & Collaboration

Users can easily set up their own 'My Room' to conduct audio conferences and/or web collaboration sessions with colleagues and customers, with the option to desktop share.

Provisioning & Admin Tools

The Hosted VoIP platform from Wavenet is provisioned and administered from two web-based portals. The Service Provisioning Application (SPA) and the Business Portal. The Business Portal is used for user changes and the Service Provisioning Application for the building of your customer's sites and group/site settings and additional features such as Call Recording, CRM Connect, etc.

Your customer's can manage their own personal and group settings via the self-configuration portal in real-time, empowering them to make changes that drastically minimise costs for additions, changes and moves. Site administrators can amend and configure group settings such as hunt groups, music on hold and messaging all with the click of a mouse!

Individual site users will also benefit from being able to change their own settings such as call forward options and voice mail as well as configuring Fixed Mobile Convergence options (e.g. Call Director).

A single, unifying experience

Dynamic, automatically updating interfaces and Unified Communications

Dynamic Search:

When typing in the search bar of the application, it will automatically search your local contact list, outlook and even your active directory or another Lightweight Directory Access Protocol (LDAP) based server

Dynamic Status:

The application is integrated with MSFT desktop tools like outlook so when you go into a meeting or take a call your online status is automatically updated to reflect your new status

Dynamic Location:

The project manager's location and local time zone is automatically shown to their contacts, so they know where they are at all times and, if travelling, when they will be sleeping!

True Unified Communications:

Use the application across PC, Mobile and Tablet devices and help employees to be more productive and effective

How do your employees benefit from hosted?

Main employee benefits from a hosted PBX solution

Productivity - dramatically improves when users have the most appropriate tools which are easy to use

Control - controlling how you interact with customers and co-workers helps users manage their daily workload

Flexibility - being able to access all of your services regardless of location increases user's efficiency

Realistic and achievable cost savings

With BroadCloud CloudPBX you can eliminate the following:
• Expensive capital purchases
• Recurring maintenance charges
• Additional running costs, e.g. moves, adds, changes & upgrades

Typically, the 3 year TCO of a Hosted PBX is 30% lower than a premise based solution

All taken care of by us...

Our flexible, rental based model helps you control and predict your costs

We are responsible for keeping your service running smoothly, immediately saving you time and money to focus on your core business needs and requirements

Our advanced features increase your end user's productivity and ultimately your competitive advantage

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