

Managed PBX SOLUTIONS designed for YOUR BUSINESS



The Managed PBX offer from JT combines our Managed Service expertise, and Network and Telecommunications capabilities with Avaya's Aura technology to deliver a comprehensive Managed PX solution. Avaya's Aura® Platform is Avaya's core communications platform delivering company-wide, people-centric collaboration and that can be expanded to support full unified communications and contact centre solutions for midsize to large enterprises as your business grows. Using a SIP architecture, the solution simplifies complex communications networks, reduces infrastructure costs, and quickly delivers voice, to users in every location.

With years of experience delivering solutions of all sizes, from local businesses to worldwide systems of 10's of thousands of users for multi-national businesses you can rely on JT for a seamless installation process that delivers an efficient, easy to use service for your users.

Our fully managed service lets you focus on your business and your customer service while we remove the effort required to manage the system.

COMPREHENSIVE TELEPHONY CAPABILITY

Supported telephony devices

- IP phones, Digital phones, Analog phones, Softphones, Analog and Digital Cordless (including DECT)
- Administration - Web based - centrally managed, Windows client, Database back-up and restore
- Simple Contact Centre capability for up to 20 agents included
- Robust voice call processing capabilities across a resilient distributed network of media gateways and a wide range of analog, digital, and IP based communication devices.
- Advanced workforce productivity and mobility features.
- Built-in conferencing applications.



- Centralized voicemail and attendant operations across multiple locations.
- Emergency numbers capabilities.
- Support for SIP, H.323, and many other industry standard communications protocols over a variety of different networks, enabling centralized voice mail, attendant operations, and call centers across multiple locations.
- High availability, reliability, and survivability designs.
- Conference controls
- Integration with Microsoft Outlook Calendar
- Microsoft Lync integration
- Salesforce.COM plug-in

MOBILITY

You can use your Managed PBX with your mobile phone as well. It offers:

- The Equinox® Mobile application is available for both Android and iOS. This allows you to make and receive calls over Wi-Fi/3G/4G data networks



- Visual voicemail
- Supervised and unsupervised transfers

FLEXIBLE NUMBERING SOLUTIONS

Take control of your Inbound Numbers

Our service can also provide your business with Inbound and Outbound voice connections. These come with online access to a full range of call routing, monitoring and management tools that put you in control and help improve customer service.

- Choose geo (01/02) and non-geo (08/03) numbers as appropriate for your business
- Improve customer service by better managing callers during busy hours, or when your office is closed

Use the web portal to manage your inbound routing in real-time via a 24/7*365 portal so you can make changes as and when you need them.

Using SIP for economies of Scale

If your business has multiple sites with ISDN connections into each, using SIP Trunks you can reduce the number of ISDN connections that your business requires and also reduce the maintenance costs on all of your various PBXs by concentrating the traffic onto your SIP connection.

AVAYA EdgeSM
Diamond

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