

# Managed UC SOLUTIONS connecting YOUR BUSINESS



The Managed UC offer from JT combines our Managed Service expertise, and Network and Telecommunications capabilities with Avaya's Aura UC technology to deliver a comprehensive UC and Collaboration solution. The Avaya Aura® Platform is Avaya's core communications platform delivering company-wide, people-centric collaboration and supporting full unified communications and contact centre solutions for midsize to large enterprises. Using a SIP architecture, it simplifies complex communications networks, reduces infrastructure costs, and quickly delivers voice, video, messaging, presence, and Web applications 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.

## UNIFIED COMMUNICATIONS

The solutions extensive UC capability includes

- Presence
- Instant messaging
- Conference controls
- Geo-location presence and tracking
- Integration with Microsoft Outlook Calendar
- Microsoft S4B integration
- Salesforce.COM plug-in
- Powerful Web Collaboration tools allow you to share documents, applications and even remote desktop with an intuitive interface.

## 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 UC with your mobile phone as well. It offers:

- The Equinox® Mobile application for Android and iOS. Allowing you to make and receive calls over Wi-Fi/3G/4G data networks
- Visual voicemail
- Supervised and unsupervised transfers

### And it plays well with others

The solution integrates with existing applications like Microsoft Outlook and S4B, and Salesforce.com to make desktop communications more efficient, and enables better faster, and smarter collaboration.

## INBOUND OUTBOUND VOICE

All of this is delivered in conjunction with our Inbound and Outbound Voice services. Our Inbound service is packed with features to help you manage incoming calls, providing greater business efficiency, resilience, flexibility and better customer service. And our SIP service can support connections for small PBX-equipped businesses through to an unlimited number of channels for large enterprises and contact centres.

**AVAYA** Edge<sup>SM</sup>  
Diamond

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