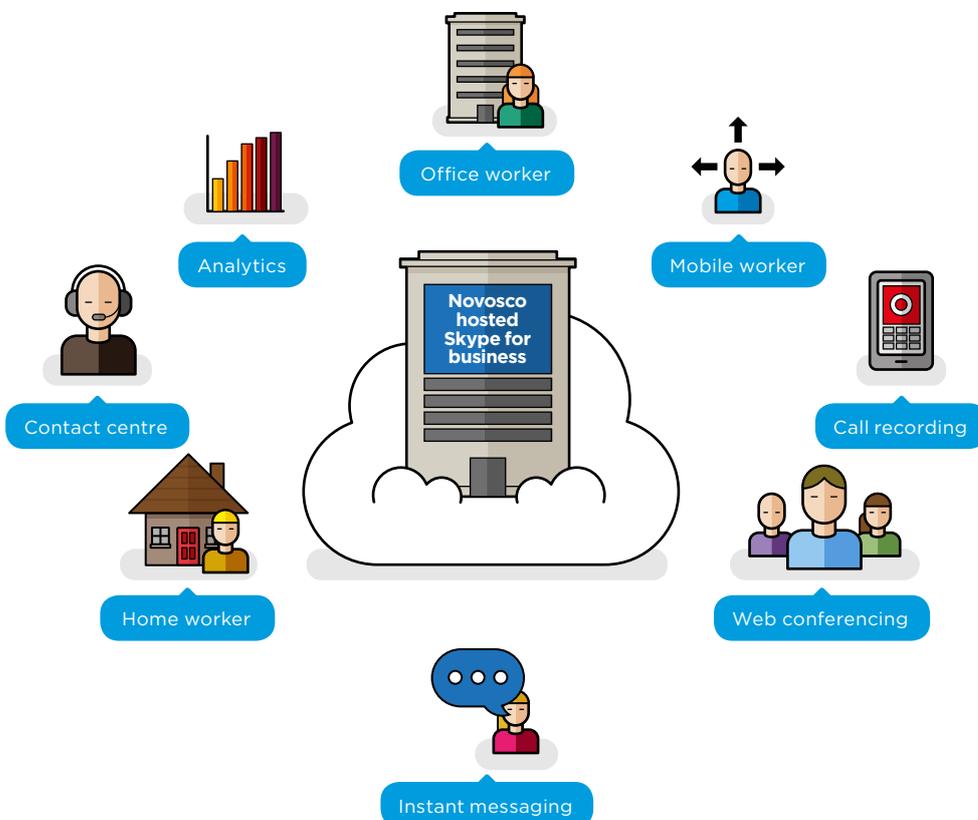


Managing your own telephony infrastructure, particularly your own in-house PBX, can be expensive and time consuming.

The rise of Unified Communications (UC) and cloud services offers a flexible and cost-effective alternative, yet often presents an integration challenge.

Novosco Hosted Skype for Business seamlessly blends voice, instant messaging (IM), presence, video, and audio conferencing across all of your desk and mobile devices. Delivered with additional customised functionalities, it blends seamlessly with Microsoft Office 365. Novosco Hosted Skype for Business provides the flexibility to work and communicate seamlessly from anywhere.

The solution



Overview

Challenges

- Need for remote collaboration and communication
- Productivity and efficiency need improved through better communication
- Cost containment in rapidly evolving organisation

Use cases

- ISDN lines unfit for purpose
- Business relocation/continuity
- Seasonality
- No in-house skills or resources to maintain a telephone system
- Predictable communication costs
- Disaster recovery and service resilience
- Multi-site rationalisation

Benefits

- Budget-friendly OPEX model
- Instantly scalable
- Flexible staff configurations
- Managed service
- Resilient and flexible
- Disaster Recovery (ISDN fallback if WAN fails)

Easy to use, Hosted Skype for Business has everything needed from an enterprise-grade UC platform including;

- Free calls to UK landlines from UK SIP trunks
- Large scale call conferencing
- Customer portal for self-service management
- Discounts available to all Office 365 E3 and E4 subscribers
- Enhanced functionality, rapid provisioning and cost reduction
- Resilient hosting using geographically dispersed dual tier 3 data centres
- Porting of existing phone numbers
- Highly competitive call rates and tariff bundles
- Dedicated, highly available SIP trunks that support dynamic disaster recovery
- Voice recording
- Analytics
- Dynamic channel bursting

Novosco Hosted Skype for Business has been expertly designed, drawing upon our extensive experience with VoIP infrastructure. We offer private connectivity from our selected data centres, ensuring end to end quality of service for all voice and video streams. Our highly skilled team manages and monitors the dual tier 3 data centres to ensure a robust 24/7 enterprise-grade UC platform. Our high-end professional contact centre solution offers advanced routing of IM, voice and video to customer service departments without the need for additional software or hardware. Supervisors are enabled with tools to optimise and interact with agents, such as silent monitoring and whisper coaching.

Our solution has been further enhanced to incorporate state-of-the art call recording, analytics, and contact centre functionalities. Automated, always-on call recording meets PCI DSS compliance. Cloud recording technology works without any client side software or user intervention. Customer control panel allows the management of users, phone numbers, licenses, hunt groups, and IVRs.

Business Results & Benefits

Novosco Hosted Skype for Business enables you to make the switch to a truly OPEX model, freeing your organisation from ongoing maintenance costs and upgrades. Billing is also predictable thanks to our transparent pricing structure. Our solution has been designed to allow your organisation to rapidly flex up or down. Also, centralising telephony allows for multi-site rationalisation along with number flexibility, making changes easier to implement.

Residing on a highly available, resilient infrastructure that is monitored 24/7, you can rest easy that your communication business continuity needs are addressed. All calls via SIP trunks are exclusive to each of our customers and provide automatic failover between data centres.