

# eircom Enterprise Voice Services



**eircom helps you maximum the cost and efficiency benefits of IP telephony, whether your systems are located on site or in a hosted environment.**

## **Real benefits for your organisation:**

- Simplify your enterprise infrastructure with one network for voice and data
- Leverage your existing investment in telephony infrastructure
- Eliminate all internal call costs among your sites
- Avail of a single dialing plan across your organisation
- Seamlessly enable unified communications applications across the organization, such as instant messaging, presence and single-number reach
- Hosted services give you fully functional telephony on an opex model, so you reduce capex
- Provide contact centre staff with on-demand functionality, like skills-based routing, call queueing or detailed reporting.
- Enable further enhancements such as Computer Telephony Integration (CTI)

## **Seizing the benefits of IP telephony is easy with eircom**

IP telephony offers clear benefits for your organisation, from eliminating internal call costs to simplifying your infrastructure. You also open up new possibilities for your business, including unified communications, enhanced contact centre capabilities and seamless access for staff working remotely.

But for many organisations, deploying full IP telephony is a daunting prospect. How can existing IP telephony at a central office be cost-effectively rolled out to branches? Will the project demand skills or time that your IT team don't have? Will it deliver the promised benefits?

At eircom, our deep telephony heritage and our innovative IP telephony solutions let you realise the benefits of IP without the risk, with a program of deployment at a pace that suits you.

## **eircom Enterprise Voice brings it all together**

With your business needs in mind, eircom Enterprise Voice offers a complete turnkey solution from design and delivery through to deployment of an IP telephony solution. We work with your existing telephony platforms to reduce costs, or transition you to a service where PBX functionality resides in the cloud, to minimise your capital expenditure. Our proven deployment experience gives you confidence that your solution will be delivered on time and on budget .



## eircom – your ideal IP voice partner

- Peace of mind from working with Ireland's longest established and leading provider of voice services
- On-demand expertise from eircom reduces the burden on your IT teams, during implementation and for ongoing maintenance
- Benefit from significant economies of scale thanks to our investment in highly scalable, resilient voice over IP systems
- Reduce project risk and deployment time with our proven services for transition, including full continuity of telephone service for end users
- Cisco Gold Partner
- Avaya Gold Partner
- Microsoft Voice Partner
- Successful roll out of Ireland's largest IPT deployment in AIB
- Low-risk deployment with our end-to-end programme-managed approach, encompassing discovery, implementation and ongoing support

For further information on any of our enterprise voice services, visit [www.eircomforbusiness.com](http://www.eircomforbusiness.com)

eircom unified communications and collaboration

## eircom Enterprise Voice: flexible options for your needs

eircom Enterprise Voice is built on our stable, resilient nationwide IP platform, integrated with the PSTN network to give you a complete solution for internal, outbound and incoming calls over IP. All our deployment options can also include integration with mobile telephony to seamlessly extend these services to remote workers.

### Choose the option that is best for you:

- **On-site** we implement your IP PBX and handsets on site and offer complete service for integration across your organisation, including rollout to branch sites. We fully assess and adjust your network as needed to carry voice and data effectively.
- **Hosted**: access a fully hosted IP telephony service based in eircom's private cloud. All IP PBX functionality is provided from our resilient central platform. Pay-per-user pricing lets you access telephony as a service, on an opex rather than capex basis. Make your own moves, adds and changes easily from a secure Web portal.
- **Hybrid**: we can design and support an IP telephony infrastructure based on any combination of your systems on-site and our hosted services. This solution can help you fully leverage an existing investment in a PBX which has not reached end-of-life, or let you cost effectively roll out IP telephony to branch offices as a hosted service, integrated with an existing IP PBX at head office.

### Minimum disruption to your business is our priority

We offer flexible access to highly skilled eircom personnel, so you minimise the burden on your IT teams during and after implementation. Our proven methodologies for risk-managed deployment ensure telephony is not disrupted for your end-users. And our remote monitoring and maintenance services provide cost-effective support.

### Seamless addition of value-added services

You can drive continuous benefit from your IP PBX by simply adding new services like presence, instant messaging or single number reach.