

Cloud Telephony

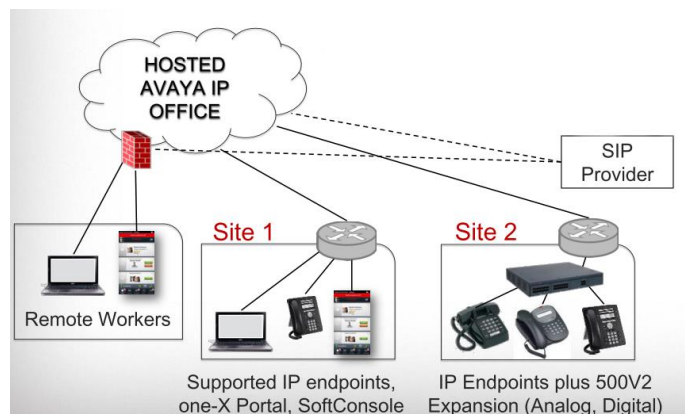
If you have been considering moving your phone system to the cloud then West Pier are pleased to announce that we are now offering cloud telephony powered by award winning Avaya technology. Our cloud solution is perfectly suited to companies of all sizes with mobile users, multiple locations and contact centre agents allowing for remote



access to voice, messaging and video on any device. If you are not sure exactly what the benefits of a cloud telephony solution are don't worry, we have highlighted them in this brief document.

Why move to a cloud phone system?

The advantages of moving to a hosted telephony system are numerous. The typical burdens of onsite telephone systems which include maintenance, disaster recovery and storage space to name a few are passed on to your provider.



- Gain peace of mind by hosting your communications in a reliable data centre. Disaster recovery, security, redundancy and up time become our responsibility allowing you to reduce costs and concentrate on your core business.
- Speed up decision making by avoiding large start-up or upgrade costs.
- Only pay for capacity and features when you need them
- Make savings with Free calls to UK mobiles, free calls to local and national numbers commencing with 01, 02 and 03 and Free inter office calls

Why Choose Avaya Cloud Telephony?

West Pier chose award winning Avaya technology as its preferred cloud telephony offering. Avaya has a proven track record for on premise enterprise level telephony, unified communications and contact centre technology designed to be used by single or multi-site organisations. With a simple to use interface this highly scalable solution pulls your voice, messaging and video communications in to a simple platform and allows for integration with Skype for business. Highlights of Avaya Cloud Telephony:

- Analogue, Digital or IP end points are available with single number reach
- Retain your existing Avaya handsets when upgrading your on premise technology
- Enhanced security features including security and encryption
- Call recording and playback features
- Enables calls to your mobiles, tablets and other devices
- Multi-channel contact centre capability and features
- Allows for easy management of fluctuating staff levels
- Improved business continuity in case of failing voice operations

Cloud, On Premises or Hybrid

	Cloud	On Premises	Hybrid
Financials	<ul style="list-style-type: none"> • Monthly Costs (OPEX) • Phones (Buy or Lease) 	<ul style="list-style-type: none"> • Up front (CAPEX) or leasing (OPEX) 	<ul style="list-style-type: none"> • Up front (CAPEX) or leasing (OPEX)
West Pier's Responsibility	<ul style="list-style-type: none"> • Tier 1,2 & 3 Support and Escalation • Configuration Services • Sip Trunks • Software Support 	<ul style="list-style-type: none"> • Tier 2 & 3 Support & Escalation • Soft MAC Work 	<ul style="list-style-type: none"> • Tier 2 & 3 Support and Escalation • Soft MAC Work
Customer's Responsibility	<ul style="list-style-type: none"> • MAC Work • Active LAN • Cat 5 Cabling 	<ul style="list-style-type: none"> • Handsets • SIP Trunks • Monthly Hosting Costs • Server Hardware • MAC Work • Active LAN • Cat 5 Cabling • Software Support 	<ul style="list-style-type: none"> • Handsets • SIP Trunks • Monthly Hosting Costs • VM Ware & Server • MAC Work • Active LAN • Cat 5 Cabling • Software Support

What We Offer

Feature	Standard	Premium	Contact Centre
Fully Featured Desk Phone	✓	✓	✓
Visual Voicemail with Email Delivery	✓	✓	✓
Voice Recording	✓	✓	✓
Mobile Twinning, Hot Desking	✓	✓	✓
Conference Calling with Meet-Me Conference Bridge	✓	✓	✓
Hunt Groups with Queuing and Announcements	✓	✓	✓
Auto Attendant	✓	✓	✓
Flexible Calling Line Identity	✓	✓	✓
Remote Worker Phone	✓	✓	✓
Administration and User Web Portal	✓	✓	✓
Desktop Application with IM and Presence		✓	✓
MS Lync/Skype for Business Integration		✓	✓
MS Outlook Integration		✓	✓
Salesforce.com Integration		✓	✓
Smart Phone App with IM, Presence, Call Control. GPS Location Awareness		✓	✓
Soft Phone Application (Win & Mac)		✓	✓
Skills Based Routing			✓
Supervisor Application			✓
Wallboards			✓
Multichannel Contact Delivery (email, web chat)			✓
Receptionist Desktop Client Application	①	①	
CRM Integration	①	①	
Web Conferencing Collaboration		①	

Additional Option: ①

Included: ✓

If you would like to discuss cloud telephony solutions or any other telecommunications or networking options available to you then call us on 0844 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com). Click here to visit our [website](#).