

UC as a Service G-Cloud Service Description



UC as a Service

BCN's Unified Communications as a Service offers the next generation of communication services. Powered by Cisco and tightly integrated with advanced business management tools, we offer a unique Unified Communications as a Service (UCaaS) solution that caters for all user situations at an attractively affordable rate.

The BCN UCaaS service is available in two powerful & scalable hosted solutions, with a range of different features to suit your organisations needs. Both our 'Business' & 'Enterprise' solutions utilise Cisco technology & enterprise grade connectivity, ensuring you receive feature rich telephony with the best quality connectivity & routes.

BUSINESS FEATURES

- 24/7 helpdesk support
- Ad-hoc conference
- Admin portal access
- Auto attendant
- Call forwarding
- Call recording
- Call reporting
- Call waiting
- Caller ID
- Calling restrictions
- Fraud detection
- Group voicemail
- Meet-Me conference bridge
- Pre-determined holiday call routing
- Ringling groups (limited)
- Softphones
- Time of day based routing
- User portal access
- Voicemail
- Voicemail to E-mail
- Inbound caller name look-up

ENTERPRISE FEATURES

- 24/7 helpdesk support
- Ad-hoc conference
- Admin portal access
- Auto attendant
- Call forwarding
- Call recording
- Call reporting
- Call waiting
- Caller ID
- Calling restrictions
- Fraud detection
- Group voicemail
- Meet-Me conference bridge
- Pre-determined holiday call routing
- Ringling groups
- Softphones
- Time of day based routing
- User portal access
- Voicemail
- Voicemail to E-mail
- Auto provisioning
- Call admission control
- Call centre agents
- Call pick up
- Desktop call control
- Directories
- Extension mobility
- Fully managed
- Hunt pilots
- Instant Messaging
- Presence
- Survivable telephony
- Video conferencing
- Webex integration
- XML applications



ENTERPRISE HOSTED COMMUNICATIONS

The Enterprise Hosted Communications (EHC) platform is delivered by multi-tenanting the Cisco Hosted Collaboration Solution (HCS) platform. This enables us to deliver a fully partitioned, multi tenant IP Telephony & Unified Communications service hosted exclusively on Cisco's UC suite of products.

Our EHC platform gives you a dedicated partition on our highly available Cisco HCS cluster, which delivers the full suite of Cisco UC applications. All the key features & applications are available including extension overlapping, extension mobility, enhanced call handling, Unified Voice Mail & many more.

Voice & Unified Communications empowers collaboration & helps businesses to communicate better. You can leverage the full suite of Cisco UC applications including Cisco Unified Contact Centre and Cisco WebEx.

EHC is delivered as a fully managed solution & BCN Group guarantees quality & service as standard. The solution is delivered using our connectivity infrastructure & we manage everything from end to end. This enables us to ensure the solution is always working properly.

We continually upgrade & develop our platform in line with Cisco product releases & updates, enabling you to take advantage of a high-end solution at a fraction of the price without the worries of maintenance & updates.

BENEFITS

- Minimum capital outlay
- Only pay for seats your business requires on a monthly basis
- No costly maintenance and support fees
- Reduced telephone call and line rental costs
- Experience advanced telephony functionality
- Receive the latest features - providing a future-proof solution without expensive upgrades
- Fully managed service helps your business and staff work more productively
- Fully scalable; add new users and features as you go
- Virtual telephone numbers allow remote workers to appear as if they are working in the office
- Manage and customise different user's functions
- Built-in business continuity solution, which automatically re-routes calls in case of an emergency or disaster
- Built on our secure and resilient network



ENTERPRISE BOLT-ON SERVICES

Cisco Jabber - For a monthly fee, 'pick & mix' Jabber functionality:



- IM & Presence
- Call Control
- Smartphone Integration
- Webex
- Video Conferencing

For an one-off fee, add CCX Contact Centre functionality:



- Sophisticated call handling
- In-Queue handling
- Wallboards
- Agent Statistics
- Reporting

KEY SERVICES AT-A-GLANCE

VOICE	VIDEO	VOICEMAIL	MESSAGING
PRESENCE	CONFERENCING	AUTO ATTENDANT	PSTN & MOBILE
CALL RECORDING	BILLING	PSTN & MOBILE	JABBER
WEBEX ADD-ON	SOFTPHONE	MOBILE APPS	FULLY MANAGED
HUNT GROUPS	LOCAL BREAKOUT	CONTACT CENTRE	WALLBOARDS
REPORTING	EMAIL INTEGRATION	CALL FAILOVER	24/7 HELPDESK



BUSINESS HOSTED COMMUNICATIONS

Our Business Hosted Communications (BHC) platform is a state of the art SIP solution powered by Cisco Unified Computing appliances. This utilises our enterprise grade connectivity infrastructure ensuring the best quality connectivity and routes.

All BHC telephone system features can be easily configured through our web portal either by BCN Group or by yourself.

BHC system features include; call recording, call reporting, voice mail, ringing groups, auto attendants, call forwarding, soft phones, call waiting, caller ID and call conferencing.

All SIP compliant phones & endpoints are supported, enabling you to utilise existing hardware where necessary.



TAKING THE NEXT STEPS

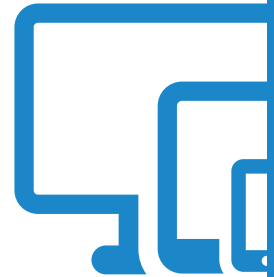
Our hosted solution offers all the features & benefits of an advanced PBX telephone system without the expensive price tag. There are no penalties to start small, as you only pay for the seats required on a monthly basis. The solution is totally scalable & as new features develop, these will be rolled out.

Our hosted telephony is a truly future-proof solution, removing the worry of expensive equipment upgrades in years to come. We can even give you a free trial so you can experience for yourself the difference with BCN Group.

BCN offer a world class IT service to all organisations, irrespective of size, that is reliable, friendly, consultative and deliberately affordable.

Our support services deliver measurable impact to your IT strategy and day to day business operations. Together, we'll find a solution that works really really well for you.





BCN Group
Trident Business Park
Styal Road
Manchester Airport
M22 5XB

0345 095 7000

www.bcn.co.uk

