



**TalkTalk
Business**

An overview of Hosted Solutions

Make the most of hosted

Roadmap to business grade...

- 1 Migrate to the Next Generation Network and reduce infrastructure costs**
- 2 Converge voice and data services to minimise operational costs**
- 3 Transform your business with intelligent, integrated applications**

How do you get the latest IT and communications solutions needed to take your business forward, without the investment? As impossible as this situation sounds, it's a position many UK businesses find themselves in. With tight budgets and a fear of costly investment, there is a way to make the most of opex and avoid having to take money out of your capex pot.

Business grade hosted is here

With Business Grade hosted solutions you'll get the features and functionality your business requires, without having to purchase equipment and technology. They deliver the flexibility to scale services up and down, making your IT and Telecoms work in tune with your business. From Contact Centre and hosted UC, to Call Recording, we'll deliver true hosted-solution performance and potential. All with the safety of enterprise level firewalls and robust security systems that your business demands.

Used alongside our secure and scalable Hosted Data Centre solution you can improve efficiency further and connect your business to the resilience of our largest Ethernet connection.

With connectivity across our Next Generation Network you'll receive the speeds and resiliency needed to deliver a consistent service across our complete portfolio of hosted solutions. A Business Grade service will also guarantee the right levels of support from our extensive team of UKbased service professionals.

Hosted Portfolio from TalkTalk Business

Hosted Contact Centre

A feature-rich and highly scalable virtual contact centre solution.

Hosted UC

The flexible way to manage your communications more effectively.

Hosted Call Recording

A highly secure solution with the option of PCI-compliant technology.

Support your hosted solutions with TalkTalk Business' Hosted Data Centre

Hosted Data Centre is a resilient and secure hosting facility that sits on the backbone of our Next Generation Network and voice network. It helps to improve equipment security and business efficiency, as well as enabling you to make the most of the resilient connectivity across our largest Ethernet connection.

Hosted Contact Centre

DID YOU KNOW?

Hosted Contact Centre gives you a call centre management solution without the physical onsite equipment, bringing skills-based routing and inbound call management to any location.

Hosted Contact Centre is an affordable solution that provides a smooth and simple caller experience. There's no complicated on-site equipment to invest in, manage or maintain. Incoming calls are handled via a customisable dashboard with unrivalled levels of control and visibility. So you can make informed decisions, route calls efficiently and manage different sites and remote workers.

A state-of-the-art solution at an affordable cost

Hosted Contact Centre is the best-value solution of its kind in the UK. It provides all the call centre features you'd expect, with no need for specialist in-house technical skills. Simple per-agent pricing makes it easier to budget and because it accommodates remote workers, you can also keep a tight control on staff costs.

Feature-rich call control

Managing calls is simplicity itself with a realtime, interactive dashboard and full reporting suite with live calling environment. Skills-based routing and a range of queuing options provide greater control over the caller experience, improving business operations and customer service. Call recording also ensures your business is FSA compliant.

A secure solution with a quality of service guarantee

Discover a solution that meets your exact needs at the lowest possible cost. From Broadband to Annex M, our services offer a range of download and upload speeds.

Hosted Contact Centre supports secure access from any location, so you can manage multiple sites or scale up quickly to meet seasonal demand. Our fully managed service is operated within our own, all-IP Next Generation Network, the biggest in the UK.

A secure, hosted service with a resilient network, built-in firewalls and extra security services for complete peace of mind.

Hosted UC

DID YOU KNOW?

We've partnered with Mitel, a specialist in the communications field, to create a feature-rich UC solution that provides an attractive alternative to traditional onsite PBX systems.

Hosted UC is a scalable, flexible way to manage your communications more effectively and connect people across multiple sites. It offers the same functionality as a traditional PBX system with advanced features that let you communicate on a whole new level. A secure, fully managed solution that reduces costs, improves efficiency and adapts to your changing business needs.

Value-packed with no capital investment

With Hosted UC there's no on-site servers or applications, eliminating capital expenditure and the expense of managing equipment. It's quick to set up with a simple, transparent peruser price. What's more, you only have to deal with one supplier, simplifying management and sharing communication costs.

Flexible to fit with your business

Hosted UC is a flexible solution with scalable Mitel technology that grows with you, across multiple users, multiple sites and a mobile workforce. With one company-wide platform, collaboration is effortless and productivity improves. New features and functionality can be added without expensive upgrades or complicated technology so you're always up to date.

A secure solution for mission-critical communications

Hosted UC ensures consistent call quality with a full quality of service guarantee. Our robust network delivers hosted services securely with built-in protection and resilience. And thanks to our self-service portal, add-ons and changes are quick and simple, with no need to rely on any third-party service level agreements.

Hosted Call Recording

DID YOU KNOW?

Hosted Call Recording complies with PCI security standards for payment information taken over the phone, helping businesses to protect customer information and avoid large fines.

Protect your business with a highly-secure call recording solution with the option of PCI-compliant technology. Hosted Call Recording is an enterprise-class solution that helps to prevent fraud and improves training and customer service. All with minimum cost, effort and disruption to your business.

Cost-effective, secure call recording

Hosted Call Recording is a highly-secure solution that makes it easy to record, store and play back inbound and outbound calls. The easy interface helps you to manage recordings to train staff using real-life examples. There's also a stop/start feature that pauses recordings to protect sensitive data when self-serve payments systems are in use.

A fully managed, scalable solution

This fully managed, hosted solution is available on a pay as you go basis, delivering substantial savings and a low cost of ownership. There are no capacity restrictions or line limits and storage is free for the first 28 days. It's easy and flexible to set up - per number or enterprise wide - and you can request as many user accounts as your business needs.

Built-in PCI protection

The PCI upgrade safeguards against payment card security breaches and helps prevent fraud, so you can comply with PCI DSS and avoid hefty fines. This has been independently tested, audited and accredited with a Statement of Opinion certificate from IRM. A version of Hosted Call Recording is also available without PCI technology for businesses that don't take card details over the phone.

Hosted Data Centre

DID YOU KNOW?

With a Power Usage Effectiveness (PUE) of 1.25 compared to the industry average of over 2 – our Hosted Data Centre is one of the most energy efficient solutions in the UK, allowing us to pass on significant cost savings to you.

Free your business from connectivity limitations and risks to security. Our Hosted Data Centre service offers a highly scalable, resilient and secure hosting facility, sitting on the backbone of our Next Generation Network and voice network. Used alongside Hosted Solutions our Data Centre can help you to improve efficiency even further and connect your business to the resilience of our largest Ethernet connection.

Facility innovation that grows with your business

The solution is delivered from our innovative data centre infrastructure, using the latest technology and the highest security standards. With its modular data centre design and hugely scalable campus infrastructure, space and connectivity are no longer a limiting factor. It's fully scalable with short lead times and the capacity to expand with your business' hosting needs from individual equipment, to racks or even complete aisles.

Reduced connectivity costs, pay as you go pricing

Hosted Data Centre dramatically reduces your connectivity expenses, as well as helping you avoid the costs and risks of housing equipment on

your premises. A pay as you go pricing structure means you can also scale up quickly to support business growth. Hosted Data Centre is offered at Tier 3 pricing, with an infrastructure that exceeds these standards.

Unrivalled security and Next Generation connectivity

Security is at the core of the service. Access is protected through multi-layered security with manned 24x7 monitoring, multiple physical security perimeters and granular controls authorised by chip and pin and biometric scanning. The solution is connected to our Next Generation Network with wide range of nationwide connectivity and voice options and over 4 Terabits per second of capacity.

**Call 0800 083 3003 or visit
talktalkbusiness.co.uk/hosted**

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**TalkTalk
Business**

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HOSTED BROCHURE V1.0