

**TalkTalk  
Business**

# Hosted Unified Communications

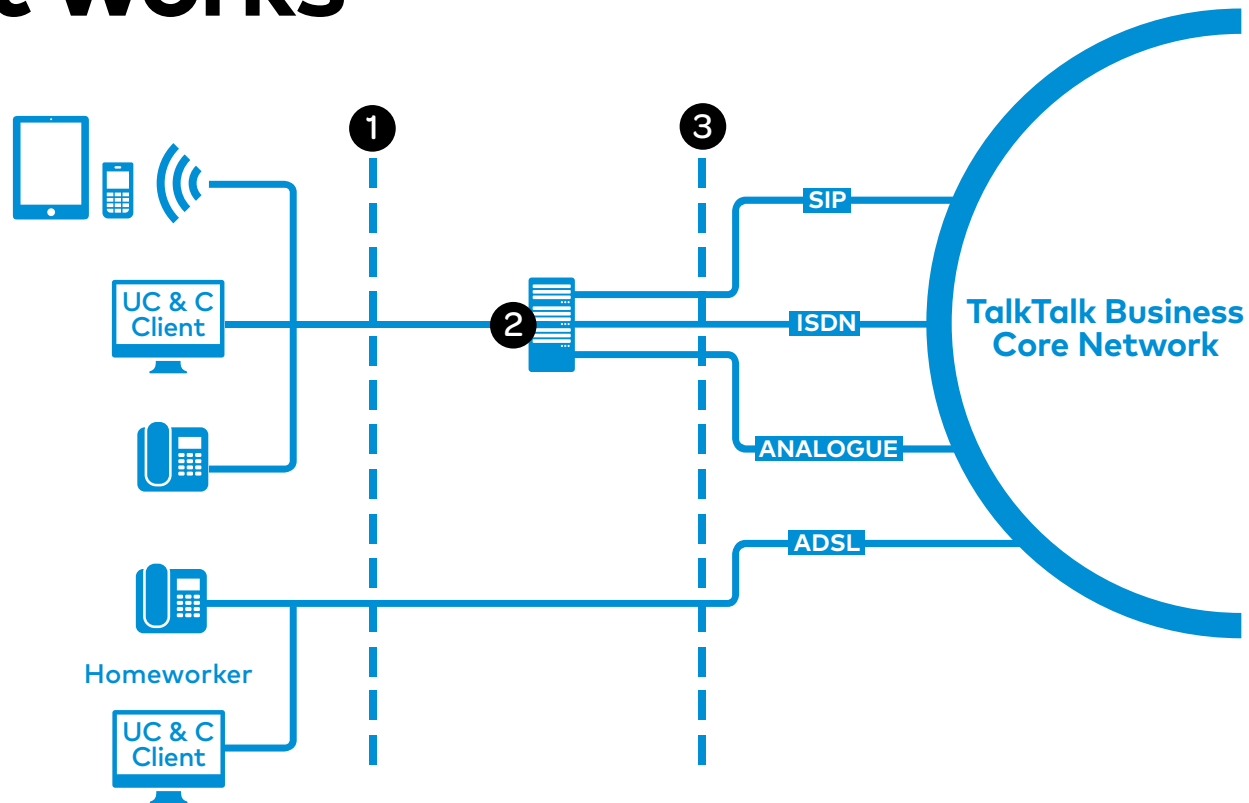
 [#ttbHostedUC](#)



# What is Hosted Unified Communications?

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# How it works



## 1 User peripherals

Multiple devices can be connected to the Telephone exchange to allow users to communicate in the most appropriate way. E.g. IP Phone, PC (via soft-phone), Mobile phone (UC App), Tablet (UC App)

## 2 Telephone exchange

The telephone exchange is a piece of hardware that can be virtualised or situated in the customer premises. It allows calls to be delivered to the right individuals within an organisation and also allows individuals to make calls

## 3 Connectivity

The telephone exchange needs to be connected to the network to enable calls to be made externally. Multiple different types of lines are supported on the telephone exchange.

# Introducing Hosted UC

A scalable and flexible way to manage communications more effectively

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Brings together sites and connects employees, wherever they are

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All the functionality and features of a traditional PBX system

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Compelling advantages and benefits over premises-based technology

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A future-proof platform that adapts effortlessly to changing business needs

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# How can it help my business?

The benefits  
The organisations it suits  
What it does  
Features and functionality

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# The benefits

No need for on-site equipment, reducing capital expenditure and cost of ownership

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Quick to set up with low costs and transparent per-user pricing

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Access a broad range of market-leading technologies

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Integration of voice and data saves money and simplifies management

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One enterprise-wide platform improves collaboration

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Proven MITEL equipment for highest quality advanced call functionality

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A fully managed, end-to-end service that reduces operational costs

# The organisations it suits

Hosted Unified Communications is ideal for customers with multiple sites and a mobile workforce that needs to hot desk or work from any location.

It would also suit businesses with 5 or more phone users or lots of small sites where a PBX in every location is not cost effective. Companies that need the flexibility to add users and plan for future growth would also benefit from Hosted Unified Communications.



# More about Hosted UC

Hosted Unified Communications is a flexible platform that integrates voice and data applications

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It delivers Business Grade features that support collaboration and productivity, and adapt to your customers' changing communication needs

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Employees can change location and seamlessly switch between their devices

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# More about Hosted UC

Remote and homeworkers can access the same voicemail, conferencing and corporate security features as their in-office colleagues

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Ensures consistent call quality with a full quality of service guarantee

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New features and functionality can be added without expensive upgrades

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# Business Grade delivery

TalkTalk Business delivers Hosted Unified Communications across our all-IP Next Generation Network

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We cover 100% of the UK, with over 90% across our own network

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Resilient and secure

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Prioritised bandwidth for consistently high speeds

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The UK's only fully fibre-optic network

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# Service and support

600-strong UK-based team provide specialist support

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Access to the fault-management team is available 24/7

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Business Grade Service Level Agreement

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Local engineers that respond to your support needs with guaranteed response times

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A service designed to help save you time and money

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Technical expertise and the latest knowledge in Unified Communications

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