



Hosted Voice

Phone calls, instant messaging, web conferencing and team collaboration in one amazing Unified Communication platform, powered by market leader, Mitel.

All the benefits of the latest technology without the big upfront investment. Hosted Voice is a scalable and flexible way to manage your communications more effectively. It provides the same reliable functionality of a traditional PBX, with advanced features that will allow you to communicate on a whole new level.

Everything in one platform

Hosted Voice is designed around the way employees really want to work. It brings together phone calls, chat messaging, employee presence, video and desktop sharing into a single platform. It also works seamlessly across laptops, desktops and supported iOS, Android, BlackBerry, and Windows devices.

High margin, low touch

Hosted Voice is a way to create new margin and revenue potential without having to invest in, or manage, complex phone equipment. It enhances your portfolio with a cloud-based service that offers an attractive alternative to premise-based technologies. It also improves customer retention with up-sell and cross-sell opportunities and can attract new customers with minimum risk to your business.

Simple infrastructure, web-based management

Powered by Mitel, a global leader in cloud communications, Hosted Voice has the reassurance of a proven software suite. It is simple to use, incorporates helpful e-learning modules, and has hassle-free self-service administration via the management portal. You can offer this as a self service or managed service.

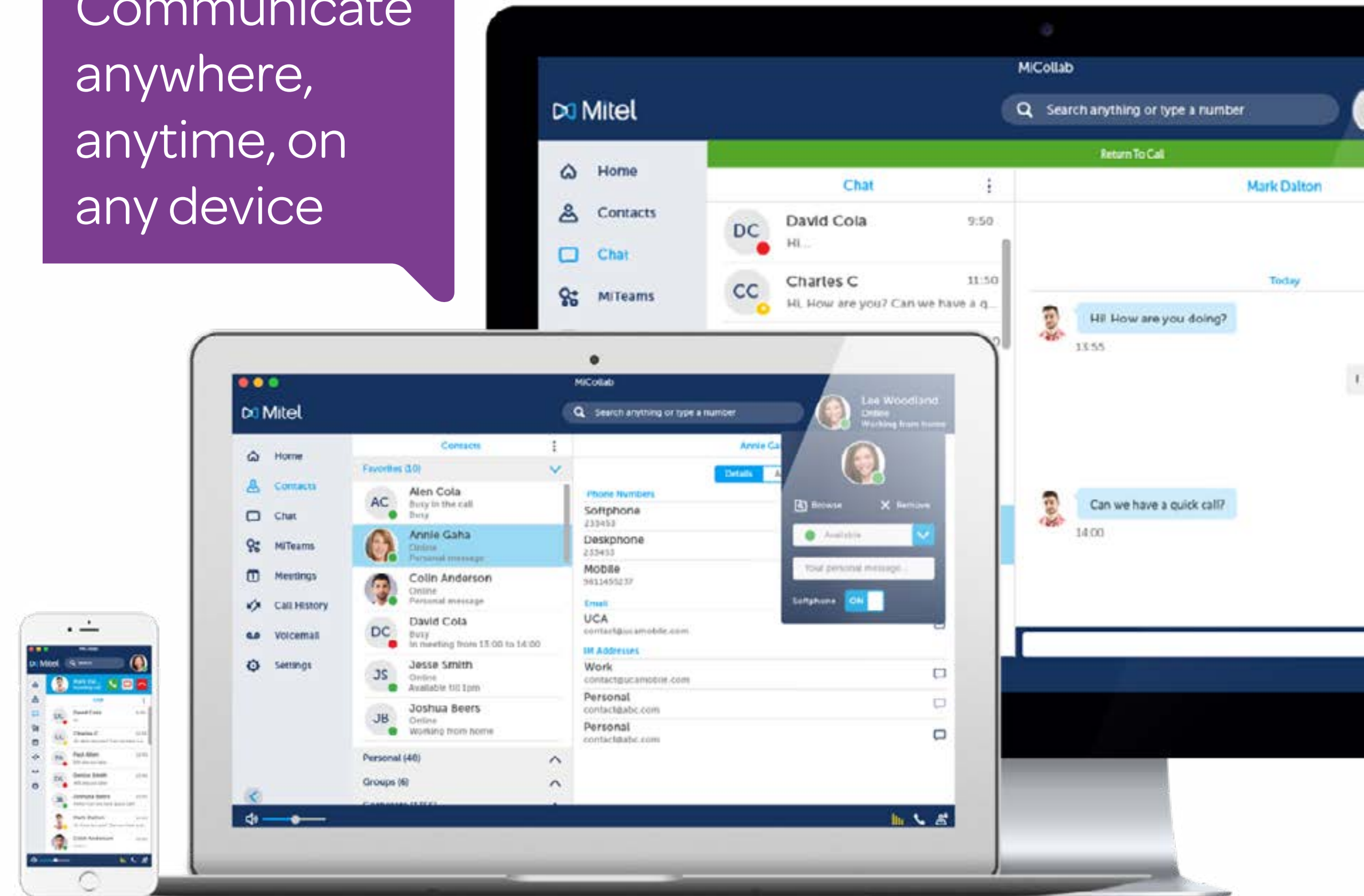
Flexible and scalable

Hosted Voice is a compelling offer with low cost entry and fast service delivery. With no need for on-site equipment costs are reduced and set-up and installation is quick and simple. Scalable, future-proof technology supports rapid expansion, multiple site and remote workers, enabling you to customise the solution to your customer's changing business needs.

Improves cash flow, increases revenue

Hosted Voice improves cash flow with Opex recurring revenue and no need to purchase or hold CPE. The solution also offers a growing suite of bolt-on applications that can be tailored into profitable packages to suit each individual customer, giving you a competitive edge. Connectivity and calls revenue is pulled through the solution, enabling you to increase revenue per customer through monthly recurring rentals.

Communicate
anywhere,
anytime, on
any device



Works seamlessly
with Mitel hardware



Unified Communications

A single access point for all your business communication and collaboration needs regardless of location or device:

PRESENCE

Know whether people you want to contact are on the phone, away from their desk or available for a video call, instant chat or collaboration session

MESSAGING

Quick access to voice messages with visual message handling and presence information of the person who left the message

SOFTPHONE

Enjoy the same desktop phone communications experience from a PC, laptop, or smartphone

MOBILITY

Installed as a client on supported iOS® and Android™ devices, key communications and collaboration features are extended to mobile users

WEB CLIENT

Access key unified communications and collaboration features from remote locations using any computer or web-enabled mobile device

Team Collaboration

Persistent workspaces for team meetings, conversations, content review and project management that are accessed via the MiTeam clients and add-on for MiCollab, with features including:

STREAMS

Persistent workspaces that capture all project activity from start to finish, including chats, content, reviews, assigned action items, enabling new members to get caught up in a matter of minutes

SEARCH

Powerful search capabilities that help members quickly find the information they're looking for within a Stream

TO-DO

Assign and track action items to ensure team members understand what needs to be accomplished, who is responsible, and by what date it's required

MEET

Quickly create collaborative meetings on the fly, by choosing the participants, sending invitations, and launching the real-time meeting all from directly within a Stream

Unified Messaging

Enables the management of voice mail, email and fax messages with features including:

MESSAGE RETRIEVAL

Retrieve voice messages from one synchronized message store and send your voice mails to email.

Audio, Web and Video Conferencing

Comprehensive audio conferencing and web collaboration capabilities with features including:

DESKTOP AND APPLICATION SHARING

Share desktops, presentations, software applications, graphics and data of every kind

MULTI-POINT VIDEO CONFERENCING

A personal collaboration experience with video using ordinary webcams

PUBLIC AND PRIVATE CHAT

Instant message with the option of archiving session transcripts

REMOTE CONTROL OF APPLICATION AND DESKTOP

Request control of another participants desktop for back and forth collaboration

WEB-BASED COLLABORATION

Lets people participate in collaboration sessions from a web browser

FILE TRANSFER

Instantly transfer files to all or selected participants

DOCUMENT MANAGEMENT

Place important files in public or private areas for future use

Three great licence options, and 3 additional bolt-ons for the Mobility licence

1

Standard licence

What's included:

- + Audio conferencing
- + Call forwarding
- + Call history
- + Caller ID
- + Call hold
- + Call transfer
- + Do not disturb
- + Hot desk
- + Hunt groups and ring groups

2

Business licence

As Standard, plus:

- + Voicemail to email
- + Ad hoc record-a-call
- + Remote access
- + Messaging

3

Mobility licence

As Business, plus:

- + Twinned answer point
- + Single number
- + Call hand-off
- + Single voicemail box
- + Mobility

4

MiCollab

Bolt-on to Mobility package

- + Presence
- + Softphone
- + Web client
- + IM chat

MiTeam

Bolt-on to MiCollab

- + Streams
- + Search
- + To-do
- + Meet
- + Ad-hoc conferencing and webinars
- + Desktop and application sharing
- + Multi-point video conferencing
- + Remote desktop control
- + Web-based collaboration
- + File transfer
- + Document management

or

Skype for Business

Bolt-on to Mobility package

- + Integration with Skype for Business

Why TalkTalk Business?

TalkTalk Business is one of the UK's fastest growing B2B telecoms providers, offering a full range of business-grade communications products and services, spanning internet access, data, voice and mobile.

Our mission is to deliver what matters most to our 180,000+ business and public sector customers, and 800+ Partners, through consistently reliable, easy-to-use, innovative, great value solutions.

TalkTalk Business is truly innovative, looking for ways to disrupt the market and deliver value back to our customers. Following an investment of over £600m, we operate one of Britain's largest Next Generation Networks, with 95% coverage across the UK and more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years' experience providing support to customers - from national retailers to sole traders - and with future-proof, scalable technology, and standout service, TalkTalk Business aims to empower you to connect to the things that matter most: your customers, your employees and your suppliers.

talktalkbusiness.co.uk/partners



platinum
solutions partner



Cloud Service Provider
of the year
2016

TalkTalk
Business
—
Partners