

Hosted Voice eXchange (HVX) Telephony

Why choose Hosted Voice eXchange (HVX) telephony?

The conventional business telephone system typically involves lines coming in from one of the many providers available, connecting to a telephone system purchased by the organisation. Then individual handsets are also purchased and connected to the system via either traditional telephone cabling or through structured cabling to give every user an extension.

This approach, combined with the latest converged technology, integrating telephone systems with IT services has delivered a reliable, yet flexible solution for most businesses.

By contrast, HVX HD telephony is a service, fully-hosted and managed by Qvoice, which takes away the telephone system hardware, hosting it at a remote location. The service is delivered to an organisation's premises through the internet via ADSL or leased lines and enables businesses to work more efficiently, with employees able to become more productive.

Any organisation, of any size, can now benefit from high quality communications and the exclusivity of a Private Branch Exchange (PBX), without having new hardware installed on premise.

Reduced expenditure at the outset

HVX HD telephony platforms hosted in secure data centres, ideally located in the UK, require the client to have the minimum of hardware on site. The equipment needed includes a managed router, a Power over Ethernet (PoE) switch, managed HVX connectivity all combined with the required number of HD quality handsets and structured cabling, if required.

A more flexible solution

HVX HD telephony is a modular solution, tailored precisely to the number of users. There is no maximum or minimum number of users and organisations can simply add more capacity as and when dictated by new users.

All an organisation has to do is work out the number of concurrent calls they are likely to need and the functionality required by each user and the hosted and managed HVX HD telephony solution will deliver the appropriate level of connectivity.

Control where it's needed

HVX HD telephony solutions come with a dedicated web portal, which allows individuals or system administrators to control system features. The extensive feature list ensures control of everything from routing plans and call-forwarding to disaster recovery options, is simple to manage via any internet-enabled device with a connection.

Benefits of an HVX HD telephony solution

Because the HVX HD telephony solution is cloud-based, hosted and managed in robust and secure data centres, we are reducing the number of components involved in the delivery of your essential communications.

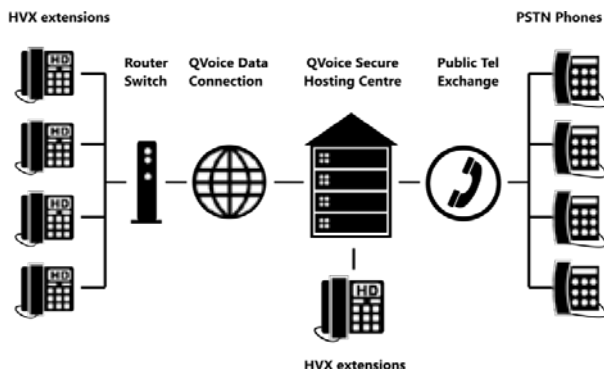
As we route your calls over our managed network, we do not have to rely on many other businesses to deliver the future-proof communication service already trusted by thousands of business users throughout the UK – simple, flexible and responsive.

“With the Qvoice solution everyone across the business received the same high level of service. In a service industry like ours, time is money and staying connected with your clients is crucial.”

Brian Ware. Director, Mayfair Loans & Investments



Qvoice
Converged telephony



The HVX HD telephony solution is designed to replace traditional premise based phone systems, providing a robust, flexible solution that can easily be adapted to meet the changing needs of the client.

Traditionally the only choice for organisations to make was whether they adopted the Private Branch Exchange (PBX) approach or a 'Key' system.

A PBX system is essentially a smaller version of a phone company's central switching centre and controls all incoming and outgoing calls, connecting outside callers with inside extension lines and internal extensions with each other.

A PBX allows an organisation to have fewer outside lines than extensions because it's unlikely all extensions will be used at once. Typically, PBX systems are large, often with hundreds of lines and thousands of extensions and the main benefits of a PBX system are the various automated features, the easy setup and its flexibility.

Key systems, typically for organisations with fewer than 50 employees, have telephones with multiple keys (buttons) and lights that indicate the lines being used. Key systems typically have one unit – an attendant phone or separate box—that acts as controller for a limited number of lines for a limited number of extensions, but offer convenient features like hold buttons, intercoms, paging, speakerphones, privacy, music-on-hold and memory dialling.

But now you can have the best of both worlds, with HVX HD telephony offering all the convenient features, whilst helping cut costs by minimising the investment against hardware and software that may incorporate amounts of redundant products and services e.g. you would not need to buy an 8 line card when you are only using 3 trunk connections. This is possible without any on-site hardware and thanks to the web browser-based management system, organisations remain in full control at the click of a mouse.

The business benefits

HVX HD telephony is all about flexibility and functionality. It delivers more features whilst reducing costs and truly represents the future of businesses communications.

- **Number Portability** – If you move location you can keep your existing phone numbers and add further UK numbers at any time (subject to agreement).
- **Increased Resilience** – If disaster strikes one location, calls can be automatically re-routed to/from a new location for business continuity.
- **Improved Scalability** – New users and services can easily be added/removed to meet changing requirements of the organisation.
- **Unique Features** – Increased productivity benefits delivered by quality of high definition voice and industry-leading functionality.
- **Administration & Monitoring** – Dedicated web portal allows administrators and users to control system features.
- **Enhanced Mobility** – System allows virtual numbers to be assigned to remote employees (and those on flexible hours) so they always look as if they are in the office.
- **Better Integration** – System offers improved computer integration with many leading CRM applications to deliver enhanced management of contacts.
- **Presence Monitoring** – See who is available instantly, with staff able to set their own status as DND, available, out of the office or in a meeting.
- **Smaller Resource** – Qvoice will monitor the system continuously and provide full maintenance support.
- **Reduced Costs** – Calls over the internet between users and locations significantly reduces call costs, with additional savings on line rentals.
- **Nothing Upfront** – Pricing possible per user/seat, with simple menu pricing ensuring users retain control to deliver transparent return on expenditure (subject to agreement).
- **Dedicated Training** – When training is selected as part of a tailored package, Qvoice will help train users to get the most from the chosen system.

HVX handsets

The HVX HD telephony service is available with a choice of Polycom® HD or Yealink HD handsets.



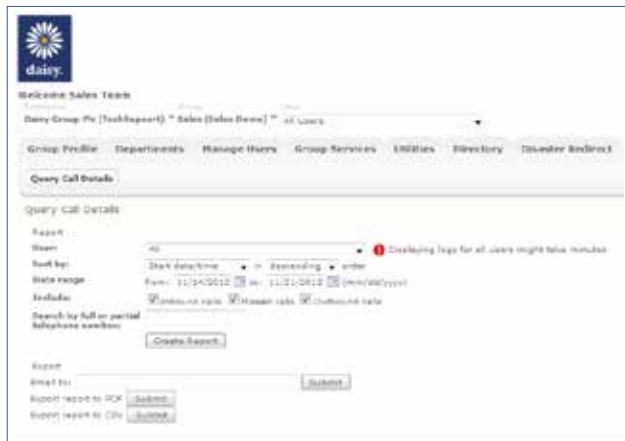
Key features

There are two standard packages available, VoiceLite and VoicePremier, but Qvoice will tailor HVX HD telephony solutions to the specific requirements of any organisation.

Service	Lite	Premier	Options
Auto Attendant			✓
Automatic Hold/Retrieve		✓	
Barge-in Exempt		✓	
Basic Call Logs	✓	✓	
Busy Lamp Field		✓	
Call Forwarding Always	✓	✓	
Call Forwarding No Answer	✓	✓	
Call Forwarding Not Reachable	✓	✓	
Call Forwarding Not Selective		✓	
Call Notify		✓	
Call Park	✓	✓	
Call Pick-up	✓	✓	
Call Queuing (in the cloud)			✓
Call Recording			✓
Call Return	✓	✓	
Call Transfer	✓	✓	
Call Waiting	✓	✓	
Call Name Retrieval	✓	✓	
Connected Line Identification Presentation	✓	✓	
Connected Line Identification Restriction	✓	✓	
CTI/CRM Integration			✓
HVX Anywhere (Link DDI to Mobile)		✓	
HVX Receptionist Console (max 30 ext.)			✓
HVX Softphone for PC, laptop, iOS and Android			✓
HVX Toolbar for enhances call control			✓

Service	Lite	Premier	Options
Do Not Disturb	✓	✓	
External Calling Line ID Delivery	✓	✓	
Fax to Email			✓
Flash Call Hold	✓	✓	
Group Paging	✓	✓	
Hoteling Guest (hot desk log in)	✓	✓	
Hoteling Host (phone a user can hot desk from)		✓	
Hunt Group	✓	✓	
Internal Calling Line ID Delivery	✓	✓	
Last Number Redial	✓	✓	
Music on Hold		✓	
Outlook Integration		✓	
Priority Alert		✓	
Professional Training			✓
Push to Talk		✓	
Remote Office		✓	
Selective Call Acceptance		✓	
Selective Call Rejection		✓	
Sequential Ring		✓	
Shared Call Appearance		✓	
Speed Dial 100 Entries	✓	✓	
Three-way Call	✓	✓	
Voicemail (including to email)		✓	✓
Web Portal (user or administrator)	✓	✓	

Productivity and efficiency tools



The HVX Portal

The HVX HD telephony service is available with a choice of Polycom® HD or Yealink HD handsets.

The HVX web portal allows an administrator or individual users to configure the system for their own needs, managing group and personal services in real-time. This unique approach helps reduce the cost of moving locations or extensions, adding new users or making changes to the system. The portal ensures many services, including hunt groups, messaging and music on hold can be managed with the press of a button or two.

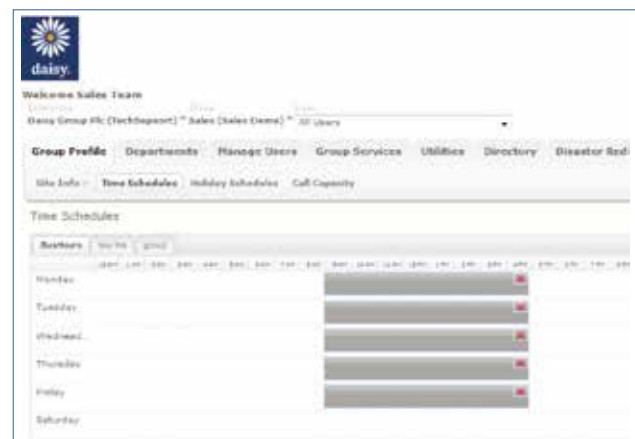
Understanding what is happening across the entire system is easy with the dedicated HVX web portal, which also allows immediate changes to be made in response to changes in business environment. The ability to change the flow of business calls around an organisation, using only the web portal and an internet-enabled device, will significantly enhance performance and could be the difference between retaining and losing all-important customers.

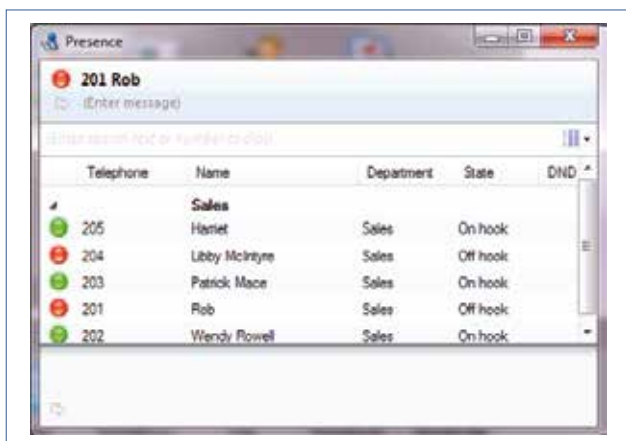
The HVX Web Portal

With desktop-based computer telephony integration (CTI) possible with the HVX web portal, it is possible to see a caller's phone number and other important data, like account details, on screen before the call is answered. Employee productivity also gets a boost when they search and dial telephone numbers directly from within CRM applications.

Features:

- System automatically searches contacts stored in supported CRM applications while phone is ringing allowing users to see who is calling before answering.
- Use mouse to answer, hang up, transfer or place a call on hold.
- Calls can easily be made directly from web pages, supported CRM applications and databases or by simply copying a number to the clipboard.
- Allows simultaneous searching of supported CRM applications and integrated shared address book with simple click to dial of numbers found.
- Viewable call history includes all numbers, even if not answered, with calls returned at click of a mouse.
- Presence window lets users see if colleagues are available before transferring calls to them.





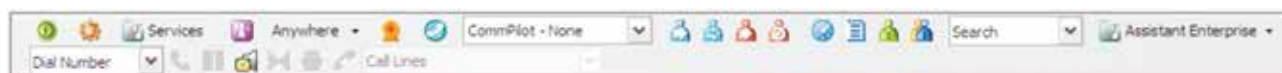
Presence window

For even small organisations, the Presence window helps improve call-handling, providing an easy way for users to check the status of colleagues.

The Presence window shows all extensions and by using the search box, the list will automatically show only the extensions that match the search criteria.

Right clicking on entries in the Presence list, brings up a context menu, which contains all the actions possible with the extension, including calling, consulting and transferring – dependent on the extension's state.

The HVX toolbar



With the bespoke HVX Toolbar it's easy to make and accept telephone calls, whilst able to make changes to telephone settings from within Microsoft Outlook, Internet Explorer or Firefox.

- Microsoft Outlook offers essential integration features including outbound click-to-dial from contacts and email messages.
- In Internet Explorer and Firefox, simply highlight the number on a web page and click to dial.
- Toolbar offers full call control, including answer or soft pick-up, hold, end, three-way conference and transfer or retrieve voicemails.
- Telephony service settings can be changed to suit; Simultaneous Ring, Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb and Remote Office.
- Toolbar allows users to view group and personal contact directories, along with call history.

