



# Hosted Communications Service

## Delivering Enterprise-Class IP Voice Services to Meet Your Voice and Data Communications Needs

iPBX Hosted Communication Service uses the power of converged IP telephony to dramatically improve your telecommunications system while reducing its total cost of ownership. Replace PBX, KTS, or Centrex systems with iPBX, and get a feature-rich, low-cost enterprise solution to meet your business communications needs.

Your company can change its communications model through the convergence of voice and data services onto a single network, improving your communications infrastructure while realizing a significant cost savings. One managed connection to the DSCI Enterprise Network simplifies your network architecture, and provides access to voice, Internet, and private WAN services. Your voice calls are given quality of service priority, resulting in superb call clarity.

With iPBX, you'll see costs go down and productivity go up with free site-to-site calling, simple management, and little to no upfront costs. The advanced features help employees to work more efficiently while improving communications with customers.

iPBX provides far greater reliability and flexibility than premises-based legacy or IP PBX phone systems, without space-wasting, energy-consuming equipment. Since DSCI hosts your phone system and uses standards-based technology and equipment, you never have to worry about obsolescence and future upgrades. And iPBX can grow with your company – easily scaling from a few users to thousands.

With iPBX Hosted Communications Service from DSCI, you receive all the advantages of IP telephony without the cost of purchasing, installing and maintaining an expensive phone system.

### Lower Communications Costs

- ▶ **Free site-to-site calling** with extension dialing between offices eliminates toll charges and point-to-point connections
- ▶ **Lower upfront and ongoing costs** compared to a premises-based phone system
- ▶ **Eliminate separate voice and data networks** with a converged network providing access to Internet, voice and private WAN services over a single network connection
- ▶ **Reduce support and maintenance costs** with web-based moves, adds, and changes
- ▶ **Simplify expense management and budgeting** with flat-rate calling plans

### Simplified Management

- ▶ **Reduce telecom support requests** with user self-management of personal services and settings
- ▶ **Instantly make moves, adds and changes** through any Internet connection and reduce telecom maintenance costs
- ▶ **One vendor to contact** for voice, data and phone system simplifies communication and eliminates the "blame game"
- ▶ **Automatic roll-out of new features** done seamlessly on DSCI's iPBX platform

### Improved Employee Productivity

- ▶ **Employees work efficiently from anywhere** with advanced features such as simultaneous ring, Remote Office, and unified messaging

- ▶ **Unified messaging** sends voicemail messages to email and allows management of voicemail from any phone
- ▶ **Microsoft Outlook Integration** enables click-to-dial capability for Outlook contacts
- ▶ **One receptionist or auto attendant** can handle calls for multiple sites

### Multi-Site Networking

- ▶ **Eliminate expensive point-to-point circuits and toll charges** with one system that connects and serves all locations
- ▶ **Reduce management costs and headaches** with centralized management of your entire enterprise and uniform dialing plans for all locations

### Built-in Disaster Recovery

- ▶ **Redundant servers located in secure, carrier-class facilities** ensure that iPBX platform has high availability
- ▶ **Route calls to alternate locations, cell phones or directly to voicemail** in the event of an emergency, disaster, or outage
- ▶ **Fast recovery of calling services** during a network connectivity failure using the optional Broadband Backup Routing feature





## Hosted Communications Service Features

Key User Features	Feature Description
<b>Custom Call Routing</b>	Define custom profiles of how and where you want to be reached, and change that profile at anytime, from anywhere. For example, you can send all calls to voicemail while in a meeting, and can ring both your office phone and cell phone while on the road.
<b>Click-to-Dial</b>	Just a click of the mouse dials a number found in the company directory or in your Outlook contacts.
<b>Voicemail-to-Email</b>	Send voicemails to your email as a .wav attachment, and manage your email and voicemail from one inbox. You can reply or forward voicemails to others, and archive the voicemail in your email folders.
<b>Voice Portal</b>	Your company's Voice Portal gives you access to voicemail, CommPilot Express profile activation, and more. You can retrieve and reply to voicemail, make calls, send broadcast messages, and change call forwarding options from the road.
<b>Remote Office</b>	Work from home or any other location in the world and look like you are in the office. Calls to your number are routed to any phone line you designate, and all outbound calls placed show your work number and are consolidated on your company's call detail reports.
<b>Web Portal &amp; Enterprise Assistant Toolbar</b>	Change your settings, view call logs, access enterprise and group directories from any Internet connection using the iPBX Web Portal or the Enterprise Assistant Toolbar.

Key Group Features	Feature Description
<b>Auto Attendant</b>	Add an Auto Attendant to answer every call on your main number, or only those which your receptionist cannot answer live. Separate greetings and menu tree options can be configured for business and after-hours. The Auto Attendant includes features such as dial-by-name directory lookup and direct extension dialing.
<b>Automated Call Distribution (ACD)</b>	Improve customer service with Hunt Groups or the iPBX Call Center. Route inbound calls to the main business, sales, or support number to the next available line or agent, or ring all lines simultaneously.
<b>Web Portal</b>	Administrators at the enterprise, location or department level can change settings, add and change users, and more using the iPBX Administrator Web Portal.



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866.438.3724 | [www.dscicorp.com](http://www.dscicorp.com)