

“THIS GIVES BUSINESSES GREAT POWER AND PRODUCTIVITY ACROSS ANY TYPE OF PHONE SYSTEM OR LOCATION.”

VIRTUAL PBX

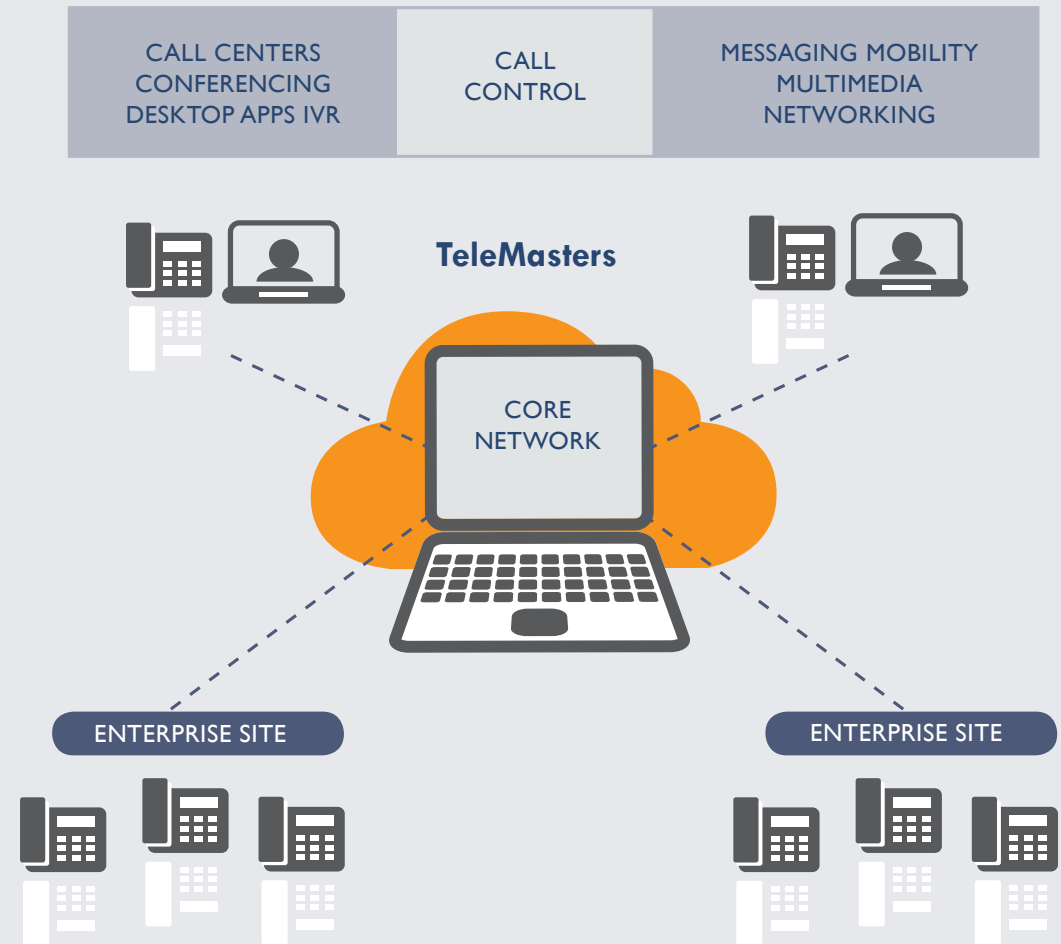


With Virtual PBX/IP Centrex, businesses no longer need to worry about the significant cost of managing and maintaining premises communications systems. They can focus on their core business, allowing their service provider to deliver their communications solutions.

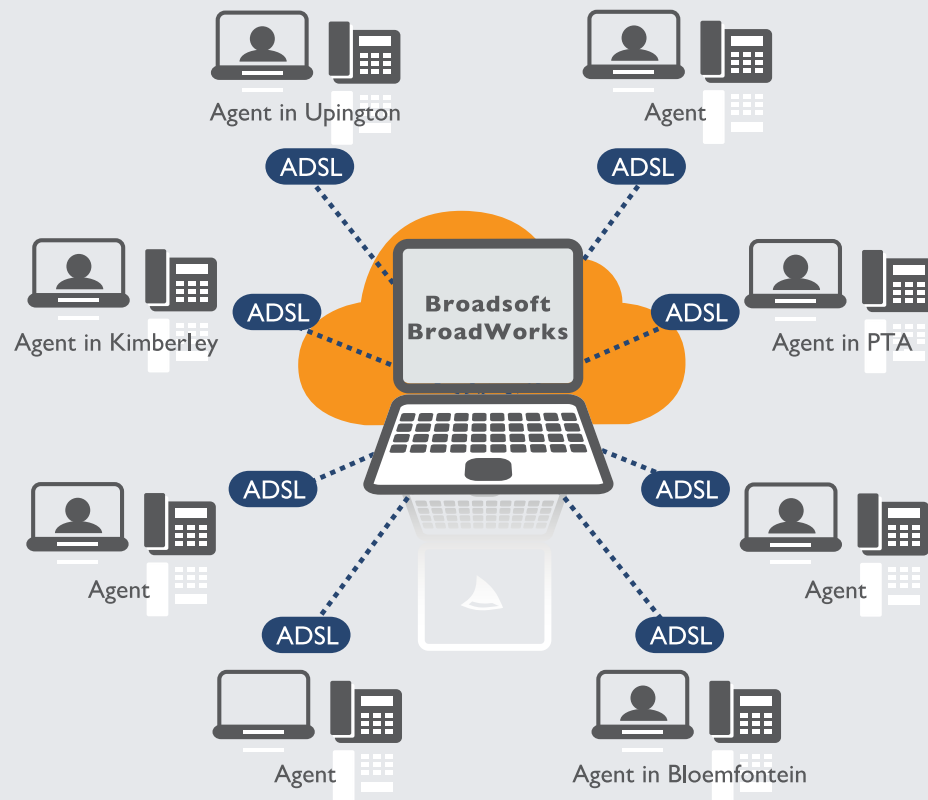
With state-of-the-art features, easy support for mobile, remote, and home employees, and built-in video, conferencing, call center, and unified messaging functionality, this solution gives businesses great power and productivity across any type of phone system or location.

BROADWORKS HOSTED PBX OVERVIEW

The TeleMasters Virtual PBX platform provides all standard PBX functions, plus fully integrated enhanced services, such as call centers, conferencing, voice, video, and fax mail, as well as mobile integration. All setup and configuration is easily managed via a Web portal, enabling any size customer to take control of their own PBX environment. With its powerful capabilities and ease of use, the TeleMasters Virtual PBX platform empowers customers to simplify their communication environment, scale easily and future proof their communications solution.



WHY HOSTED PBX



Businesses continually have to spend vast amounts of money to upgrade, maintain and scale premise based PBX deployments – typically an open-ended investment.

TeleMasters Virtual PBX delivers a feature-rich solution – giving customers more control, allowing lots of flexibility and dramatically cut costs.

These are the essential attributes in Virtual PBX and IP PBX environments shows the clear advantages of TeleMasters Virtual PBX.

Attribute	Virtual PBX	IP PBX
Scalability	<ul style="list-style-type: none"> • Unlimited 	<ul style="list-style-type: none"> • Typical 1-10K • Limited number of IP Handsets
Multi-site Networking	<ul style="list-style-type: none"> • Uniform dial plans • Full feature set • Centralised Management 	<ul style="list-style-type: none"> • Hard to manage dial plans • Limited network features • Service Islands
Total Cost of Ownership	<ul style="list-style-type: none"> • Lower cost of Outsourcing 	<ul style="list-style-type: none"> • Higher total costs: staff, support, access -limited CPE options
Open Standards	<ul style="list-style-type: none"> • Many 3rd party CPE options • SIP based 	<ul style="list-style-type: none"> • Proprietary CPE • Limited CPE options
Reliability and Resilience	<ul style="list-style-type: none"> • Carrier Grade platform [typically well over 5 9's] • Cost carried by TeleMasters • Element and geographic redundancy 	<ul style="list-style-type: none"> • Hard to reach 5 9's • Customer pays for redundancy • Software reliability and churn cause instability
Technology Risk	<ul style="list-style-type: none"> • Cost carried by TeleMasters 	<ul style="list-style-type: none"> • Cost carried by end customer
Operations and Management	<ul style="list-style-type: none"> • Centralised management and support • Located in Data Centre with relevant redundancy included 	<ul style="list-style-type: none"> • Separat management systems • Located at customer site(s) • Typically supports single site

EXAMPLE OF VIRTUAL CALL CENTER