



Managed Converged Communications

Bell IP Solutions introduces *Managed Converged Communications* - a fully managed solution designed specifically for independent businesses and mid-sized organizations offering all the advantages of a leading converged IP communications system with the benefits of remote voice service management at a low monthly per-user price.

Your Challenges

To ensure growth and survival in today's environment, companies are challenged with developing new approaches to attract and retain customers. This is especially true for independent businesses and mid-sized organizations. More than ever before, they are being forced to compete with the largest competitors in the market.

To keep customers satisfied and loyal, organizations must ensure their customers can reach them anytime, anywhere. To reduce costs and stay competitive, they must constantly seek ways to improve operational efficiency and ensure their resources and employees are increasingly productive.

Bell IP Solutions can help

IP telephony and converged communications solutions offer incredible advantages to overcome today's challenges. Integrating this new technology with your existing infrastructure, however, requires qualified expertise. Moreover, ongoing management of the solution may require resources or skills that are outside the scope of your core organization.

Converged Communications Made Simple

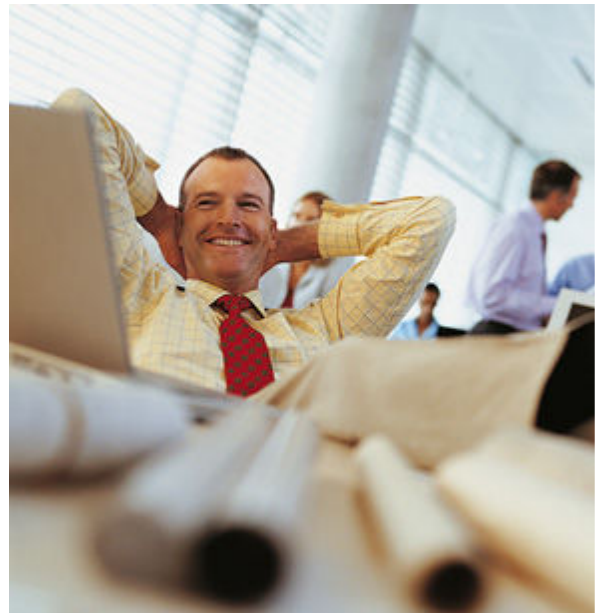
Bell IP Solutions introduces *Managed Converged Communications*: a unique IP solution developed specifically for independent businesses and mid-sized organizations. Designed around industry leading IP-PBX platforms, this unique solution offers all the advantages of a leading converged IP communications system with outstanding voice quality, monitoring and management at a low monthly per user price.

Combining feature rich telephony, advanced call center and remote access VPN router functionality on a single scalable platform, *Managed Converged Communications* enables your organization to realize significant capital and operational savings while simultaneously keeping a laser focus on strategic initiatives.

Feature-Rich Solution

With a vast array of features available, Bell IP Solutions' *Managed Converged Communications* is designed with flexibility in mind. Organizations can start with communications and management features they currently need and can easily add additional features and functionality as they require.

For those organizations that already own an IP-PBX platform, Bell IP Solutions offers its premier management and monitoring service. This allows them to leverage existing infrastructure, and realize the benefits of outsourced management.



Managed Converged Communications delivers IP designed for the SMB:

- ▶ Choice of leading IP Telephony system
- ▶ Choice of IP phones / soft phone
- ▶ Voicemail
- ▶ 24x7 Remote Monitoring
- ▶ 24x7 Maintenance service

Available converged features such as:

- ▶ Unified Messaging
- ▶ Call Center
- ▶ Soft phone

Bell IP Solutions offers expert implementation of a reliable, secure, cost effective and worry-free IP solution.



Solutions Features

24x7 remote monitoring and trouble resolution

Typical maintenance agreements stop at product repair. *Managed Converged Communications* extends this to include 24 hour x 7 days a week proactive remote monitoring of your systems. Bell IP Solutions expert monitoring staff will perform remote diagnostic and repair operations to deter potential service issues before they start. This minimizes potential downtime and often achieves resolution before users are impacted.

Remote Backup and Restore

File corruption and unforeseen disruptions are an unfortunate reality that can adversely impact your organization in a moment. Remote backup and restore insures that your configuration data and voice mail content won't be lost in the event of unexpected trouble. *Managed Converged Communications* provides regular backups of your core system configuration data and all voice messaging content, so that both data and system functionality can be restored remotely and easily, minimizing downtime or operational disruption to your organization.

Proactive Voice Quality Monitoring

Bell IP Solutions understands that the phone is the lifeline of your organization. To ensure the voice quality in your network is at its peak, Bell IP Solutions proactively monitors your communications platform operations and end points; analyzing aspects such as system performance, capacity and CPU utilization. Potential issues are identified by the Bell IP Solutions network operations center and corrective actions are recommended before you experience any adverse effects or voice service degradation.

Administrative Services

Software and Security Updates

Managed Converged Communications' Administrative Services ensure that your communications system is equipped with the latest software upgrades and patches for optimum performance. *Managed Converged Communications* alleviates you of the burden of keeping track of software versions, firmware upgrades and vendor releases. This means you can focus on your core activities without having to worry about software obsolescence, version incompatibility issues or security vulnerabilities.

Complex Moves, Adds, Changes Made Simple

Managed Converged Communications includes service and support to carry out any moves, adds or changes you require - from the easiest to the most complex! User feature administration, call forwarding options or line additions can be completed from Bell IP Solutions' network operations center almost immediately. This eliminates wait times for dispatch technicians and minimizing employee disruption.

Efficient Branch Announcements

Managed Converged Communications also allow organizations to realize the benefits of remote voice mail or auto attendant greeting updates. Bell IP Solutions can efficiently distribute new auto attendant or broadcast announcements to all branches and phone systems in your network. Updated business hours or weekly specials can be automatically distributed or changed at all branch locations in a single step or on an automated schedule.

Benefits of Managed Converged Communications

- ▶▶ Predictable monthly pricing - and no capital investment!
- ▶▶ Unlimited Help Desk Access
- ▶▶ Advanced IP Application access
- ▶▶ Scalable systems grow as your business grows
- ▶▶ Tailored feature deployment – add functionality as needed
- ▶▶ No internal IT expertise requirements
- ▶▶ Maximum performance and availability
- ▶▶ Web access to help, service, reports and MAC requests.

For more information on the Managed Converged Communications solution for your organization, contact your Bell IP Solutions representative.

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