



HOSTED PBX

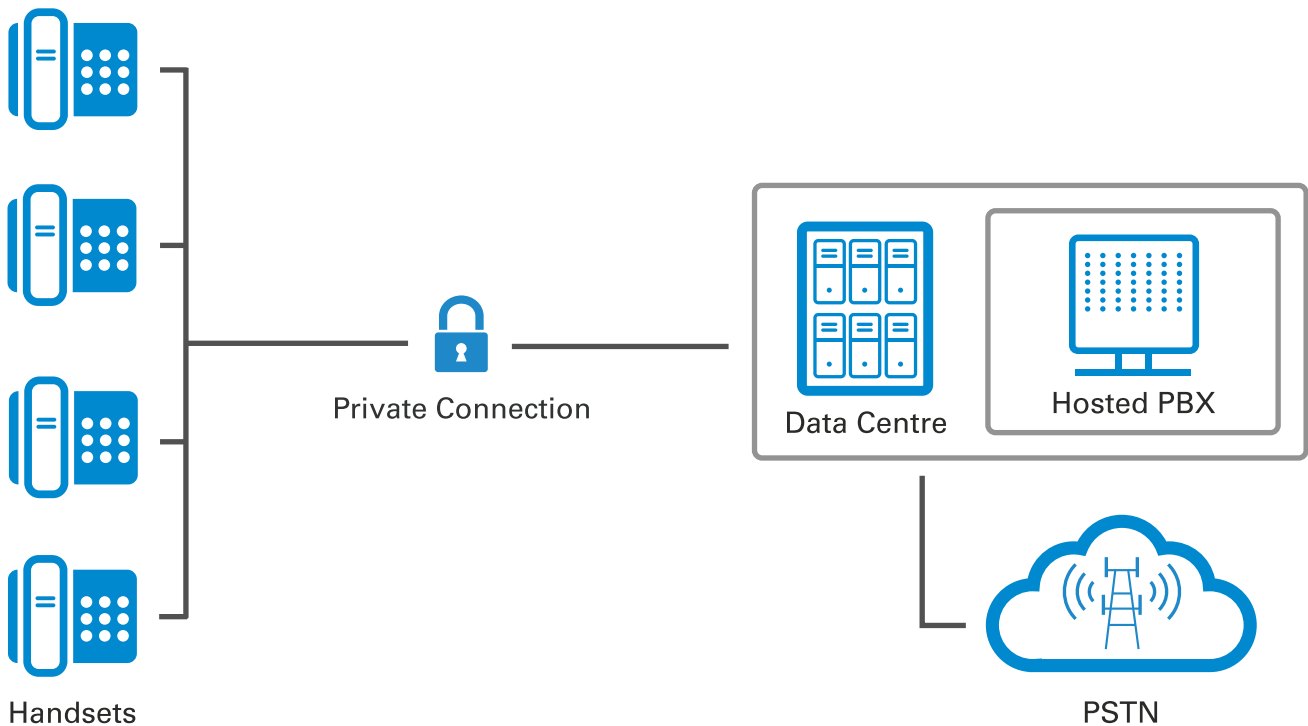
OvertheWire provides a business-grade hosted telephony solution, eliminating the need for high capital expenditure and costly upgrade cycles to gain access to new features.

Over the Wire's hosted PBX systems are completely maintained by our qualified technical engineers, and allow you to make moves, adds, and changes. There's also no need to purchase or install the PBX on site, so migration costs are minimised.

The core hardware is located remotely in our Data Centre and is installed, configured and maintained by qualified Over the Wire technicians. The system is scalable, with the ability to grow from 10 to 1000 handsets overnight.

KEY FEATURES

- Both voice and video supported
- Deployed over a data network, achieving infrastructure convergence
- Polycom handsets with HD voice as standard
- Complex dial patterns, hunt groups, IVRs, etc.
- High level of customisation possible
- Integration with call centre dialers and other line of business applications



Colocation



Infrastructure as a Service



Data Networks



Voice



Internet



Video



Hosted Services



Managed Services

OUR COMPANY

Who are we? A straight talking, no-nonsense company that gets things done quickly and without fuss. We're outcomes-focused. We work to understand exactly what you need, then build a solution that works for you, rather than retro-fitting your needs to our offerings.

If you're tired of empty promises and poor service, and you'd prefer to deal with a more agile and responsive company - who's ready to listen and to give you what you actually need, then it might be time to go Over the Wire.

ORDERING AND QUOTES

Every PBX deployment is different. Our engineers will design a solution for your requirements, to ensure that the service we deliver is the service you need.

Once an order is placed we'll assign an engineer to deploy your service while our provisioning team co-ordinates the rollout of new handsets and arranges number cutovers.

Number Porting

If you have a number that you want to bring with you, that's fine by us. Just let our sales staff know and they will take care of it.

SERVICE OVERVIEW

Technology has evolved to allow high-quality voice, data and video communications to be delivered over a single IP network. Intelligent businesses have recognised the economical and operational benefits of a unified telecommunications system.

Cost Saving Infrastructure

Traditional on-site PBX systems typically require dedicated hardware, software, and a technician to maintain and upgrade the system. Over the Wire's Hosted PBX systems are completely maintained by our engineers, and administered through a simple, web-based administration portal.

Migration costs are minimal as you do not need to purchase or install the PBX at your premises. The core hardware is located remotely and installed, configured, and maintained by our technicians.

Exceptional Voice Quality

Over the Wire's Hosted PBX can be deployed through dedicated connections, allowing us to better control and optimise the voice quality from our dedicated switches to your IP PBX.

We do this by applying outbound Quality of Service (QoS) metrics across our network to ensure that your voice traffic has absolute priority. We only use high-quality Cisco routers, which are pre-configured prior to installation.

Cost Saving Calls

The cost structure of VoIP systems are far more flexible than that of traditional PBX systems and can provide enormous savings to your business including:

- ▶ Untimed STD calls
- ▶ Free calls between your offices
- ▶ Remote connections from anywhere in the world
- ▶ Reduced rates for call re-routing
- ▶ Considerably lower call costs

Telephony Features

- ▶ Conference Bridge
- ▶ Ring Group
- ▶ Custom Music on Hold
- ▶ Time Conditions
- ▶ Simultaneous Ring
- ▶ Queues
- ▶ Voice Mail
- ▶ Call Recording
- ▶ Lync / Exchange UM Support