

## Cloud PBX provides all the features of a business grade phone system plus unified communications hosted in the cloud

**Arrow's Cloud Telephony solution for Business is a business grade PBX and Unified Communications solution ideally suited to Australian SMEs. Hosted in Arrow's secure cloud environment, Arrow Cloud Telephony can deliver one simple solution to connect employees in your offices, working at home and on the road.**

### **YOU DON'T NEED A BIG WALLET TO GET A BIG SERVICE**

With Arrow's Voice Cloud there is no hardware to purchase, manage or maintain. You simply pay a monthly charge for the voice services that you use, and you can scale up or down as your business requirements change (starting with as few as four extensions).

This removes the inherent risk and cost associated with owning or maintaining your own equipment, and allows you to focus on your business, not your telephony equipment.

You can also reduce your call costs dramatically with free inter-office calls either same site, multi-site, home office or on the road. Calls between Cloud Telephony extensions and Arrow Contact Centre agents are also free. Plus the reduced need for onsite support means your savings grow every year.

**READY TO GROW WITH YOUR BUSINESS** As your business grows Arrow's Voice Cloud allows you the flexibility to scale your telephone system up or down with no need for expensive hardware upgrades. Your Cloud Telephony Solution can be rapidly provisioned and there is no installation scheduling or delays. Simple and rapid deployment also means

you can add features or services to meet your needs and your customer needs as quickly as they arise.

### **IMPROVE YOUR PRODUCTIVITY AND EFFICIENCY**

Arrow's Voice Cloud also allows you to increase employee productivity with powerful enterprise grade Unified Communications features such as Presence management that help you communicate and work more effectively.

- Arrow's Cloud Communicator client provides an all in one softphone, Instant Messaging and Presence engine, along with Outlook and Exchange contact synchronisation. It also allows you to initiate and manage audio conferences via a graphical user interface. You can choose between using the in-built softphone or pairing Cloud Communicator with a handset to provide easy and flexible call management through its intuitive interface.
- See when extension users are available with Presence Panel, a desktop application ideal for front office staff dealing with inbound calls. This application provides a real time indicator of whether an extension user is available to take the inbound call and allows the front office staff to initiate calls via Click to Call functionality which leads to a better overall caller experience.

- Integrate email and voice with e-Call, a plug-in that integrates your telephone directory with your Microsoft Outlook and Microsoft Exchange contacts. You can click-to-call from within Outlook and also recognise incoming calls from people in your email contacts list via pop-ups on your computer screen.

## MANAGE YOUR COMMUNICATIONS TO SUIT YOUR BUSINESS

Arrow's Voice Cloud provides the power and flexibility to manage communication in your organisation. While we manage the back end, you have an intuitive web-based portal for monitoring and simple management tasks, giving you the visibility you need and the capacity to manage your users' requirements day-to-day.

- Add, move and manage phone extensions as a simple self-serve administrative process across single and multiple sites - not a complex technical process.
- Keep track of call usage by extension in real-time.
- Select additional features to enhance your Cloud Telephony service such as voice recording and more. Easy to setup and use voicemail, call transfer, auto-attendant, hunt groups and queues simplify your inbound call management and distribution, allowing you to give your customers a more personalised service experience. While individual user features such as Find Me, Follow Me, and Call Forwarding give users the flexibility and control to manage their individual communications.

This gives your business unprecedented flexibility to adapt and change communication options over time as your team grows and your business evolves - putting you in control of your communications.

## KEEP YOUR BUSINESS CONTACTABLE NO MATTER WHERE YOU ARE

With the Cloud your telephony system extends to wherever you are located either in the office, at home or on the road. A variety of devices can be used to provide access; either a certified IP handset, a PC-based softphone (Cloud Communicator UC client) or a compatible smart phone/tablet client. Also being delivered via the Cloud, and not reliant on premise-based equipment, Arrow's Voice Cloud provides a service resilient to business interruption and a quicker path to disaster recovery.

## THE ARROW SOLUTION

Arrow's expertise in Voice over IP and collaboration systems means that we understand the complexities of delivering real-time communications in a business environment.

- **Reliability:** Arrow's Voice Cloud provides business quality and reliability for small businesses, larger organisations and even busy call centres.
- **QoS:** Arrow's Voice Cloud solutions prioritise voice quality using Arrow's business grade internet, Layer 2 or Layer 3 Private Network connectivity services.
- **Integration:** Most organisations buy equipment from a range of vendors so Arrow's Voice Cloud is standards-based, designed to work in a multi-vendor environment.
- **Single vendor solution:** Arrow can provide a single

Cloud Telephony solution that bundles your handsets, Cloud Telephony service, connectivity services and voice carriage all in one.

**Australian solution:** Arrow's Voice Cloud is securely hosted in Australia and backed by a local 24 x 7 Network Operations Centre.



## STANDARD FEATURES AND SUPPORT

- Easily scales up to 200 users
- Single site and multi-site support
- End user self-help via web-based interface including enhanced service management, call detail records and voicemail management
- Automated call management solutions including configurable auto-attendant, call hunt groups and queues
- Inbound call management solutions for extensions including call forwarding; Find Me, Follow Me; and call filters
- Visual voicemail options including handset-based voicemail, email-based voicemail forwarding or web-based listening and management
- PBX user directory service
- Conferences and conferencing management
- Call monitoring options
- Call parking
- Support for wide range of IP handsets and softphones
- Including NEC and Polycom
- Support provided by local 24 x 7 Operations Centre
- Securely hosted in Australia

## COMPLEMENTARY SERVICES

Arrow's Voice Cloud can be enhanced with the following features\*:

- Arrow's Enterprise SIP trunking service
- Arrow's business grade internet, Layer 2 and Layer 3 Private Network connectivity services
- Arrow's Cloud Contact Centre

## ENHANCED FEATURES\*

Integrated unified communications desktop add-ons\*:

- Cloud Communicator UC client
- e-Call Exchange and Outlook Integration
- Presence Panel for PBX user presence
- Call recording
- End customer billing

\*Additional charges apply.