

Direct telecom

Alcatel-Lucent 

Direct managed communication system



*“connecting people in business”*

## Direct MCS (Managed Communication Service)

“We realise that your business doesn’t run itself and that you need to focus on it 100%. At the same time, the challenge you face is ensuring that your systems are and always up to date and able to adapt in a cost-effective way with your customers changing needs”.

Direct Telecom has established, exclusive deals with our suppliers to bring you a solution. The result is that while you focus 100% on running your business efficiently, Direct Telecom will ensure that your fixed line and mobile voice and data systems are the most up to date and efficient that they can be for a flat monthly cost per user.

Our managed service takes the hassle away from renegotiating contracts and budgeting upgrades by providing a full communications service including:

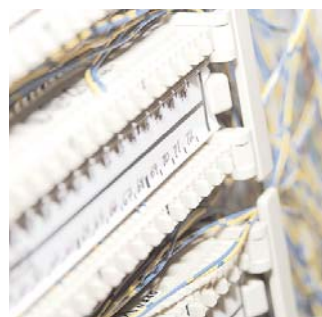
- All aspects of your voice and data infrastructure
- A new CAT6 structured cabling network
- A new Alcatel-Lucent Omni PCX Office with IP phones
- A new managed Alcatel-Lucent data switch
- All aspects of Mobile / GSM communication
- Flexible choice of fixed line and mobile devices with individually tailored call plans
- BT and cable providers line rental charges
- Cheaper Telephone calls
- Quarterly reviews of existing costs including mobile and fixed line calls, plus systems design
- Starting from as little as £12 per month per user for the full Managed Service package

Direct Telecom also includes upgrades to your system and unlimited remote programming to ensure that they are up to date and with a fixed price per user per month. You pay for no more than you need.

“We also realise that unbudgeted costs can be a real headache and complex contract negotiations each year can be a drain on valuable resources”.

Direct Telecom continually benchmarks our suppliers to ensure that our customers are receiving best value. Our Managed Service clients will be able to avoid complex renegotiations and our in house teams of professionals will carry out regular reviews with you throughout your life with us to ensure the service we offer continues to be the most cost-effective and efficient.

*Direct Telecom also includes upgrades to your system and unlimited remote programming to ensure that they are up to date and with a fixed price per user per month. You pay for no more than you need.*



Office anywhere with an end to end solution providing enterprise class telephony, internet communication, mobility and collaboration with business grade control... for a fixed monthly cost per user.

### What is it?

#### In a word... Future proof

#### Some more meat on the bones...

- Direct Telecom provides maintenance and repair for your system through an accredited Alcatel-Lucent partner
- We include all BT line rental charges
- We provide ongoing quarterly reviews on mobile calls
- We will upgrade you every year to the latest version
- Single reliable company for all your needs

### What does it mean?

#### In a word...

#### Peace of mind and...

- Switch from Capex to Opex
- Fixed monthly cost per user
- Your business can budget in advance—constant and predictable
- Never pay for another upgrade
- Your system always has the latest software
- You always have up to date / current handsets
- Only pay for what you use
- Take the headache out of dealing with a mobile network operator

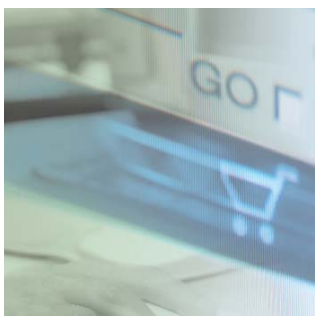
### What does my business get?

#### In a word...

#### A state of the art communication platform

- A new CAT6 cabling infrastructure
- Brand new IP handsets
- New Avaya or Alcatel-Lucent IP telephone system
- User training
- Installation
- New data switch
- Fully managed system inclusive of moves, adds and changes
- Project management and system design
- Consultancy
- Annual system health check
- Mobility pack—voice & data anywhere to any device
- Collaboration pack—document and calendar sharing

Simply choose the right package for you on the next page and any extended services and Direct Telecom will tailor a quotation to your requirements from as little as £12 per month per user for the full Managed Service package.

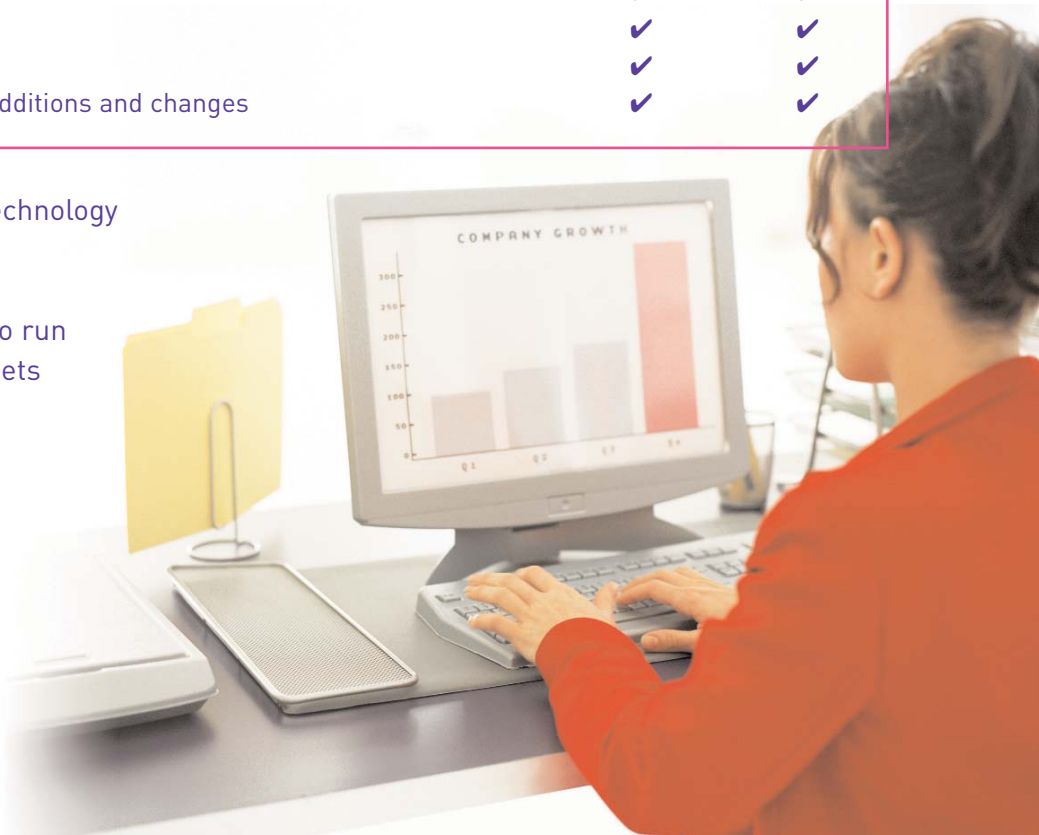


## Starting Point: Choose the right package

Key Features	Advanced	Basic
New Cat 6 Cabling infrastructure	✓	✓
New Alcatel-Lucent Office IP switch	✓	✓
New Alcatel-Lucent Data switch with Power over Ethernet and Voice support	✓	✓
Embedded Voicemail and Personal Assistant	✓	✓
Enhanced voicemail (expanded capacity)	✓	✓
On site mobility through DECT and WiFi mobility	option	option
Off site mobility through Mobile Virtual desktop and IP Softphone	✓	x
Support for networking multiple HQ sites and Branch offices	✓	✓
Anywhere mobility through Cellular/GSM integration	✓	x
Calendar, contacts and documents sharing	✓	x
Integration with Microsoft Outlook	✓	x
Email Server and VPN user access	✓	x
Unified Messaging of email and voicemail	✓	x
Web based Call forwarding management	✓	x
Click to call from personal contacts	✓	x
On demand Conversation record	✓	x
Customised Company Greetings	✓	✓
Web interfaces for access to communication and collaboration	✓	x
Inbound and Outbound call management (detailed reporting and analysis)	option	option
New Alcatel IP/XML desk handsets*	✓	x
Amigo Quick SMS and Quick POP XML applications**	options	options
Exchange line rental (Analogue, ISDN, IP)	✓	✓
Latest software versions throughout the term of Managed Service agreement	✓	✓
Least Cost Routing and Carrier PreSelect (cheaper calls)	✓	✓
Maintenance and support contract (4 hour for critical faults)	✓	✓
Telephone Support and access to helpdesk	✓	✓
Remote Diagnostics	✓	✓
On site engineering support	✓	✓
All parts and labour included	✓	✓
Remote programming, moves, additions and changes	✓	✓

\* Handsets supporting XML technology only on Advanced service

\*\* XML applications designed to run on the Alcatel IP/XML handsets can be easily customised.



# Features & Benefits of Direct Managed Communication Systems

## Helpdesk Support

- Free remote programming (moves, adds, changes)
- One point of contact for your end to end communication needs
- Take advantage of lower operational costs
- Guaranteed service level agreement / response times
- Advanced replacement including mobile phones, data switch, hardware and handhelds

## On-Site support

- Complete knowledge of entire voice and data infrastructure speeds up resolution times
- Lower operational costs
- Guaranteed Service Level Agreement

## Fixed monthly cost

- Predictable and constant so your business can budget in advance
- Never pay for upgrades
- Your system always has the latest version
- Pay for what you use, no more no less

## On-Site VoWifi mobility with Omni Access Data Switch

- Leverage existing wireless infrastructure - Lower total cost of ownership
- Single voice & data infrastructure producing cost savings
- End to end solutions with quality of service
- Ease of deployment (plug & play, radio coverage tool)

## Mobile phone solution

- Control your international calls
- Regular quarterly review
- No network operator, one point of contact with Direct Telecom
- 12 month upgrade allowance

## On-Site DECT Mobility

- Enhanced usability and business telephony features

## IP covered LAN infrastructure, reliable with QoS

- Entry level solution with advanced features
- No local power supply required (one single infrastructure) - flexibility
- One stop shop for end to end converged solution

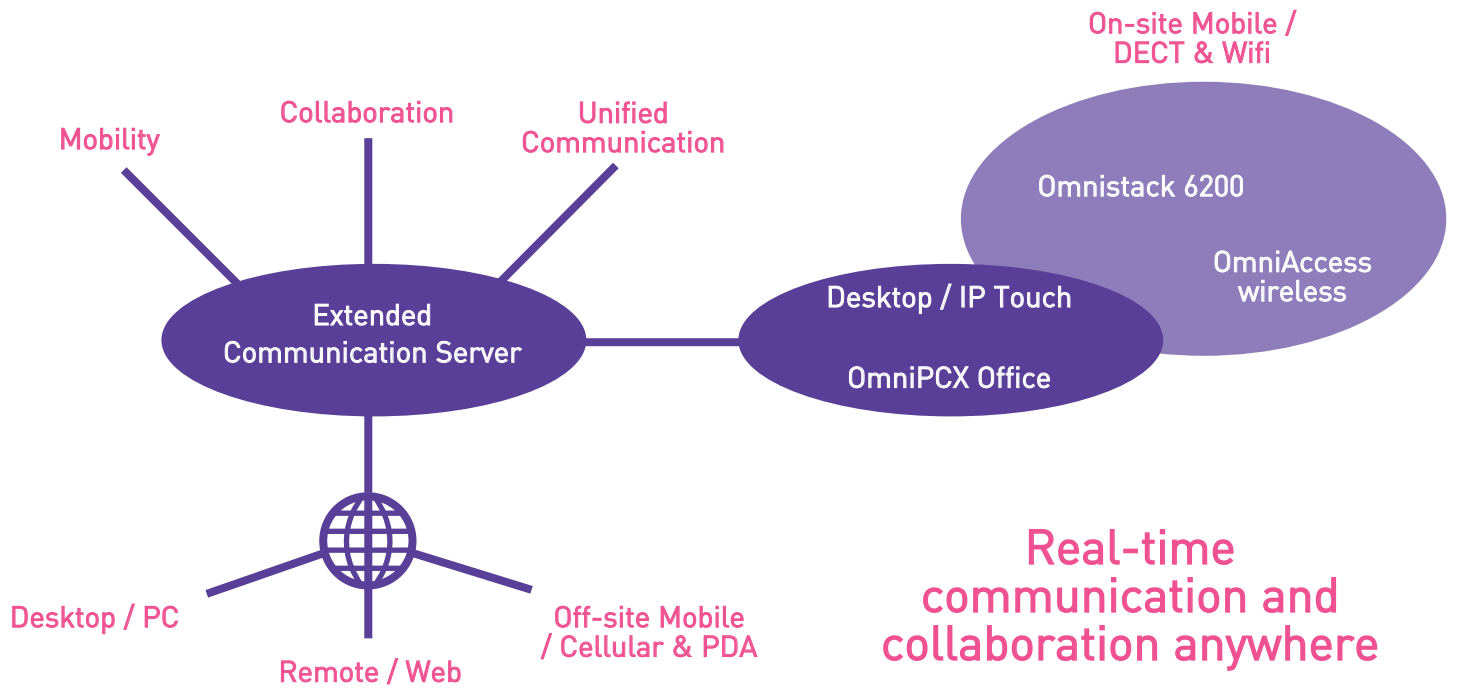
## On-site / Off-site communication and collaboration services—email, calendar, directory, contacts, docs, business telephony for mobile and remote workers

- Business applications including voice accessible anywhere on any device
- Terminals independent
- No specific software to be installed (web-based)
- Integration with MS Outlook client secure
- Business telephony control anywhere on any device

## Flexible financing

- Pay one fixed cost per user per month
- Allows your business to make best use of your working capital without using cash up in a depreciating asset
- Your system will always be up to date though regular software refresh with no need for capital outlay
- The fixed cost per user per month is 100% allowable against pre tax profits. Payments are deducted as a trading expense.





Alcatel·Lucent 

**AVAYA**

**Direct telecom**

Direct House  
16 Commercial Road  
Huddersfield  
HD8 9DA

Tel 01484 867867  
Fax 01484 867860

Web [www.directtelecom.co.uk](http://www.directtelecom.co.uk)  
Email [info@directtelecom.co.uk](mailto:info@directtelecom.co.uk)

