



# BT Hosted IP Telephony from Cisco

## Overview:

---

BT's Cisco®-based Hosted IP Telephony (IPT) solution provides a cost-effective service, gaining economies in networking and paving the way to more advanced convergence applications such as unified messaging, audio and IP conferencing, and full Unified Communications. Our own experts address all voice issues – voice/data conversion, numbering and call-handling, etc. It minimises capital outlay and provides the resilience expected of a BT-managed service.

## Reasons to have Hosted IP Telephony from Cisco:

---

- Saving and controlling the direct and indirect costs of communications
- Managing the complexity of multiple sites, networks, equipment and suppliers
- Cost-effective voice solution that meet the needs of the business with limited resource
- Flexibility to add or remove sites and increase or decrease communications services with minimum disruption to meet the needs of the business
- Service Level Agreement (SLA) and Service Level Guarantee (SLG) – MOS scoring
- BT TotalCare support

## Benefits of Hosted IP Telephony from Cisco:

---

- Single supplier solution for a managed WAN and Hosted IPT solution, with a single helpdesk and billing
- Provided as OPEX item, removing the need for CAPEX investment, with a utility-based, per user pricing model
- Opportunity to move to UCC (including OCS integration) as we move forward
- Easy adoption of new functionality and technologies
- Easy to grow
- Network reliability and bandwidth flexibility
- Simplicity of installation, management and migration
- Reduced need for in-house expertise
- Cost-saving Dial Plan routing
- Hybrid working with legacy networks and communication systems

## Features of Hosted IP Telephony from Cisco:

---

- Extensive IPT features of Cisco Unified Communications Manager
- Extensive feature-rich Customer Portal for Self Care
- Voicemail – Cisco Unity or Movius
- Mobility
- Extension mobility
- Unified messaging
- Attendant console
- Worldwide platform for customers with multiple sites
- Cisco Unified Survivable Remote Site Telephony (SRST) to provide resiliency through redundant, localised call processing

## Price:

---

Hosted IP Telephony from Cisco has an entry level of around 500 users and as such can be a complex solution to design and price. Pricing is provided on a per user basis under an OPEX model, removing the need for a large upfront capital outlay, and is available on request.

## Further information:

---

Please visit: [www.bt.com/uk/hostedvoice](http://www.bt.com/uk/hostedvoice)

### Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2009. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000. Designed by Tag.

PHME 58161/06/09