

# HOSTED PBX

## WHAT DOES THAT MEAN TO MY BUSINESS?

Lately, there has been a lot of buzz surrounding hosted Private Branch Exchange (PBX) for business.

Companies can finally replace their old phone systems and get a far more flexible phone solution for a fraction of the cost. But it's not just replacing one phone system for another. With Hosted PBX, you get the benefits of outsourcing the management of your phone system, which means you'll need fewer resident experts to handle things.

What's more, Hosted PBX expands communications and productivity by providing a range of advanced features and functionality. And it does so without straining your budget.

Companies can finally replace their old phone systems and get a far more flexible phone solution for a fraction of the cost. But it's not just replacing one phone system for another.

With Hosted PBX, you get the benefits of outsourcing the management of your phone system, which means you'll need fewer resident experts to handle things.

What's more, Hosted PBX expands communications and productivity by providing a range of advanced features and functionality. And it does so without straining your budget.

### LOWER TOTAL COST OF OWNERSHIP

**Business is more unpredictable than ever – growth one year, contraction the next year. Ideally, you'd be able to secure the most advanced technologies without having to spend significant money upfront on hardware. Hosted PBX makes this possible.**

With a Hosted PBX solution, you save from day one on your monthly communications service fees. All you need are Hosted PBX handsets.

That's right, no expensive boxes or systems required. You save money every month as well because you no longer need to manage both phone and data lines. Traditional phone lines, and the high price associated with them, are now a thing of the very expensive past.

### MINIMAL IT SUPPORT REQUIRED

**Unlike the complex traditional phone systems that sit in a closet, Hosted PBX requires very little IT support or training to administer.**

You can quickly add users, delete users, enable additional features – all without additional support or staff. The reason? A simple web interface. In fact, a Hosted PBX solution is so simple and intuitive, users can manage their own features right from their computers.

It's one management issue that can be taken off the shoulders of IT. Who knows, maybe they'll even thank you for a change.

### OPERATING EXPENSE VS. CAPITAL EXPENSE

**The last thing you want to do in this economy, or any economic climate for that matter, is spend tens of thousands of dollars on a phone system.**

With Hosted PBX, there are no large servers or systems to purchase. Other than handsets and a switch, there are no capital expenditures to depreciate over time. Which means it comes off of your books. All you have is an affordable monthly service fee that connects your business and employees to a host of capabilities that dramatically improve productivity.

Forget about paying \$1000 a handset. Those days are gone!

Let's imagine you were a business that needed a new PBX. You received a quote for a traditional telephony system from one of the big carriers Business Centres. It's possible your quoted around \$1000 a handset installed on a 60 month contract. By contrast, a Hosted PBX system may be as low as \$200 per handset! Imagine the impact that would have on your business finances.

### BUSINESS CONTINUITY

**Let's assume some worst case scenarios: Your building is flooded. Or a fire knocks out power for miles around.**

Now, let's assume you have Hosted PBX. Want to know how things would be? Business would go on - uninterrupted. Since no physical box resides on your premises – it resides in redundant and secure data centers – customers can still connect with your business because employees can work from anywhere.

It's an incredibly fast and easy way to take control of a disastrous situation and ensure that anything major becomes just a minor incident.

### SCALE UP / SCALE DOWN

**Five year projections? Ten year projections? Frankly, for most businesses, it has become nearly impossible to make accurate predictions. It's why you need a highly-flexible technology like Hosted PBX.**

Hosted PBX is a sure way to give you the peace of mind that comes from not being constrained by a phone system that only supports a fixed number of employees and can be costly and complicated to expand.

If resources become squeezed, you can quickly scale back. On the other hand, if you open a new office, need to relocate, or need to provide remote communications, or just need to prepare for a spike in demand around the holidays, it's quick and easy to scale up without any disruption to your business.

Total flexibility. Easy to manage. Quick to deploy. Hosted PBX is a decision with only upside.

## MORE FUNCTIONALITY

**Even if you're jaded about technology, once you see all of the advanced features and functionality that are available from a Hosted PBX system, you'll be seriously impressed by the impact it can have on your business.**

And the best part is you can activate only those features that you need to make your company more productive.

It starts with HD voice, the clearest a business call can get. That's just scratching the surface. Through Hosted PBX, you can have voicemails automatically forwarded to your email account, you can make a call from a cell phone or remote office and have it appear as a call from the main office.

Basically there isn't much you can't do with Hosted PBX.

## AUTOMATIC UPGRADES

**With Hosted PBX, there's no box on your premises, so there's no hardware to upgrade in order to take advantage of new features and technologies.**

Because your service is outsourced, upgrades are provided through software changes that happen automatically in the background. Of course, you'll be made aware of any new capabilities as they come on line. That way, you can quickly utilize them to support your employees and better service customers.

So stay focused on your business and leave the upgrades to your Hosted PBX service provider.

## PRODUCTIVITY ANYWHERE

**It's hard to advance your business if it's tethered to convention. And there's no ball and chain quite like a desk phone.**

Hosted PBX is the ideal solution for existing and emerging workforces who demand constant connectivity and productivity from anywhere—and at anytime.

Whether attacking issues from a desk, a conference room, or powering through meetings on the road, Hosted PBX gives companies the powerful communications features they need to keep things moving forward no matter where or when business is done.

## FLEXIBILITY

**You don't want to be tied to an old fashioned telephone exchange.**

Where the phones go, so do the numbers. Your business is no longer married to a Telstra Exchange.

Hosted PBX is the ideal solution for any business considering relocation. Connect a new data connection and just take the phones with you. You're no longer limited by exchange boundaries. You're not even limited by State Boundaries. Where the phones go the numbers go with them.

## FOCUS ON WHAT MATTERS

**One of the best ways to stay competitive is to focus on your core business.**

With a Hosted PBX solution, the management of increasingly complex business communications is done for you off-site. It all happens in the background while your employees utilize advanced features and productivity tools like voice, video, and wireless to take up new goals and take down obstacles that stand in their way.

Hosted PBX is one of the fastest growing technologies for business. Leading the way are PBX solutions from Yealink, Polycom, Snom and Cisco and their IP phones and video conferencing systems.

These visionary companies are enabling service providers to offer the highest quality communications systems with the widest range of advanced features and services. They are not just changing the way business communicates, they are also changing the pricing model, making this latest technology available to all businesses.

TelaAustralia's Business Connectivity Assessment can help businesses save up to 50% of their telecommunications & data costs.

Our experience is that many SMEs are often struggling with how to navigate and make sense of what are now highly complex and fragmented, Telco, IT and Cloud markets.

We see that SMEs are looking for a trusted advisor who can help translate the complex range of products and services in today's market, into simple and effective solutions, that deliver what your business needs.

TelaAustralia look at your current and future needs, audit your IT & Telco spends, and then create you a road map to an optimal solution for your business.

Your assessment includes vendor neutral advice and solutions. TelaAustralia are carrier agnostic so our solutions are not tied to any one carrier.

**Contact TelaAustralia to find out more about Hosted PBX and our Business Connectivity assessment and how we can help your business.**

 **1300 783 528**

 **INFO@TELAUSTRALIA.COM.AU**

**TELAUSTRALIA.COM.AU**

## LETS COMPARE THE FEATURES AND BENEFITS OF A HOSTED PBX, A SIP PHONE SYSTEM AND A TRADITIONAL ON SITE PHONE SYSTEM

HOSTED PBX VS SIP PHONE SYSTEM VS TRADITIONAL PHONE SYSTEMS		TRADITIONAL PBX	SIP PBX	HOSTED PBX
	Cost to purchase	\$600-\$1000+ per handset	\$200-\$600 per handset	\$200-\$450 per handset
	Cost of line rental un	\$40-\$45 per line plus calls	Around \$10 per line. Unlimited around \$60	Around \$10 per line. Unlimited Around \$50
	Call charges Local	15-25c ea	10c ea	10c ea
	Call charges National	10-40c per min + Flag Fall	10c ea untimed	10c ea untimed
	Call charges to Mobiles	20-45c per min + Flag Fall	14-25c per min	14-25c per min
	Unlimited Local, Nat & F2M Calls	\$90+	around \$60	around \$50
	Fault repairs	Usually on site technician	Mostly remote with some on site technician	Remote
	Business Continuity - Call re routing	Call Telstra & charges apply	Immediate	Immediate
	Time to connect new or additional Services?	10-25 business days	1 day for new. 30 minutes for extra Trunks	1 day
	Can services be shared or pooled across multiple sites?	No	Yes	Yes
	Will servivces be cut at NBN Copper Cut Off?	Yes	No	No
	Portability of numbers	Must stay at same exchange	Can move anywhere	Can move anywhere
	Can PBX be split or taken to another site	Split No, Relocate yes with tech on site	Split No, Relocate yes with tech on site	System can be split to other sites or relocated with out technical assistance
	Can Multi Site locations operate as if they were all on a single Phone System?	At substantial cost of using ISDN	Yes	Yes
	Did range available?	Yes	Yes	Yes
	What about power outages	PSTN lines will work but PBX needs power	SIP lines will work but PBX and Router need power	Lines will work but PBX, Handsets and Router need power
	How to do moves adds & changes	Call Telstra & Wait	Email or phone	Email or phone
	Cost to do moves adds & changes	Usually charged	Usually free	free
	Time to do moves adds & changes	Book in technician for site visit	4-8 business hrs if done remotely	4-8 business hrs
	Voice Mail to Email	Yes PBX licence required	Yes PBX licence required	Included
	Music on Hold	Yes PBX licence required	Yes PBX licence required	Included
	After hrs Messaging	Yes PBX licence required	Yes PBX licence required	Included
	Line Hunt	Yes PBX licence required	Yes PBX licence required	Included
	Add extra handsets?	Technician required	Technician Maybe Required	Plug and Play
	On site support required?	Yes for any physical changes	Technician Maybe Required	Rarely
	Self Install available?	No	No	Yes
	Additonal liceninsing required for extra features?	Yes	Possibly	No