



KEEPING COMMUNICATIONS OPEN

Let us support your converged communications network 24 x 7.

You have migrated to IP Telephony to improve productivity, reduce costs and communicate better. However, to get the full benefit from IP Telephony you'll also need specialist support people with IP skills and knowledge available 24x7.

Optus understands all organisations have different requirements and that's why our Managed IP Telephony Service lets you decide how your IP Telephony environment is installed and managed. If you've chosen to self-install and manage your IP Telephony environment, you'll need people with the resources, skills and management tools to help you get the most from your investment. Optus' Managed IP Telephony Service is the answer. We provide a comprehensive solution including telephony design, build, transition and operation, with remote and onsite management on a 24x7 basis. We can also help you meet availability and performance targets by providing proactive management, proven processes and industry standard service delivery.

FEATURES

Solution build

IP Telephony is a relatively new technology that not all organisations have adopted. If your organisation requires expert advice and services to build a telephony solution, we can design and install a solution that caters for your current and future IP Telephony needs across leading industry platforms.

Service Desk support

Maintaining user expectations of reliability and functionality is key to a successful IP Telephony initiative. Managed IP Telephony Services can help by consolidating your user and technical issues with Service Desk support during business hours.

24x7 monitoring, diagnosis and response

Your IP Telephony environment requires constant management to ensure continuous availability and performance. Unless you have round-the-clock resources dedicated to telephony health, device failure may be detected at the most inconvenient time – when staff arrive for work or at the peak of customer engagement. A Managed IP Telephony Service provides continuous monitoring, alerting, and pro-active response to outages.

IP PBX protection, patching and updating

Keeping your IP Telephony environment current with patches and upgrades is often a neglected by-product of IP Telephony management and can expose vulnerabilities and limited access to new features. A Managed IP Telephony Service offers pro-active administration of your telephony devices to ensure up-to-date configurations and a secure, functional environment.

- Support for Cisco and Nortel PBX environments
- Full design, build, transition and operation management
- Improved control and management so you can focus on your core business
- Up to date reports on performance
- 24x7 event monitoring and single point of contact for issues and ownership
- Delivering new technologies and services from an integrated solution
- Better use of your resources

Administration, dial plans and MACd support

With any network application, continuous availability and performance depends on regular tasks to ensure optimum operation and pro-active trend analysis. Optus' Managed IP Telephony Services provide a detailed yet flexible approach to routine administration of your telephony environment, including moves, adds, changes, and deletes; log and utilisation reviews; optimisation; and reporting.

Remote monitoring and management

Our IP Telephony engineers have all the necessary tools to remotely monitor and manage your telephony environment. With an array of monitors, our engineers configure event monitoring systems to roll-up device metrics and report on service impact. Faults can be isolated by drilling into event layers and devices whereby rectification procedures are invoked according to your requirements.

Detailed reporting

IP Telephony introduces new factors in network management such as traffic volume, jitter, latency, packet loss and Mean Opinion Scores (MOS) to diagnose the performance of voice over your IP network. We use a platform for telephony performance management and diagnosis, and deliver comprehensive reporting via a Customer Information Portal.

Support for voice and data convergence

Converging voice and data on to a single network will help increase management demands and complexity. Voice quality can be impacted by other applications or network issues. Our Managed IP Telephony Service delivers constant and pro-active management of service quality using specialist skills and tools, and rigorous change management.

Single point of contact

Our Managed IP Telephony Service provides you with a single point of contact for recording all telephony incidents and 'how to' enquiries. Our Service Desk assumes responsibility for incident management, including calls that are passed to third parties or your own IT support functions.

Access to technical expertise

A Managed IP Telephony Service allows you to access skilled resources with comprehensive knowledge on all aspects of IP telephony. From a simple configuration question to information on network convergence, our IP Telephony experts are on-hand to assist with technical understanding and business requirements.

BENEFITS

Leverage new technology

Network convergence presents new opportunities for business productivity. Implementing a Voice over IP (VoIP) platform according to AVVID (Architecture for Voice, Video and Integrated Data) standards opens the door to new facilities such as video conferencing. A Managed IP Telephony Service ensures your network supports your organisation's direction for convergence.

Improve control and management

Optus works closely with all customers to align their environments with market standards. To eliminate any disruption to your existing operation, we will help ensure a smooth transition and transformation to a new business platform.

Report on overall performance

Our Customer Service Portal (Dashboard) enables you to view telephony network status information, call performance, service management reports, as well as providing the ability to submit service requests to the Service Desk.

24x7 managed service provider

Our staff operate 24x7 which benefits planned changes and minimises disruption to core business operations. This coverage also allows faults and alarms to be addressed immediately, minimising any impact on your business.

Better use of resources

By allowing Optus to take ownership of all related telephony management issues, you can focus on your core business and be more responsive. Optus Managed IP Telephony Service provides you with access to industry experience, latest technologies and industry standard release management based on ITIL principles and proven processes.

GIVE US A CALL

To discuss how Optus can help you through innovative communications solutions; **contact your Optus Account Manager or call the Optus Business hotline on 1800 555 937**

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