

# Hosted PBX Solutions

**triton**

— NETWORKS —

Think Differently About Telecom. We Do!

# Hosted PBX Solution



## Reduce Cost

- Manage Voice & Private Internet
- Eliminate Legacy PRI & PBX/KEY System
- Increase & Decrease Users Seats
- Solution Redundancy in “Cloud”
- Reduce Power & Space
- Eliminate Maintenance
- Fixed Cost Model
- Unlimited Local & Long Distance

## Increase Productivity

- Unified Communications & Messaging
- Conferencing & Collaboration Audio/Video
- Desktop Integration
- Workforce Mobility
- True Disaster Recovery

## Any Device, Anytime, Anywhere

- Mobile, Fixed, Soft Devices
- Multi-locations Operate as One
- Web Access Manager

# Hosted PBX Advanced Application

## Customizable Features That Go Beyond PBX-Analog Solutions

### **Voicemail/UM**

- Full featured voice mail accessible via telephone, email, portals

### **Web Portal or Mobile Portal**

- End user web access to VM, conferencing, directories, click to call, speed dial, Find Me, Sim Ring controls hard, soft or remote phone.

### **Softphone**

- Multi-line full featured business or residential softphone. With or without video.

### **Console Assistant**

- PC-based, front attendant console that controls hard phone with presence, directories, VM, logs, etc.

### **Call Center**

- ACD Queuing, IVR, Auto Attendant, Call Routing, MOH, Multiple Queues per Agent

### **Call Jump**

- Silent Transfer for incoming or outgoing active calls to JUMP to another device.

### **Group Call**

- Simultaneous Dial-Out Conference

### **Multimedia Assistant**

- PC-based, standalone app with VM, Conf, Directories with IM, Presence & Collaboration

# Why Triton Hosted PBX

**One Company. One Call. One Point of Contact.**

**Fail Safe, Geo Redundant Network:** Guard against cyber attacks & outages caused by Man-Made or Natural Disasters

**Cisco Powered & Triton Expertise:** Latest and most reliable Industry Applications and Cisco solutions . Certified Cisco CCIE, Microsoft, and Broadsoft engineers

**Satisfied Client Base:** Over 200 Businesses rely on us daily. Dedicated Support, 24/7/365, SLA's

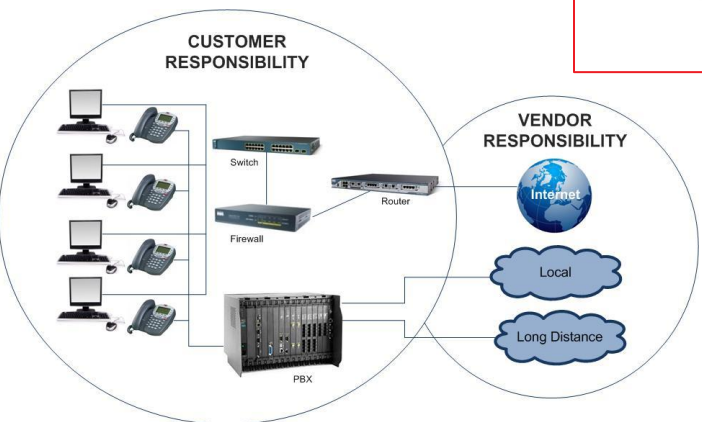
**Increase Productivity:** Voicemail anywhere / Move phones to any location / Improve Phone Administration

**Reduce Cost:** One vendor for local, long distance, ISP, and PBX maintenance

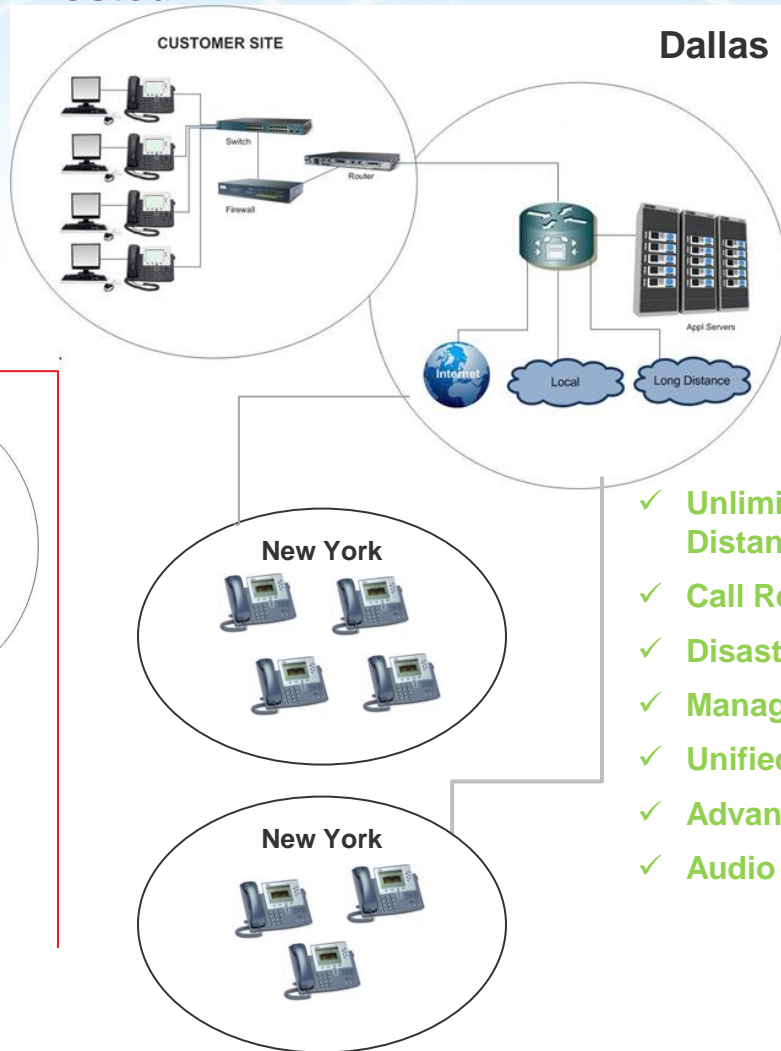
**Scalability and Flexibility:** Triton will grow with you and find the “Right Fit” solution

# Hosted PBX Solution

## Premise Based PBX



## Hosted PBX



- ✓ Unlimited local & Long Distance
- ✓ Call Recording
- ✓ Disaster Recovery
- ✓ Managed Firewall
- ✓ Unified Communications
- ✓ Advanced Business Features
- ✓ Audio & Video Conferencing

# Customer Experience

Easy as 1, 2, 3

1

User Feature  
Packs

+

2

User  
IP Phones

+

3

Deployment  
Services

=



Find the Right Fit:

- ✓ Executive
- ✓ Standard
- ✓ HD Video
- ✓ Data Backup
- ✓ Managed Firewall
- ✓ Admin Console
- ✓ Call Centres
- ✓ Remote Office
- ✓ Voice Portal

Pick a Phone:  
Cisco (15 models)



Linksys (4 models)



Site Survey: Is your LAN right?

Network Design: Get it right

Installation: Test & Train

Support: 24/7/365

# Basic Business Features

*Essential Business phone features include (Centrex features)*

911/E911

976/900 Block

Call Duration Display

**Call Forward All Calls**

**Call Forward Busy**

**Call Forward Do Not Disturb**

**Call Forward No Answer**

**Call Forward Out of Service**

Call Intercept

Call Return

Call Trace

Call Transfer, Blind & Guided

Call Waiting

Call Waiting/Caller ID

Caller ID Name/Number

Caller ID Block

CDR Billing

Class of Service Call Restrict

Date/Time Display

Direct Inward Dial (DID)

**Do Not Disturb**

Forward to Voice Mail

Hold

**Message Waiting Indication**

**Multi-Channel Park**

**Multi-language prompts**

Music-on-Hold

Mute

Non-DID

**N-Way Conferencing**

**Off Premise Stations**

**One-touch Transfer**

On-Hook Dialing

**Priority Call List**

Redial

**Selective Call Block List**

**Selective Call Forward List**

Single-Channel Park

Speed Dials

**Station-to-Station Dialing**

**Transfer to Voice Mail**



**Replace A Traditional / IP Centrex Deployment  
Then Add Applications On Top**

# Enhanced Business Services

*Basic Business + These Additional Features*

**Abbreviated 2-digit dialing**

**Additional DIDs**

Anonymous Call Rejection

**Authorization Codes**

**Automated Attendant with TOD Routing**

**Billing/Client Codes**

**Broadcast Paging**

Call Back Queuing for All Trunks Busy

Call Trace

**Call Waiting/ID Manager**

**Directed Call Pickup**

Distinctive Ringing

**Enterprise Administration**

Group Pickup

**Hunt Groups**

**Intercom**

**Shared Line Appearances**

**Bridged Line Appearances**

**On-Net Flexible Routing (VoIP VPN)**

Permanent Call ID Block

**Privacy Guard**

**Remote Call Forward**

**Time of Day Routing**

**Urgent Calling**



**Give Small/Medium Businesses All the Features  
of an On-Premise PBX Without the Hassle**



# Next Steps

- ✓ Review telecommunications bills
- ✓ Meet with decision-makers at your company
- ✓ Address further questions and timeline of events
- ✓ Present complete solution
- ✓ Present ROI
- ✓ Proceed to contract