



BroadCloud Cloud PBX

The BroadCloud Cloud PBX is an innovative, flexible, and scalable set of voice services. Serviceteam IT bring together all of the critical Unified Communications elements for easy deployment and rapid adoption for hosted or premises based solutions.

Find out how you can benefit.

serviceteamit



What is Cloud PBX?

01

Give your staff the ability to work from anywhere. A cloud-based phone system gives your business the flexibility and scalability to grow, taking your desk phone anywhere you have an internet connection.

02

This means your employees will have access to the BroadCloud CloudPBX service at any time, wherever they are. BroadCloud CloudPBX takes total advantage of our Voice over IP technology, bringing all the great features and benefits of that service to your BroadCloud CloudPBX devices.

03

The service is also entirely scalable, so it can grow with your business and if you ever move premises or open new offices it can easily move with you.

How does it work?



Serviceteam IT BroadCloud CloudPBX is full of features that help to make it easy for you and your staff to manage calls.

Employees can easily keep in touch with everyone they need to regardless of their location, whether they are in the office, working remotely or on the road



The service also has iOS, Android, and Desktop applications that turn almost any device into a full-features extension of your desk phone.

As there's no on-site installation required for the service, it's easy to get it up and running with little to no impact on your business during installation.



Once the service is set up, you'll have access to a simple-to-use portal so everyone can manage their calls and call settings.

This makes it easier than ever to set up call forwarding, re-direct, busy, transfer etc. and because you can answer the phone at any time, you'll never miss a call again.

A long-exposure photograph of a starry night sky, showing numerous white star trails in circular patterns against a deep blue background. The bottom of the image shows a desert landscape with rocky terrain and sparse vegetation.

Business
solutions
that work
around
You.

How can hosted services benefit your business?

Focus on your core business

Our solution will remove the complexity and frustration of managing multiple suppliers.

Your business will benefit significantly from:

- Increased level of competitiveness by focusing resources on the core business
- Move the capital cost of a PBX off the balance sheet, freeing up capital for other critical project

No costly IT to worry about

We take care of everything:

The days of having to provide costly space, power, and resources in your premises are over.

You're still in charge:

Our self-service portals for IT managers and end users mean you never lose sight of what is happening or the ability to control what's going on, e.g. adding new users or editing addresses of home/remote workers.

Scale up or down as required

We understand that businesses are constantly changing - adding new offices or growing out of old ones.

Hosted services can flex with your own business needs.

The flexibility lowers the cost of change and gets you up and running sooner.

Gain productivity from

Unified Communications

Unified Communications features are proven to increase business productivity.

Integrate your Desk Phone, PC, Mac, Mobile Phone, and Tablet into a seamless platform.

Future Proofed

We take care of updating and managing the entire hosted service including innovative new features as they become available.

There is no need to worry about technology obsolescence as we will always provide you access to the latest features to make sure you are always ahead of the competition.

Additional benefits of a

hosted solution

What would happen if a flood, fire or earthquake disables your business?

With your phone service in the cloud you can keep working from a different location without missing a beat.

Is your workforce demanding more flexible capabilities?

Our 'cloud' is accessible by anyone, anywhere, anytime, and from any device, allowing your employees to work closer to their own needs.



UC-One Features

Serviceteam IT bring together all of the critical Unified Communications (UC) elements for easy deployment and rapid adoption for hosted or premises based solutions.

Serviceteam IT's UC services are designed to simplify usability and to provide a significantly enhanced experience for the end user. UC helps to design and introduce a wide range of successful communication solutions that start with the end user in mind.

Fixed, Remote and Mobile Workers

Out of office employees can use UC One in multiple different set-ups allowing them to take their office phone service with them wherever they go and work from wherever they need to.

You can use the application to control your desk phone for click-to-dial functionality and manage your call settings from multiple devices across all networks.

You can even have a single number for your customers, so they can reach your mobile when you are out the office and rich collaboration means you can run meetings via the web also.



Voice and Video

Make and receive voice and video calls on your PC or Mobile with UC One - replacing or complementing your desk phone when you're not in the office with an easy to use client and call management options.



Instant Messaging & Presence

IM&P allows you to securely send and receive instant messages, conduct group chat, set your presence and monitor the availability of contacts on any network and any device.

Instantly see if a contact is available, on a call, busy or away. Send them a message, a file or start a group chat to collaborate with other colleagues.

The IM&P feature is automatically configured. End users simply sign into UC Office and start using the service.



Personal Conferencing & Collaboration

Users can easily set up their own 'My Room' to conduct audio conferences and/or web collaboration sessions with colleagues and customers, with the option to desktop share.



Provisioning & Admin Tools

The Hosted VoIP platform from Serviceteam IT is provisioned and administered from two web-based portals. The Service Provisioning Application for the building of your customer's sites and group/site settings and additional features such as Call Recording, CRM Connect, etc.

Your customer's can manage their own personal and group settings via the self-configuration portal in real-time, empowering them to make changes that drastically minimise costs for additions, changes, and moves. Site administrators can amend and configure group settings such as hunt groups, music on hold, and messaging all with the click of a mouse!

Individual site users will also benefit from being able to change their own settings such as call forward options and voice mail as well as configuring Fixed Mobile Convergence options (e.g. Call Director).

A single, unifying experience

Dynamic, automatically updating interfaces and Unified Communications



Dynamic Search

When typing in the search bar of the application, it will automatically search your local contact list, outlook and even your active directory or another Lightweight Directory Access Protocol (LDAP) based server.



Dynamic Status

The application is integrated with MSTF desktop tools like outlook so when you go into a meeting or take your call your online status is automatically updated to reflect you status.



Dynamic Location

The project manager's location and local time zone is automatically shown to their contacts, so they know where they are at all times and, if travelling, when they will be sleeping!



True UC

Use the application across PC, Mobile, and Tablet devices and help employees be more productive and effective.

How do your employees benefit from hosted?

Productivity, Control & Flexibility

Productivity - dramatically improves when users have the most appropriate tools which are easy to use

Control - controlling how you interact with customers and co-workers helps users manage their daily workload.

Flexibility - being able to access all of your services regardless of location increases user's efficiency

Realistic & Achievable Cost Savings

With BroadCloud CloudPBX you can eliminate the following:

- Expensive capital purchases
- Recurring maintenance charges
- Additional running costs, e.g. moves, adds, changes & upgrades

Typically, the 3 year TCO of a Hosted PBX is 30% lower than a premise based solution.

All taken care of by us

Our flexible, rental based model helps you control and predict your costs.

We are responsible for keeping your service running smoothly, immediately saving you time and money to focus on your core business needs and requirements.

Our advanced features increase your end user's productivity and ultimately your competitive advantage.

What do we specialise in?



CONNECTIVITY

The team have vast experience in finding the right connectivity solution that works for your organisation, including **Fibre Ethernet**, **Amazon** or **Azure Direct Connect**, and **Smart Networks** to simplify network management.



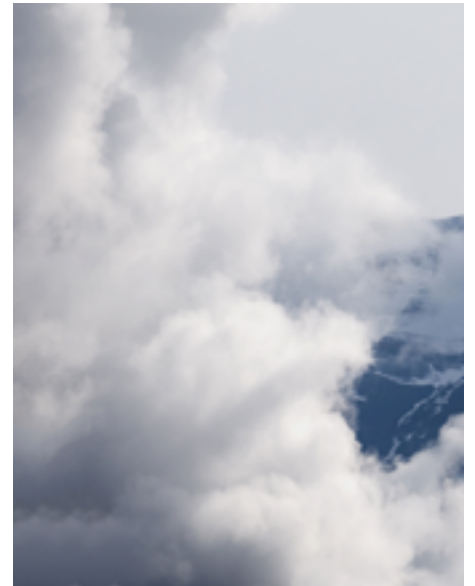
COMMUNICATION

Innovative ways to improve communications using the Internet and cloud are increasingly widespread. Serviceteam IT can improve voice, data, email, and document management with **IP Telephony**, **Exchange** & **Sharepoint**.



CONTINUITY

In the face of growing external threats, ensuring your business can continue operations is essential. Serviceteam IT can identify vulnerabilities and implement solutions that maintain **compliance**, **security**, and **continuity**.



CLOUD

Enhance productivity, communication, and scalability. Harnessing platforms such as **Amazon Web Services**, **Office 365**, and **Azure** for compute, storage & content, database, networking, analytics, management & reporting.

What can we do for you?

Serviceteam IT draws upon over 20 years of experience to design and deliver bespoke connectivity, network, and telecoms solutions for your organisation.

Serviceteam IT design and deliver sophisticated connectivity, network, and telecoms solutions. We get to know our clients inside out so we can design custom solutions with a single point of contact for delivery and management.

The objective is to simplify your business environment into an intuitive user friendly one where owners and senior managers have an understanding of their IT ecosystem and are comfortable that it is supporting the business.

It is our ambition to remove the mystery that surrounds IT and Communications so you have a clear understanding of what you are purchasing, why you are purchasing it and what benefits it will bring you.

This allows us to make the right recommendations to our customers to ensure that their IT and Communications is supporting their business strategy. Our services and solutions methodology exists to enable your IT and com-

munications consumption to find the best fit for your organisational needs, supporting your objectives, delivering value, and focusing on results.

If you would like additional information or would like to speak to someone about how you can benefit from IP Telephony, there are a number of ways to contact us:

☎ 0121 468 0101

✉ info@serviceteamit.co.uk



UNLIMITED

Unlimited SIP trunks, with the option to upgrade bandwidth to support more



RELIABILITY

Up to 99.999% uptime as guaranteed by Service Level Agreement



EXTENSIBILITY

Our infrastructure can easily grow, adapt, and scale with your business



CONTINUITY

Network designed with appropriate contingency options to ensure uptime



SUPPORT

24/7 support from our dedicated fault management team



RESILIENCE

A resilient connect to minimise downtime, delay, packet loss, & jitter



MAINTENANCE

Hardware maintenance included within standard service



COST SAVINGS

Do away with expensive hardware, switching, and set-up costs



COMPLIANCE

Full IPv4 and IPv6 compliance means you can continue to communicate.



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