

# Managed Business Communication

The all-round package for all of your company communications.

Delegate everything to do with your company-wide communications solution to Swisscom, whilst staying in control. For a fixed monthly price, we take care of the installation, operation and maintenance. The flexible solution grows with your requirements, leaving you free to concentrate on your core business.

- > Autonomous administration of the solution via self-service portals
- > Monthly fixed tariff with flat rate for domestic calls

## What is Managed Business Communication?

- > A fully fledged virtual private branch exchange for IP telephony and Unified Communication from the redundant Swisscom data centre in Switzerland, including high-value on-site connectivity.
- > Fixed-wire and cordless terminals, including mobility infrastructure.
- > Soft clients for PC/Mac and app for smartphone
- > On-site (WAN) and in-house networking according to your requirements
- > Guaranteed services/availability with Service Level Agreement (SLA)
- > Implementation, operation and active monitoring as well as lifecycle management and evergreen guarantee for all solution components from one single provider

## The benefits for you





With Managed Business Communication

- > A clear and simple offer
- > No capital expenditure, fixed monthly tariff. You only pay for what you use. Full cost transparency and easy budgeting
- > Full control with extensive self-service options
- > Flexible: Quantity and functionality can be quickly extended at any time
- > Geared to the future: The solution is continually developing, meaning you benefit from new opportunities

## Together, we can achieve more sustainability

The Managed Business Communication solution, which is operated energy efficiently, means that you save on an in-house telephone system: As a result, you will be reducing your CO2 emissions by up to 90%.

## The solution at a glance.

|  |  |   |  |
|--|--|---|--|
|  <p><b>Business Telephony Service</b></p> <p>Full IP PBX incl. Unified Communication functions, terminal devices/soft clients, in-house mobility and flat rate in Switzerland</p> |  <p><b>WAN networking</b></p> <p>For secure data exchange between company sites</p> |  <p><b>LAN networking</b></p> <p>For in-house networking</p> |  <p><b>Self-service portals</b></p> <p>Orders, inventory, configuration and invoicing</p> |
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# Facts & Figures

## Your advantages at a glance



## Join the digital future with Swisscom

Visionary companies are using the opportunities of digitisation to prepare themselves for the future. As a telecommunications and IT company, Swisscom also has to tackle these new challenges every day. New areas of business have to be developed, without jeopardising the quality of existing services. We consider it our task to help you seize the opportunities offered by digitisation and to protect you from risks (security). As a partner, Swisscom provides you with the best network infrastructure, secure data storage, reliable project management, successful implementation and a whole host of innovative solutions.

## Welcome to the Swisscom Community

For more information or to get in touch with our experts, visit [swisscom.ch/mbc](http://swisscom.ch/mbc)



## Facts & Figures

### Managed Business Communication

|   |   |
|---|---|
| One-off services  | Installation of devices, DECT infrastructure etc.   |
|   | Setting up customer-specific group switching, call routings etc.  |
|   | Project management modules for the implementation of the service  |
|   | Training: End user and administrator training for portals and devices   |
|   | Clarifications of suitability of the customer infrastructure  |
|   | Radio transmission range measurement for DECT systems   |
| Company profile services<br>(depending on the selected profile) | Service management in accordance with ITIL with lifecycle management and evergreen guarantee  |
|   | Personal supervision in operations, as well as optimisation and further development of the customer solution by the Service Manager   |
|   | Device maintenance by means of postal maintenance or on site  |
|   | Support times: Monday to Friday from 7 a.m. until 6 p.m., Monday to Saturday from 6 a.m. until 10 p.m., or 24/7.  |
|   | Individual, 10, 100 or 1000 direct-dial numbers   |
|   | Various additional functions such as automatic call distribution (ACD/IVR) etc.   |
| Site profile services<br>(depending on the selected profile)    | Secure WAN networking operated by Swisscom (MPLS), with guaranteed bandwidths from 1/1 Mbit/s to 90/90 Mbit/s and options such as NAT, mobile backup etc.                           |
|   | Normal availability (98.90%) or high availability (99.90%)  |
|   | LAN networking with proactively monitored 8 / 24/ 48 port gigabit Ethernet PoE switches operated by Swisscom.   |
|   | Normal availability (98.90%) or high availability (99.90%)  |
|   | Business Telephony Service with 8, 16, 30, 60, 80 guaranteed simultaneous calls on site and guaranteed speech quality.  |
|   | Normal availability (98.90%) or high availability (99.90%)  |
|   | Multi-cell DECT transmitter for telephony mobility solution   |
|   | Analogue telephone impedance transformer for 2 or 16 analogue connections   |
| User profile services<br>(depending on the selected profile)    | Telephony functionalities with Unified Communication functions such as instant messages (Chat), attendance information, screen sharing, conference room, 1:1 video and guest access |
|   | Professional Combox from Swisscom (Combox Pro)  |
|   | Desktop devices from Aastra/Mitel and Yealink, DECT telephones for single-cell and multi-cell systems* as well as conference telephones   |
|   | Analogue port to connect an analogue terminus such as a fax machine or door intercom systems  |
|   | Application for communication from PC/Mac   |
|   | Receptionist web application with routing agent function  |
|   | Android / iOS app for integrating the smartphone into the Business Telephony Service  |
|   | TAPI or CTI for integrating the ports into the peripheral system  |
|   | All calls to all fixed-network and mobile numbers within Switzerland free of charge** (flat rate)   |

\* On-site telephony mobility solution necessary

\*\* Excluding premium rate numbers and international calls

