

EBOOK

WHC3.0 - A Combined Service for A Flexible UCaaS Solution

A combination of Hosted Centrex and Hosted SIP Trunking for a fast, low-risk adoption of Unified Communications as a Service.



Introduction

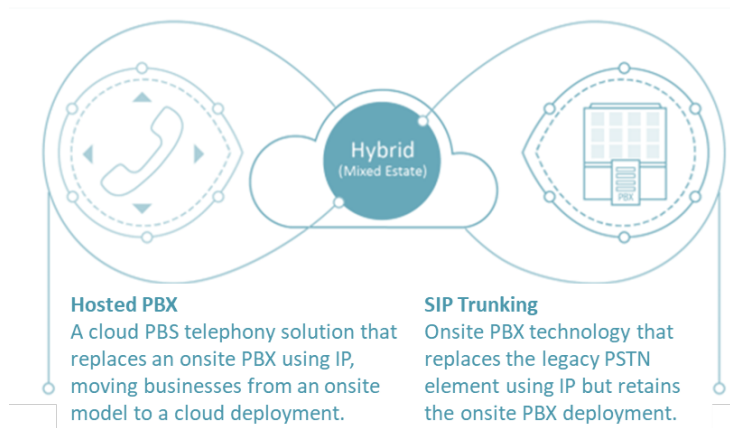
WHC3.0 Unified Communications as a Service

Wholesale Hosted Communications (WHC) is a flexible unified communications service based on BT's core next-generation, highly resilient network and central cloud service, ensuring the solution is always available. It provides all the functionality of a traditional telephone system plus more advanced functionality including video calling and mobile extension services. WHC is immune to fire, flood, electrical or network outages at office locations.

WHC combines the best of both Hosted PBX and SIP Trunking.

Hosted PBX is a cloud telephony solution that replaces your onsite PBX, where all functionality is managed in the cloud, with the users accessing the services and features via an internet connection, via a combination of Desk Phone, Softphone or mobile client, to make and receive voice, video and Instant Messaging communications.

SIP Trunking is a solution that replaces the legacy ISDN connection to your onsite PBX so you can immediately take advantage of WHC features from the cloud as an overlay service, including call recording and call reporting, and routing policies.



Whichever deployment option is selected the platform provides complete end to end IP telephony and Unified Communications functionality with PSTN breakout utilising fully redundant SIP connectivity.

- The complete solution can include lines, calls, numbers, phones, softphones and connectivity, available as bundles or separate components, with a variety of term options.
- Functionality is delivered to each user on a per user license basis providing the flexibility to scale user requirements according to organisational changes.

Why WHC and Wavenet?

WHC3.0 for UCaaS and Wavenet

- Used by 25 out of 30 Global Service Providers
- Integrated with Cisco Webex softphone
- Over 19 Million Users Worldwide
- Dual Mirrored Platform for Highest Reliability
- ISO9001, 27001 Accredited for Security
- Anywhere there is internet connectivity, whether wired or wireless, your employees can use the service, from their chosen device, allowing people to work remotely and from home whilst maintaining business contact wherever they are.
- Multiple geographically spread offices can also be a part of your company communications network.
- Wavenet provide all the consultation, design and deployment services in-house through our WHC accredited Engineering personnel.
- As a cloud overlay deployment, the implementation activities are completed in the cloud. Your tailored solution is built, configured, tested, and made live with no interruption to the current day to day operations.
- Porting of any existing services will be completed by Wavenet's in-house porting team, in a two-stage process to ensure that service interruption is minimised during change over, to a matter of minutes, if any.
- When moving to Cloud telephony it is important that the LAN infrastructure can support any new phones that require PoE. Some users may wish to use a Softphone or mobile app which requires a stable Wi-Fi connection throughout the environment to support user roaming. A Wavenet UC engineer can do a site survey and readiness assessment to ensure that everything is in place.
- WHC solutions are supported by an in-house Wavenet UK team. You will be provided with a dedicated number for access to technical support and maintenance, with a high level of service expertise and responsiveness.



Features & Benefits



WHC encompasses a range of features such as Call Control, Mobility, Conferencing, Call Queuing, Unified Messaging, Web Collaboration, IM and Presence.

Each of your employees can have a single telephone number, enabling them to:

- Make and take calls on one number when in the office, or working remotely
- Organise and initiating conference services
- Receive voice messages within email and across multiple devices
- Send Instant Messaging (IM) from numerous applications and device
- See the with real-time presence and availability of colleagues
- Control and redirected calls to anywhere

There are 3 User licenses to choose from:

Basic User	Standard Fixed User	Premium Mobile User
Ideal for basic communications, e.g. a desk phone user; a meeting room phone.	Ideal for users who work from a fixed office location who want to make use of a UC client with presence and voice mail features.	Ideal for mobile users who travel, have smart phone access and want to make and receive calls on one business number.

Cisco Webex is used as the WHC softphone with enhanced collaboration features via 3 license options.

Basic Webex	Standard Webex	Premium Webex
Softphone app for PCs and smart mobile devices. Instant Messaging, screen sharing, file sharing, Whiteboarding.	Basic + Video conferencing for up to 25 people, multi-party chat, desktop & application sharing, external guests in meetings, personal meeting rooms.	Standard plus: Meeting recording, remote control, presenter controls, recording transcription, meetings with up to 1000 people.

Benefits

Reduced costs

- Set up and maintenance of WHC is more cost-effective than older, existing PBX systems.
- The WHC service runs across the same fibre internet connections that likely already run the data systems between all locations.
- Any new IP desk phones are simply plugged into existing data network sockets. Any wall-mounted phones can be fitted with IP adaptors, so they use the converged data network too.

Flexibility

- A streamlined solution that covers all the offices and mobile/remote staff.
- A client application enables employees to use their own mobile or smart device whilst maintaining business contact wherever they are.

Easily Managed

- The WHC service can be managed from anywhere by an Admin user and individual employees. No technical knowledge needed.
- An administrator can analyse and manage customer service at any time, with daily reports delivered by email.
- Users can be added in minutes.

Business Continuity

- All services and features are in the cloud so even if the office is damaged, employees can continue to work from any location using their one number.

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