

SIP Services

Harness the power of SIP Services to transform your communication with scalable, cost-effective and resilient solutions tailored for modern businesses.



Reduce telephony costs by up to 50%.

As business costs continue to rise, adopting SIP Services offers a straightforward way to reduce your telephony expenses by 25–50%*. By combining voice and data over a single network (converged architecture), you gain reliable, flexible connectivity that supports growth and innovation without adding complexity.

What is SIP?

Unplanned downtime can greatly reduce your business's productivity and profitability. Losing phone service is especially disruptive for many organisations and can sometimes be catastrophic. Historically, keeping voice services running without interruption was complicated and slow. SIP Services change this by providing near-instant connection to the public phone network (PSTN) through one or more digital circuits. This offers a faster and more reliable solution.

SIP Services not only improve availability but also help reduce the cost of voice communications. By combining systems into a SIP-based model, organisations typically **save between 25% and 50%***. Our **Pre-Packaged Call Plans** offer predictable monthly costs, helping businesses manage budgets and control expenses.

A Strong Foundation.

We use multiple enterprise-grade carriers and diverse, resilient connections across several UK-based data centres. This architecture keeps your business connected when it matters most.

*Reference source: Colt Technology Services

Benefits:



Interoperability Without Limits

SIP is an open standard that supports many devices and applications. It enables seamless integration across your existing ecosystem.



Cost-Effective Communication

Reduce telephony costs by up to 50% by using internet-based voice services.



Feature-Rich Platform

Access advanced voice features such as call forwarding, voicemail, conferencing, and unified messaging.



Scalable and Agile

SIP supports rapid scaling to keep up with your business growth and changing workloads. Your voice communication grows with you.



Our Deliverables:

- › **Increased Stability and Functionality:** A multi resiliency Oracle ESBC solution, which provides enhanced stability and functionality for SIP services.
- › **High Adoption and Usage:** Our SIP service is widely adopted, with multiple customers onboarded, over 3000 DDIs on the platform, and tens of thousands of calls processed per month.
- › **Protection of Business-Critical Voice Services:** We protect business-critical voice services using Microsoft Teams Connectivity and Session Border Controllers (SBCs) with Transport Layer Security (TLS).
- › **Cost-Effective:** Our cost comparison between Microsoft's Pay-as-you-go plan and Telefónica Tech's Pay-as-you-go calling plan shows that SIP services offer a more cost-effective solution.
- › **Quick Implementation:** We can implement SIP services in as little as 2 weeks if your organisation is not porting numbers from another provider.

Why Telefónica Tech?

We unlock the power of integrated technology for all businesses. We bring together the best people, the best technology, and the best platforms. This is supported by a strong partner ecosystem and strategic agreements with all market leaders. With over 100 years of combined telephony experience through our global associations, we bring deep industry knowledge to every solution. We do this in a simple way to help accelerate technology adoption. Our goal is to make a real difference every day for every business.

Additional Services to Elevate Your Business

M365 Assessment and Migration

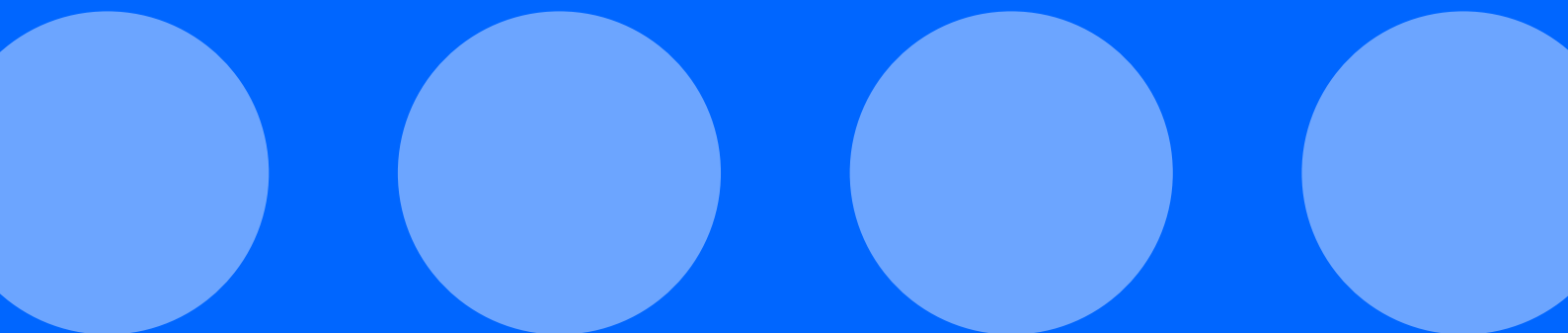
The Microsoft 365 assessment and migration service is designed for mid-to-large enterprises looking to modernise their digital workplace, reduce operational risk, and improve employee productivity. It delivers a clear, cost-effective roadmap for transitioning to Microsoft 365 – optimising licensing, enhancing security, and ensuring a smooth, disruption-free migration. Organisations should see it as a strategic enabler that simplifies complexity and unlocks the full value of their Microsoft investment.

- › **In-depth Environment Assessment** – Comprehensive discovery of infrastructure, licensing, security, and readiness to inform a tailored migration plan.
- › **End-to-End Delivery** – Full lifecycle support including planning, migration execution, user adoption, and change management.
- › **Security & Compliance Integration** – Built-in alignment with Microsoft 365 security features and regulatory requirements.
- › **Cost & Licence Optimisation** – Identifies redundant spend and right sizes licensing to maximise ROI.
- › **Proven Tools & Methodology** – Reliable, repeatable approach using automation to minimise risk and accelerate timelines.

Microsoft Dynamics 365 Contact Centre

Microsoft Dynamics 365 Contact Centre is designed for businesses seeking to modernise their customer service operations. It provides a fully integrated, AI-powered Contact Centre solution that unifies omnichannel customer service, CRM, and intelligent automation using Microsoft Dynamics 365, Copilot, Teams and SIP Services. What makes it unique is its ability to leverage generative AI and other advanced technologies to provide a unified platform for managing customer interactions across all channels, enhancing customer experience, increasing agent productivity, and ensuring scalability and reliability.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.