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Hosted PBX

Hosted PBX is a sophisticated, high-definition voice and video platform with all the functionality of a traditional phone system, with a host of additional features, minus the hassle and expense.

Our Hosted PBX platform features:

- Mobile phone integration
- Unified messaging
- Desktop integration (voicemail, click-to-dial, etc)
- Advanced reception functions
- Video calls

A fully customised, hosted PBX solution gives you access to the latest features and functions for a fixed monthly fee, so you'll never have to pay for an expensive hardware upgrade. It's technology that supports your business without being the focus of it.

WHY BROADLAND SOLUTIONS FOR HOSTED PBX

At Broadland Solutions, we don't believe in a one-fits-all approach, because your communication needs are unique. Our Hosted PBX solutions are fully customised for your business and feature:

- Dedicated Account Managers and support teams
- Comprehensive, system-level business continuity
- Ongoing training and 24/7 support
- National network coverage

As a serial receptionist, this is the easiest system I've had to work with so far. Being able to update everything via the software is brilliant.
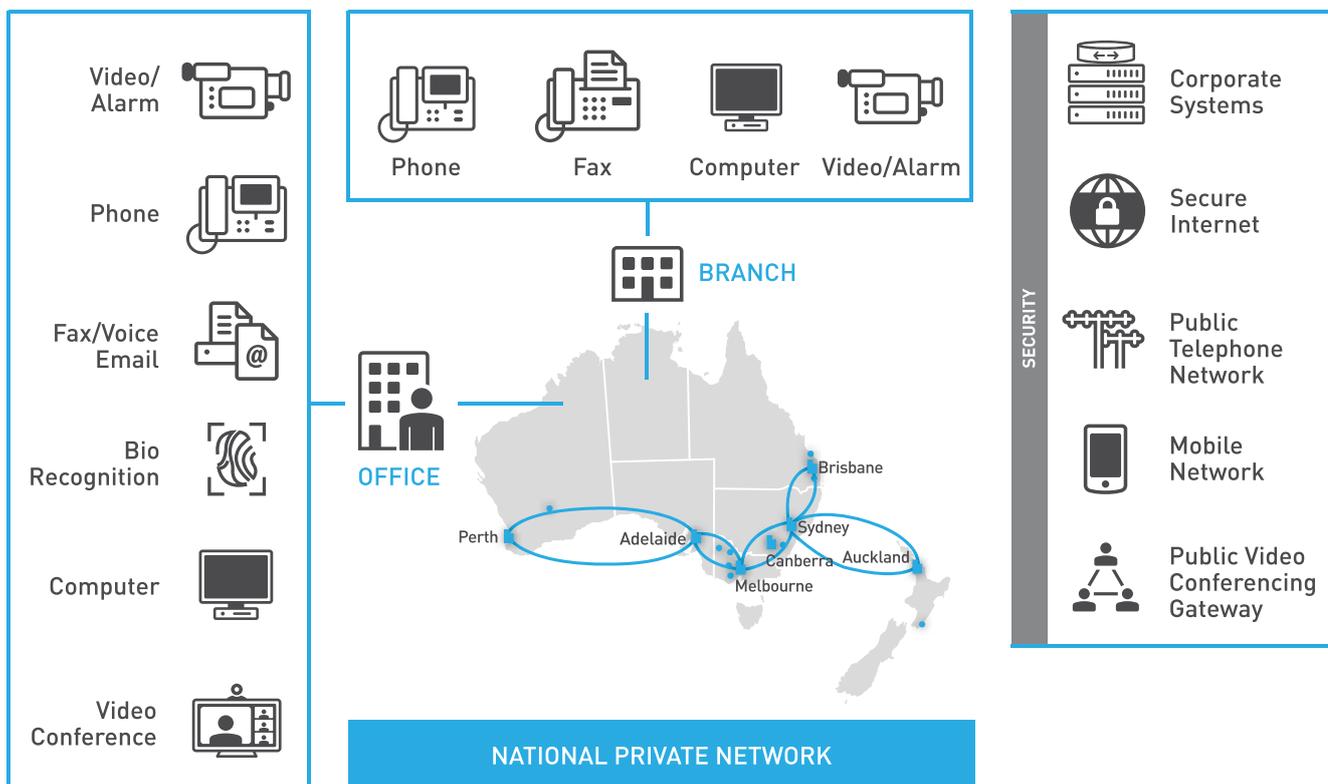Melanie | Gadens Lawyers

Features & Benefits

More flexibility	• Minimal internal IT support required • Peace of mind with assured business continuity • Easily scalable and upgradeable network • Enhanced features compared to a traditional PBX
Reduced costs	• Reduced capital expenditure, shifted to operational expenditure • No expensive hardware to purchase or maintain • Lower total cost of ownership and manageable monthly costs • Free on-net calls • Lower local, national and fixed-to-mobile calls
Unified communication	• Improved productivity and ease of access by all users, regardless of location • Flexible working options with potential to become truly mobile
Mobility	• Portable phone features and same-number contact ability anywhere
Scalability	• Instant ability to change network and features according to business needs
Central Management	• Online portal for easy network management
Disaster recovery & business continuity	• Built-in, customisable business continuity tools to protect vital communications from outages and natural disasters

Network Overview

A single logical phone solution integrating multiple sites across Broadland Solutions' National Private Network

MOBILE PHONE INTEGRATION

Allows a mobile phone to act like a corporate phone extension with seamless passing of calls between the fixed and mobile networks without hanging up.

Features include:
- Simultaneous ring - to your workstation phone and mobile
- Shared call appearance - The appearance that all calls are received at your desk phone extension
- Remote office - allows staff to operate their office phone as normal from any phone in the world

UNIFIED MESSAGING

Voicemail
Can be provided as a system-wide service to every extension, independent of location

Fax to email service
Virtual faxing service to receive and manage faxes via email

Voice to email
Direct voicemail retrieval via a handset or via an email inbox as a sound file

DESKTOP INTEGRATION

Toolbar
Enables users to make and accept telephone calls, and change telephone settings in Microsoft Outlook and Internet Explorer browsers:

- Identify callers from corporate and Microsoft Outlook directories
- Full call control (answer or soft pick-up, hold, end, 3-way conference and transfer or retrieve voicemail)
- Toolbar connects to MS Exchange Server and corporate directory systems so that the whole organisation can call one another with a single click, regardless of location.

WHY CHOOSE A HOSTED PBX SOLUTION

Hosted PBX is a single, logical phone solution for your entire organisation.

Since Hosted PBX is configured in real time via a web interface, it evolves with the needs of your business and is upgraded continuously.

With features like group administration functions, you can transform productivity and collaboration within your business. Incoming calls can be directed across all offices, irrespective of geographical location, and new extensions can be added or changed at a keystroke.

Best of all, Hosted PBX empowers your people to discover the best way to work.

With Hosted PBX, we can also provide:
- 100, 50, 25 and Single Number Ranges
- 13/1300/1800 Answering Points

ADVANCED RECEPTION FUNCTIONS

Call Station
Provides reception operators with a computer application to manage call routing even for large and very busy switchboards from a desktop:

- Dial and transfer calls and email from single-page application
- Employ the benefits of integration with a number of mail applications (Microsoft Outlook, Lotus Notes, any LDAP richer options for handling a call)
- Organically route calls across multiple sites
- Operators can see every extension throughout the network and whether it's busy or idle, so calls can be handled intelligently

Auto Attendant (VR)
Create customised messages to the caller, such as personal greetings, or hours of operation.

VIDEO CALLS

Make video calls the same way you would make a normal phone call by simply calling an internal extension.

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To enquire whether this service is available in your state, please contact your Unified Communications Specialist call **1300 088 887** or visit **www.broadland.com.au** for more information