

# T-Systems Compleo



## **Complete office communications infrastructure for small and medium-sized enterprises, from a single provider**

T-Systems offers small and medium-sized enterprises a complete office communications infrastructure that consists of modern IT and telecommunications tools, everything from a single provider. Using our services, you can concentrate on the task that matters most: your own business activity. Your company can start using modern tools right away, with no initial investment. Our service is based on a monthly fee, making it easy to calculate costs.

## **What do we offer you?**

A consistent IP-based business communications solution merging symmetric broadband Internet access, telephony, unified messaging, voice mail, customer relationship solutions, audio and video functionality, and interactive conferencing as well as presence and mobility solutions.

## **Features of the T-Systems Compleo service package**

- Symmetric broadband Internet and voice access for every site
- Telephony (equipment, PBX services and operation)
- Secure Internet services (security – tools and operation)
- Service Desk and monitoring
- Secure (IPSec-VPN based) data transfer over the Internet

The service package can be tailored to fit the requirements of your organization.

## **What kind of companies can take advantage of our services?**

We highly recommend our services to small and medium-sized enterprises that:

- Do not want to waste their own resources on operating the basic network infrastructure but would rather concentrate their efforts on implementing and operating business applications (like ERP systems)
- Have an innovative company culture, are interested in the opportunities offered by IP telephony and want to exploit the advantages offered by IP technology

- Do not have more than 5 sites
- Have at least 10 people connected to their corporate IT network
- Are considering updating or changing the technology they use, do not yet use an IP PBX system or use one but are considering its replacement in the near future
- Want to source all telecommunications services - including Internet access, telephony and data transfer - from a single vendor
- Have a need for symmetric broadband Internet access (e.g. ERP systems).

## What are the advantages of using the service?

- Your company can start using modern tools and an excellent system with no initial investment
- The service is based on a monthly fee, making it easy to calculate costs
- The workload of your in-house IT experts change; T-Systems takes over the daily burden of maintaining, operating and protecting your system, allowing your personnel to work on value-added development and strategic issues
- The telecommunications and IT services that facilitate your business activity are sourced from a single vendor, enabling you to cut down on the administrative costs related to vendor management
- The service provided by T-Systems guarantees homogeneity, eliminating the possibility of compatibility problems between units
- The service framework defines responsibilities and service levels unambiguously, the existing and emerging standards guarantee consistent quality
- The service package includes remote management and monitoring, making it possible to correct at least some of the potential problems remotely; this leads to improved system uptime and decreased business loss
- The service can be swiftly and flexibly modified, at favorable costs, in order to conform to changes in personnel or the number of sites
- IP telephony is compatible with the business communications solutions provided by the most important vendors in the market because it uses the same standard protocols (e.g. Microsoft mail applications)
- It guarantees security, providing the in-depth protection essential to the data security, protection and management required by the business processes.

## Why choose an IP-based communications solution?

Traditional systems can be reliably used for telephone conversations, but they are static, use cable connections and provide no mobility or wireless functionality whatsoever. Today's IT infrastructure has to offer more; it has to facilitate mobility, flexibility, full communications and even group work functionality.

Unified and IP-based business communication leads to decreased costs and faster access to information, integrating separate applications into one streamlined business process. International research has repeatedly confirmed that organizations using unified, IP-based communications solutions save 32 minutes per employee every day by simply allowing their workers to use more efficient telecommunications tools.

## What about the technological background of the service?

The service is based on the Cisco UC 500 unified communications system which was specifically developed for small and medium-sized enterprises. This unified business communications system enables the creation of the voice, video and data network for the office, and it provides managers and employees with secure connections to these networks, even from their home or while on the road.

The IP phones installed for the service offer various extra opportunities on top of the traditional telephone services.

The most important of these include:

- The creation of a personal telephone directory
- Voice mail
- Intelligent call redirection
- The creation of call groups.

Modern IP technology enables further IP-based applications (Unified Communication), such as integrated corporate address books, voice mail and email integration, dialing from a database, remote work and group work, or video telephony.

## Service packages – tailored to the requirements of your organization

Based on the number of IP phones included, we offer four basic plans within the service:

- **Office S, with a maximum of 8**
- **Office M, with a maximum of 16**
- **Office L, with a maximum of 32**
- **Office XL, with a maximum of 48 local network (LAN) end points supported.**

These plans include standard and optional elements, with the optional elements being implemented based on customer requirements.

You can select the plan that best fits your organization, and also decide, on a per suite basis, on the necessary Internet bandwidth and the number of the basic, advanced and premium telephone sets.

If the necessary regional and technological conditions are met, you can order standard T-Systems services along with each plan.

T-Systems offers you three levels of service for the whole service package: Basic, Advanced and Premium. These categories differ mainly in the speed with which potential troubleshooting is executed. The higher category you contract us for, the faster service you receive from T-Systems.

## What are the basic features of Compleo?

### Symmetric broadband Internet access and integrated voice services

This includes the wide area network connections, IP telephony and Internet connections used by your organization, provided by T-Systems on a per site basis.

### The following integrated voice and data transfer packages are available:

- **Internet services**

Symmetric Internet access based on the requirements of your organization (2Mbps – 10Mbps).

- **Voice package services**

Voice services using the equipment provided by T-Systems, based on the airtime that you selected.

- **LAN services**

Active LAN port provided at your site, according to the office package you ordered.

- **IP PBX services**

IP PBX services provided via the installed equipment, with the number of ports included in the package you ordered.

- **Firewall services**

We provide firewall services at each site of your organization, to protect outbound traffic from your site to the Internet. Remote and mobile workers (salespeople, agents, travelling technicians) can connect to the headquarters from any Internet end point.

- **Managed services**

To manage the services you ordered, we offer a Service Desk as well as network management services. You can use Service Desk to modify the parameters of your service package, to report or track errors. Service Desk and network management cover every service we offer.

## What are the most important optional services?

- **Analogue main line services**

We provide analogue and/or ISDN-services for your basic package, based on the current T-Systems tariffs and promotions. Analogue/ISDN main line services must be ordered separately from the contract concerning the Compleo services.

- **IP telephone services**

IP telephone services in three categories (Basic, Advanced, Premium) can be selected for the PBX services.

- **Remote access services**

Remote (out of site) access to your corporate network is provided.

- **Network monitoring services**

Based on your requirements, we provide proactive monitoring services for your corporate network and all of the services your ordered.

- **Expert consulting services**

T-Systems offers expert consulting and implementation services for your corporate network and all of the services you ordered.