



*"InTech's service
delivery was
perfect, our
company was very
satisfied."*

Channel Management,
Telecommunications Company

Case Study: Hosted Voice Services

Deliver secure, dependable, feature-rich voice services with premium support for new North American site

Client

Global communications networking company

Situation

Client was establishing a new office in North America and wanted to set up voice services and contact center with state-of-the-art features without additions to hardware or staff.

Solution

InTech is providing hosted telephony services on a Broadsoft-based, redundant, and geographically diverse platform. The services are offered to general users and contact center users, and include general telephony processing, DIDs, voicemail, unified messaging and communications, ACD, reporting, work-from-home, and find-me-follow-me. InTech's premium support services include project management, installation, ongoing management, 24X7 NOC monitoring to the desktop, online access via SharePoint, and local technicians who provide on-site support and training. The inherent disaster recovery means that if the local client loses power or connectivity, all phones continue to be answered via voicemail and business continuity programming. The monthly recurring service price includes all phones, fully managed POE switches, local gateway routers, connectivity and usage.

Results

The client enjoys dependable, feature-rich service at a fixed, monthly, all-inclusive price. The per-seat costs are predictable and the client retains control via continuous online access to tickets and service performance. Monthly management reports support continuous improvement with volume trends, service quality metrics, bandwidth utilization, and recommendations for improving operating efficiencies.

About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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