

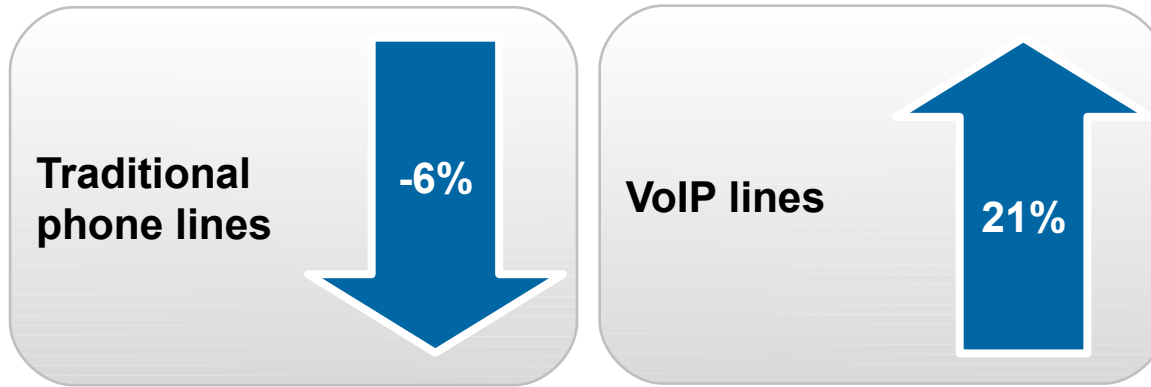


Bell Voice and Unified Communications Solutions

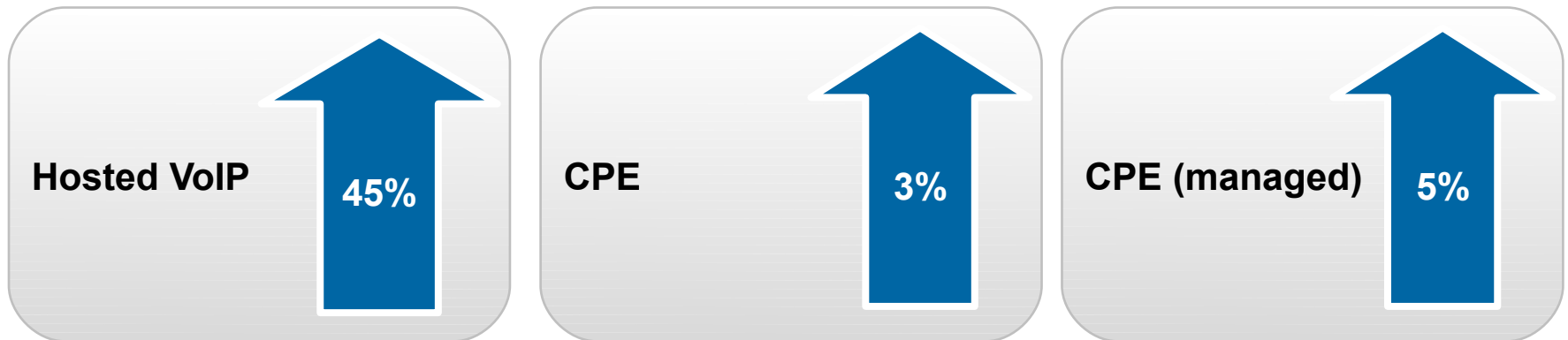
Professional services overview

New ways of communicating and collaborating

Voice technology is changing...



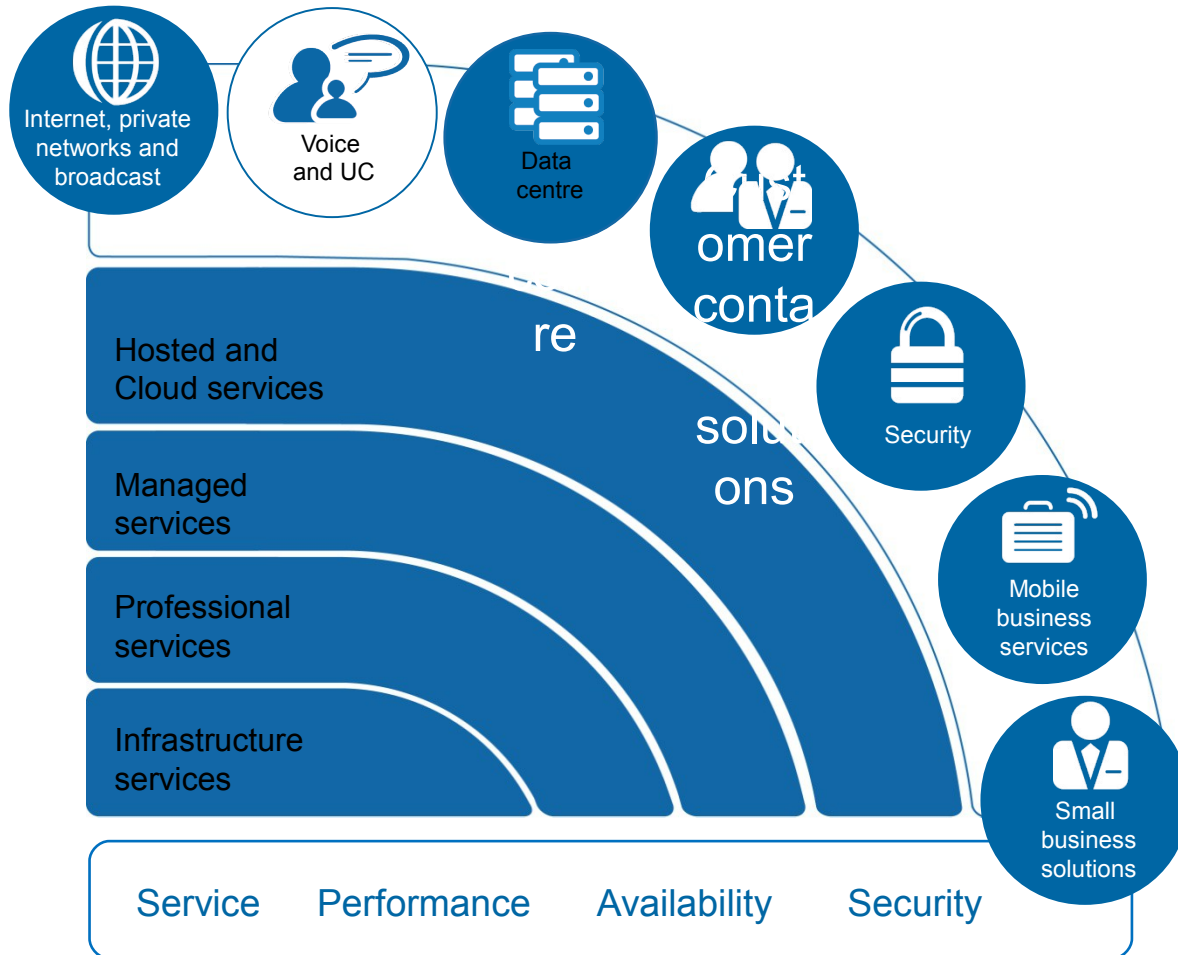
And so are the delivery models...



Source: Bell market intelligence and third-party research.

Bell Voice and Unified Communications solutions

Bell keeps your business connected with instant, crystal-clear voice and unified communications services delivered over Canada's largest, most robust voice network.



Our four guiding principles



Service

Better support for your business, backed by the largest service team in Canada*



Performance

Engineered to deliver crystal-clear voice quality



Availability

Guaranteed uptime with built-in redundancy to ensure your business stays up and running



Security

The most advanced expertise in threat prevention, detection and mitigation

** Based on number of employees*

An end-to-end approach to voice and UC

Strategic consulting and integration

Consulting engagements determine the correct plan to address your business needs

Traditional



- Business lines
- Centrex
- Megalink/PRI

Hosted VoIP



- Bell Total Connect
- SIP trunking

Hosted collaboration



- Audio Conferencing
- Web Conferencing
- Bell Video

Hardware



- IP PBXs
- Video hardware
- Phone hardware
- UC-enabled LAN

Professional and managed services

- Certified technicians expertly implement solutions with minimal disruption to your business
- Remote management monitors and maintains your hardware for maximum security and peace of mind

Our voice and UC solutions

Service	What it is	What it offers
Centrex	A centrally managed voice service featuring customized dialling plans	The full functionality of a scalable telephone network and a wide range of features, without major capital investments
Business line	A high-quality, reliable phone service that can be used as a telephone, fax or modem connection	Customizable business lines with a range of features to suit your business requirements
Megalink	Digital access between on-premises ISDN-compatible PBX equipment and Bell's public telephone network	A simple, affordable way to move to flexible, high-capacity digital switched access, supporting multiple voice and data applications and call management features

Our voice and UC solutions

Service	What it is	What it offers
Managed Infrastructure Service for Voice	Monitoring and management of your VoIP network infrastructure, including IP-PBXs, voice gateways, messaging servers and IP applications	Optimum voice quality, network reliability and uptime guarantees, along with predictable costs
Long Distance	Flexible calling plans for your inbound and outbound calling requirements	A wide range of features to help you enhance your customer experience and manage costs
Bell Total Connect	An IP voice and collaboration service hosted in Bell's central carrier exchange offices that lets your workforce access their office communications from any location and on multiple devices	Outstanding voice quality, reliable connectivity and 24/7 remote monitoring and support, without the need to purchase, install or maintain complex and expensive equipment

Our voice and UC solutions

Service	What it is	What it offers
Audio conferencing	A range of services including flexible, pay-per-use reservation-less service and operator-assisted and special event conferencing	A quick, convenient and cost-effective way to communicate with multiple people anytime, anywhere with a phone
Video conferencing	Secure, end-to-end video solutions, including leading hardware and software, an easy-to-use bridging service, and complementary professional and managed services	Collaboration using video is as easy as making a phone call – even on laptops, tablets, smartphones and other wireless devices
Web conferencing	Any-device conferencing on the WebEx platform, including video, application and desktop sharing, file transfer, virtual whiteboard, instant messaging and polling	With only a browser and a telephone, you can instantly hold an online meeting that's as effective as having people together in the same room

Professional services for voice and UC

Determining your readiness for unified communications		
What Bell can do for you:		What you get:
UC Health Check	We assess your environment against best practices and help you identify areas for improvement as you plan for your shift to unified communications	A benchmarking report with recommendations for changes you can make to your current processes to take better advantage of unified communications
Network assessment	We perform a detailed assessment of your network (LAN and WAN) to spot potential obstacles to a successful unified communications implementation	A technical network review showing the current state of your network and identifying upgrades needed to ensure a smooth transition to unified communications

Professional services for voice and UC

Supporting new growth

What Bell can do for you:		What you get:
Network assessment	We perform a detailed assessment of your network (LAN and WAN) to spot potential obstacles to a successful unified communications implementation	A technical network review showing the current state of your network and identifying upgrades needed to ensure a smooth transition to unified communications
Business strategy	We take a deeper look at your business to help you create a detailed telecommunications strategy for solving your specific business needs	A strategy report detailing how to use unified communications as a competitive advantage in your business plan
UC roadmap	We work with you to develop a long-term roadmap for integrating unified communications into your business practices	A strategic roadmap report to help you navigate the journey to unified communications as your business evolves

Professional services for voice and UC

Lack of in-house expertise to move to unified communications

What Bell can do for you:		What you get:
UC roadmap	We work with you to develop a long-term roadmap for integrating unified communications into your business practices	A strategic roadmap report to help you navigate the journey to unified communications as your business evolves
Pilot and trial	We help you plan, design and implement a small-scale pilot or proof-of-concept to test your chosen unified communications solution prior to large-scale rollout	A proof-of-concept installation along with the expertise needed to evaluate the results
Implement and integrate	Our team handles the rollout of your unified communications solution, including integration with your existing business systems	A successful implementation based on industry best-practices, delivered by certified Bell technicians
Managed Services	We provide 24/7 monitoring of your onsite network and devices as well as proactive remote maintenance	Peace of mind and cost savings

Why Bell for voice and UC solutions?

Voice is core to what we do – always has been, always will be

Voice has been the foundation of Bell since 1880. From Centrex and SmartTouch services to cloud email and conferencing, we're continually driving innovation in the areas of voice and unified communications.

A network designed for crystal-clear voice quality

We collaborate with leading global partners to build a true carrier-grade infrastructure. Our services run on Canada's largest MPLS network, with 70 percent more points of presence than our nearest competitor and a 99.999% performance guarantee.

Our customers

1.12 million business lines

500,000 Centrex lines

385,000 Megalink/PRI circuits

143,000 hosted VoIP users

37,000 SIP trunking concurrent call paths

We have more than 3,000 field technicians and 2,000 professional services consultants to help you design, implement and support your solutions

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