



# ANNODATA UNIFIED COMMUNICATIONS AS A SERVICE

POWERED BY MITEL UCAAS PLATFORM



More and more businesses are looking to grow without incurring additional increases in real estate or human resource. Cloud communications can help businesses achieve these objectives through better collaboration and improved processes.



[www.annodata.co.uk](http://www.annodata.co.uk)

# ANNODATA

**Annodata is a dynamic agile business with over 30 years' experience helping business meet their strategic objectives. Our customer centric approach defines our simple model across all aspects of our business.**

Technical experts, accredited to the highest level, deliver our established Managed Services business which is built from our service heritage. Annodata takes pride in being a principle provider of technology from within a range of market leading partners. At the forefront of these is our special relationship with Mitel.

## UCaaS

UCaaS is a scalable IP communications service that enables organisations to dramatically reduce the capital investment, complexity and support costs associated with on premise solutions.

MiCloud Enterprise UCaaS is focused on enabling business agility through a comprehensive communications suite that combines IP telephony, Unified Communications, collaboration and contact centre into one fully managed service.

### Key Features

- For organizations with 30 to 50,000 users
- Hundreds of call control features included
- Auto attendant, recorded announcements, unified messaging and visual voice mail
- Audio, video and web conferencing – enabling teamwork from anywhere and on any smart device
- Support for voice, email, fax, web chat, and social media interaction
- Leverage data centre investment in security and availability

### Transform Your Business

Fully featured voice communications combined with a wide range of IP telephones enables MiCloud UCaaS to be tailored to any business. Mobile devices can be incorporated to streamline communications and reduce call costs. Staff can make better communication decisions using a corporate directory with presence information. Distributed teams can work together from any location using audio, video and web collaboration.

### Managed Communications

MiCloud UCaaS is delivered from a secure data centre environment. The service leverages VMware® vCloud® technology to maximise availability. Your chosen partner will help you define requirements, manage implementation and provide a point of contact for ongoing support.

### Choice of Deployment

Organisations can combine on-premise and cloud communications to optimise head office, branch office and mobile deployments. The use of common software and IP telephones enables organisations to protect their investment when migrating from on premise to cloud.

Your chosen partner will be able to advise on the best deployment option for your business.



# OVERVIEW OF UCAAS

## Overview

- For organisations with 30 to 50,000 users
- Improve productivity through better communication and team working
- Improve customer interaction
- Ideal for organisations with multiple offices and / or mobile workers

## MiCloud UCaaS

- User licences optimised for office, knowledge and mobile workers
- Hundreds of call control features included
- Hotdesking – make any desk your own
- Single Number Identity – direct incoming calls to any device
- Auto attendant, recorded announcements, unified messaging and visual voice mail
- Dynamic status – drive device availability through calendar entry, location or connectivity
- Corporate directory with presence information – make better communication decisions
- Audio, video and web conferencing – enable teamwork from anywhere
- Integrated Vidyo's HD video and telepresence solution

## MiCloud Data Centre

- Leverage data centre investment in security and availability
- Software assurance, upgrades and support included
- Bring your own network connectivity

## MiContact Centre

- Support voice, email, fax, web chat, and social media interaction
- Integrate with IMAP email systems (e.g.: Microsoft Exchange or Gmail)
- Interactive Voice Response (IVR) and advanced routing to intelligently manage caller expectations through self-service menus and in-queue announcements
- Tools for forecasting and reporting on agents and queues, manage contact centre performance and traffic analysis
- Call recording in support of compliance and quality monitoring

## Business Analytics

- Enhanced customer service
- Increase sales by monitoring and improving performance
- Boosts call handling performance
- Early detection of telephone fraud
- Overall reduced communications cost

## Benefits of UCaaS

### Delivered from Shared Service

- Shared hardware and support for realised cost savings
- Delivered from a secure, high-availability data centre
- Technical specialists are on-hand 24/7

### Improved Business Agility

- Support for distributed organisations with multiple offices, home and mobile workers
- Better communication and teamwork facilitated by IP telephony, unified communications and collaboration
- Scales with your business needs
- Support for smartphones and tablets

### Simplified Support

- Managed communications with complementary service levels
- Software assurance, upgrades and support are inclusive of the managed service
- No need for specialist resources in house
- Annodata will help to define requirements, manage implementation and provide a single point of contact for ongoing support

### Financial Gains

- Benefit from new technology immediately – rapid deployment without capital expenditure
- Integrate mobile devices to reduce call charges
- Predictable cost – fixed price per user per month
- Frees up capital to invest in core business activities
- Ability to flex user licensing, both up and down

# ANNODATA APPROACH

## The Annodata Portfolio



### Managed Services:

- Service Delivery
- Project Management
- Technical Architecture
- Third Party Management
- Outsourcing
- Consultancy
- SLA Based Contracts
- Per User Contracts



### Document Solutions:

- Cloud Print
- Managed Print Solutions
  - Hardware (Canon, Ricoh and Kyocera)
- Document Management
- Software (Equitrac, PaperCut, NSI Autostore, Iris, Uniflow, ecopy, Filestar, Therefore, PlanetPress)
- Document Workflow Management
- Print Room; Facilities Management
- Wide Format Printing
- Mail Room and Direct Mail Solutions
- Onsite staff



### Connectivity:

- Wide Area Network; MPLS, P2P & Internet Circuits
- Shared/Dedicated Firewall Solutions & Security
- Centralised Internet & Breakout
- Inter-Connects
- Local Area Network Switching & Routing
- Wireless
- Calls, Lines & Billing
- SIP



### Infrastructure:

- On premise server and storage hardware (HPE and Net App)
- On premise virtualisation (VM ware)
- Infrastructure Specialisms; Active Directory, Exchange, SCCM (Microsoft)
- Hosted Cloud Platform
- Co-Location/Datacentre Services
- Hardware break/Fix support; legacy and current
- Backup and Data Recovery



### Unified Communications:

- Hardware (Mitel)
- On Premises/Cloud Based Systems
- Video including Video Conferencing and Board Room Systems
- Office 365
- Contact Centre Solutions
- Call Control Systems
- Mobile, connections, devices
- Mobile Device Management
- IM, Presence & Collaboration
- Call Analytics



### 'as a Service':

- Backup as a service
- DR as a service
- AV as a service
- UC as a service
- Security as a service
- SaaS, IaaS, PaaS



### Support Services:

- 24/7 Support Desk; telephone, remote
- Support services (First Line, Second Line, Third Line)
- Permanent onsite support personnel
- Monitoring
- Asset Management
- Problem and Incident Management
- Ad-Hoc support
- Provision support

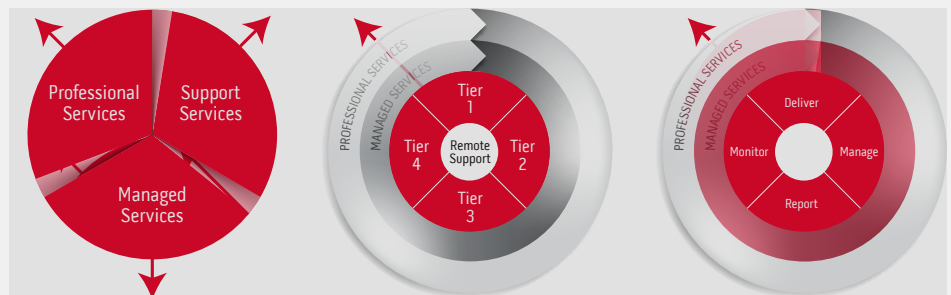
# WHY CHOOSE MANAGED SERVICES?

Managed Services provide a cost-effective method of tying multiple technical services and systems together into a single support service, without the overhead of costly technical experts and management systems in house.

## Benefits of Adoption

- Combine multiple services into a single managed service overlay
- Single Service Level Agreement with standard terms of delivery
- Single escalations point for issues and engagement
- Scheduled and defined change management processes

## Annodata Services Delivery:



Technical Services	Support Services	Managed Support
<ul style="list-style-type: none"> <li>• Experienced Delivery Engineers</li> <li>• Innovative Solution Design Specialists</li> <li>• Accredited Consultancy</li> <li>• ITIL and Prince2 Framework Adoption</li> <li>• 6Sigma Framework Adoption</li> <li>• Experienced and motivated Project Management</li> <li>• Service Transition from Project to Support</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 Support Services</li> <li>• UK based operations centres</li> <li>• Hardware and software support</li> <li>• Single Point of contact for issues and requests</li> <li>• Seamless onsite and remote support options</li> <li>• Broad range of technical expertise</li> <li>• Advise on best practice adoption</li> <li>• Account management team</li> <li>• Remote Support</li> </ul>	<ul style="list-style-type: none"> <li>• Service delivery based in ITIL best practices</li> <li>• Project Management adopting Prince2 methodology</li> <li>• Dedicated Account Management deliver service reports to defined SLAs</li> <li>• Pro-Active Monitoring of infrastructure and events</li> <li>• Third Party management and consolidation</li> <li>• Policy management</li> <li>• Infrastructure optimisations</li> <li>• Continual service improvement programs</li> </ul>



Annodata is one of the UK's longest standing, independent providers of Managed Services, covering Document Management, Unified Communications and IT.

**For more information on how Annodata can help you become a more efficient enterprise, please contact:**  
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