

International Services

Hosted VoIP can dramatically reduce an organisation's international communications costs.

More and more organisations are discovering that to participate in the global economy they need to have overseas offices or employees regularly travelling abroad.

This creates a challenge of how to effectively provide and manage a communications solution that can be available anywhere in the world. Traditional PBX solutions are problematic in terms of limited flexibility, and are less effective in providing customers with:

- Simplified global changes to features
- Single point of contact for support
- Clarity of the total cost of communications infrastructure

Many existing organisations have a patchwork quilt of different PBX models from various suppliers as a result of acquisitions, local decision making or changes in buying policies over the years. This creates large hidden costs in the form of support and the inability to provide uniform feature sets across all sites.

A hosted solution removes all of these problems with the advantage of free inter site international calls. Where necessary existing PBXs can be retained on a temporary basis and connected to other sites via a trunking solution.

For an organisation expanding overseas for the first time, Hosted VoIP offers a number of key advantages:

- Gradual and flexible expansion without up front capital expenditure
- Temporary solutions such as softphones while permanent premises are found or the business opportunity is confirmed
- No need to source local suppliers in each country



The Challenge of Global Solutions

Cielocoms provide a carrier class leading edge wireless MESH network for ADSL and Voice (VoIP) services to the SME and residential markets in Spain.

When Cielocoms Spanish VoIP partner announced they were discontinuing their Hosted VoIP solution, Cielocoms turned to Inclarity. Working in partnership, utilising Inclarity's International Services, they were able to rapidly secure their customer base. By installing local servers in Spain that used the established infrastructure, Cielocoms customers were able to keep their existing numbers and experience a seamless transfer.

The Inclarity International Services solution provides for future expansion. A range of additional features are now available for Cielocoms customers, which will improve their productivity whilst minimising their costs.

The Inclarity International solution

Our features are highly flexible and based on our award winning Hosted VoIP telephony platform. Each one is fully scalable and can be used for all or some of your staff depending on their role and their location. They can be used individually or integrated as part of a complete international solution.

The solution elements include:

- **International Gateways** – provides breakout capability to local PSTN providers in each country whilst enabling free calls to other international offices
- **Business Continuity** – the ability to continue to make and receive calls in the event of any disaster
- **Trunking Solutions** – retain your existing PBX but save money through making IP calls to other sites
- **Call Centre Solutions** – utilise our call flow technology to have virtual call centres operating from sites across multiple countries or follow-the-sun solutions
- **Softphones** – make and receive calls via your laptop wherever you are in the world. Call back to the office for free and avoid expensive mobile charges
- **Calling cards** – avoid expensive overseas mobile calls
- **Worldwide connectivity** – we can provide a one stop shop for connectivity from over 14,000 POPs around the world
- **International numbers** – we can provide geographical or international freephone numbers in most countries
- **iPass** – allows for internet access from 100,000 hotspots world wide on a per minute basis, with an additional 3G option
- **Web based Management Tools** – enable system administrators to manage and make changes to their Inclarity solution from anywhere in the world



Key Benefits:

- Minimal capital outlay
- Eliminates costs of calls between international sites
- Supports a mobile workforce
- Ability to set-up temporary features without long term charges
- Fully scalable with simple to use web tools to easily add / remove users
- Can integrate with existing PBX solutions
- Built in business continuity

“By working with Inclarity, Cielocoms can now offer a reliable and feature rich Hosted VoIP solution to all our customers, enabling us to grow our business in Spain.”
Cielocoms



7th Floor, Olympic Office Centre,
8 Fulton Road, Wembley, Middlesex,
HA9 0NU, United Kingdom

telephone +44 (0) 208 634 0600
facsimile +44 (0) 845 698 1000
email info@inclarity.co.uk



www.inclarity.co.uk