

A woman with dark hair tied up, wearing a dark leather jacket and a dark scarf, is looking down at her smartphone. She is smiling slightly. The background is a blurred outdoor setting with a brick wall and a metal fence. The overall lighting is warm and slightly dim, suggesting dusk or dawn.

Communications

DATRIX

COMMUNICATIONS

If your organisation is still reliant upon traditional PBX, it might be time to reassess your approach to business communications.

Cloud telephony is now the default standard for voice; delivering on the proven promise of scalability, resilience and cost-efficiency by using the latest in fully cloud-based solutions.

Any organisation's success is governed by its ability to effectively communicate – both internally and externally. Legacy PBX infrastructures haven't kept pace with modern ways of working, where the workforce needs to be agile, with the ability to support mobile and remote workers and collaborate better with external partner organisations and customers.

Agile communications in today's workplace replaces expensive, over-resourced on-premises solutions with cost-effective, scalable services delivered from the cloud. Capital expenditure is eschewed in favour of predictable, operational costs, based on a per-user, per-month basis.

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Cloud telephony offers a range of benefits, from greater flexibility to business continuity, ease of implementation and management, accuracy of reporting, mobility and more.

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Within most organisations, telephony needs are continually evolving. You may be opening new satellite offices or hiring new people that require additional handsets and extensions.

Benefits of modern cloud telephony

- › Reduced costs & greater flexibility
- › Effortless scalability & more features
- › Improved resilience & rapid provisioning
- › Low maintenance & number mobility
- › Energy saving & simplified infrastructure
- › External managed support

Cloud Telephony

With a traditional PBX you are limited in terms of the number of users or calls you can handle. Capacity can only be added in big blocks and what happens if you need to downsize? You're stuck with redundant, but expensive equipment.

With a cloud-based telephony solution, you can add or remove capacity and functionality effortlessly. Because you are consuming services on a utility basis, you only pay for what you use. Moves, adds and changes are quick and easy and can be managed remotely or on-site from a single admin console.

Choosing to deploy your telephony in the cloud provides greater resilience and is a common component of business continuity planning. With a PBX, there is a single point of failure. In the event of a service-affecting incident, cloud telephony services can be accessed from anywhere via the internet.

One of the key cost advantages of cloud-based IP telephony is the ability to make 'on-network' calls for free. This means any call within offices or between WAN-connected offices doesn't cost anything. For geographically dispersed organisations, this can generate significant annual savings.

By removing ICT from the on-premises estate, you eliminate the burden of maintenance and free up the physical space for other, value-add services whilst reducing incidental costs such as cooling and power.

Datrix Cloud Voice

Datrix offers end-to-end, cloud-based IP telephony; enabling users to make and receive calls over any standard IP network.

We partner with major carriers to provide PSTN access over WAN connections using SIP trunking.

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Datrix voice specialists, working alongside our data network and security teams, support our IP telephony solutions throughout the project lifecycle; providing systems design, implementation, migration and on-boarding services, plus ongoing support via our 24/7 UK service desk.

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Over the last decade, our cloud-based IP telephony solutions have been developed to provide carrier-grade reliability and secure communications, featuring end-to-end encryption.

We also offer a range of value-add services as standard to support your cloud-based IP telephony solutions, including voice call packages, DDI ranges, user access and authentication management. Contact centre functionality is also available, including multimedia (skills based) routing, IVR, queuing and reporting for both inbound and outbound calls.

UC and Collaboration

The digitisation and convergence of communications technologies has changed the way we engage with customers and colleagues. In a multi-channel environment, organisations are required to maintain a range of synchronous (real-time) and asynchronous (anytime) communication technologies.

Maintaining multiple channels adds complexity, but the rewards for implementing a unified communications (UC) strategy are many and varied; including lower TCO, improved user experience and greater productivity.

UC has evolved to address a broad range of business challenges. It provides the agility necessary to respond rapidly to emerging opportunities and balance resources against user expectations. As business demands scale up and down, so can your UC solution; ensuring your critical communications infrastructure is always the right size for your organisation.

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As the workforce becomes increasingly mobile, UC systems facilitate flexible and remote working; providing ubiquitous access to business-critical data and applications, wherever and whenever they are required.

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The modern IT landscape has become increasingly complex, with legacy systems integration, hybrid infrastructure and user-owned devices adding to systems sprawl. UC manages complexity but provides simplicity at the point of use, with a consistent user experience across multiple devices and platforms.

Implementing UC, whether cloud-based or on-premises, can deliver a wide range of benefits to any organisation; helping to deliver:

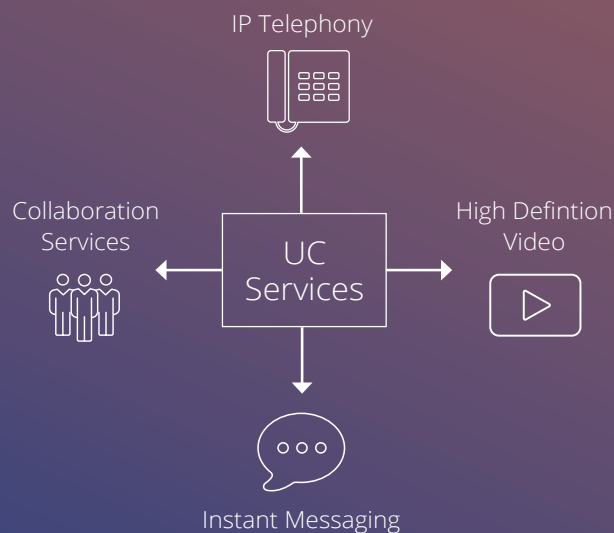
- › Collaborative working
- › Improved employee satisfaction
- › Greater workforce productivity
- › Business continuity
- › Enhanced customer experience
- › Faster decision making
- › Cost efficiency
- › Simplified vendor management
- › Environmental responsibility

Unified Communications from Datrix

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Built using innovative WebRTC technology, Datrix solutions have been designed to meet the needs of the anywhere worker, without compromising on the business imperatives of security and visibility.

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We provide UC and collaboration solutions that deliver fully integrated voice, video, email, messaging, file sharing and more.

UC services comprise IP telephony, high definition video, instant messaging and collaborative services, including screen sharing and whiteboarding.





Datrix is a leading **Smart Infrastructure** and **Cyber Security** solutions provider.

Established for over 25 years, digital transformation is the driving force behind the evolution of Datrix services and solutions. Our professional and technical services teams adopt a consultative, client-centric approach that sees us design, build and manage superior solutions.

Our critical networking, communications and cyber security solutions are the preferred choice for the nation's key institutions, as well as public and private sector organisations seeking to address the business challenges of compliance, performance, availability and affordability.

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Security as a Service



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