

Telstra Managed Voice Services

**Improve the way your organisation works
– keep your business communicating**

A company's ability to communicate is vital to productivity. It's also the key to delivering enhanced customer service. In short, your communications system is the vehicle through which your organisation can retain its competitive edge.

When you're busy running your organisation, your communications system is the last thing you want to worry about. You need a trusted partner – one that can offer smart solutions and one you can rely on to deliver and service them. That's where we can help.



Introducing Telstra Managed Voice Service Packs

Telstra Managed Voice Service Packs are designed to do one thing – keep your organisation communicating effectively, whatever its ambition. The versatile suite of services enables you to outsource the maintenance and management of your telephony infrastructure to us, yet still retain control of its day-to-day functionality.

There's a Managed Voice Service Pack to suit you

In response to customer needs and budgets, we've developed three Service Packs, ranging from essential PBX maintenance through to fully managed voice service solutions. We're happy to help you choose a Service Pack that works best for you. And if your organisation's requirements change, you're free to move to another pack.

- **Essential** – An entry-level Service Pack to suit the most common telephony maintenance requirements, the Essential Pack has four variations: Carriage; Hosted Telephony; On-site PBX and Remote PBX.
- **Enhanced** – This pack includes every service from the Essential Pack plus more enhanced services, including preventative maintenance, performance reporting and proactive PBX software upgrades.
- **Complete** – A fully comprehensive managed voice offering with all the features of the Enhanced Pack, plus advanced services such as a dedicated helpdesk, extensive reporting, moves, adds and changes (MACs) and restore times.

Making complicated simple

With a single contract, single invoice, single provider and single process, we thrive on making the complicated simple. And with decades of experience developing, delivering and managing some of Australia's most sophisticated communications systems, we're able to draw on a deep pool of knowledge and expertise in answering any brief. So whether your organisation has a traditional or IP-based telephony environment, our capability across a broad range of platforms and applications means we'll have a simple solution that works for you.

From servicing equipment housed on your premises through to managing network coverage, our service is seamlessly delivered via the Telstra Service Desk. Operated within Australia and available 24/7, local expertise and experience is easily accessible. We've also forged a series of strong partnerships with some of the world's leading communications suppliers. This means we can provide you with a complete end-to-end service with an aim to reduce costs, complexity and risk.

The benefits of a Managed Voice Service Pack

Our Managed Voice Service Packs allow your organisation to:

- **Focus on your core business.** By ensuring your organisation communicates effectively, you'll be free to divert valuable resources to where they're needed most.
- **Minimise operational risk and productivity loss.** With agreed response and restoration times in place, service interruptions will be quickly rectified.
- **Increase productivity and control.** With one point of contact and accountability for fault resolution and service requests, you'll dispense with the need to manage multiple suppliers and contracts.
- **Gain greater transparency.** Thanks to one invoice, regular reporting and predictable pricing tariffs, your telephony budgets become clearer and more consistent.
- **Innovate.** We're continually investing in the future so you can exploit emerging technologies.
- **Grow.** We can help develop and deliver improved technical services, allowing your telephony systems to adapt as your organisation responds to market changes.
- **Take advantage of our expertise.** Our multi-vendor accredited technical teams are dedicated to delivering excellence in service.

Managed Voice Service (MVS) Packs

	SERVICE	MVS ESSENTIAL				MVS ENHANCED	MVS COMPLETE
		Carriage	Hosted Telephony	On-site PBX	Remote PBX		
SERVICE DESK	AGREED SERVICE LEVELS	Response	Response	Response	Response	Response	Restore
	CALL MANAGEMENT	•	•	•	•	•	•
	ESCALATION & FAULT MANAGEMENT	•	•	•	•	•	•
	PRIORITY INCIDENT MANAGEMENT	•	•	•	•	•	•
	DEFINED SERVICE REQUEST – SOFT IMAC	Optional	Optional	Optional	Optional	Optional	•
	DEFINED SERVICE REQUEST – HARD IMAC	Optional	Optional	Optional	Optional	Optional	•
	THIRD-PARTY MANAGEMENT					•	•
	CONTACT CENTRE MANAGEMENT			Optional	Optional	Optional	Optional
	DEDICATED CUSTOMER HELPDESK						•
SERVICE MONITORING & MANAGEMENT	ALARM MONITORING					Optional	Optional
	MANAGED NETWORK OPERATION CENTRE			•	•	•	•
	SYSTEM BACKUPS					Optional	Optional
	ASSET MANAGEMENT					Optional	Optional
TECHNICAL SUPPORT & MAINTENANCE	REPLACEMENT PARTS			•	•	•	•
	SERVICE LABOUR – REMOTE	•	•	•	•	•	•
	SERVICE LABOUR – ON-SITE	•	•	•	Optional	•	•
	PREVENTATIVE MAINTENANCE					•	•
	PBX SOFTWARE UPGRADES					•	•
	DEDICATED ON-SITE RESOURCE						Optional
	PLANNED ON-SITE ASSISTANCE					Optional	Optional
SERVICE IMPROVEMENT & REPORTING	CALL INFORMATION MANAGEMENT					Optional	Optional
	PERFORMANCE REPORTING	Optional	Optional			•	•
	CAPACITY AND NETWORK PLANNING	Optional	Optional				Optional

• Indicates this service is included in the relevant pack.
 The provided feature list is an example of Telstra’s Managed Voice Services. The optional value-added services are available at an additional cost. Optional Services vary according to which Service Pack you choose. For more details, speak to a Telstra Account Executive.
 Alarm monitoring may not be available for some systems.

No two solutions are identical

We understand every organisation is different. So we've developed a host of **optional services** that you can select to best meet the needs of your organisation.

Moves, adds and changes (MACs)

We can conveniently coordinate all the MACs required on your voice communications system.

Management of third-party service providers

Telstra can take prime responsibility for the day-to-day management of third-party service providers so you'll benefit from having one point of contact and accountability.

Alarm monitoring

Implementing fault detection and corrections (often before you are aware of the problem), our technical staff are able to remotely access and administer communications equipment located on your site 24/7. By reducing the possibility of system downtime, it helps you minimise productivity losses.

System backups

Regular back-ups of system programming and data minimise recovery time in the event of corrupted software or a hard-disk failure. Telstra can provide you with the peace of mind that, should something happen, important programming information is not lost. And in the case of a system failure, restoration is quick and efficient.

Dedicated on-site resources

This option provides you with the assurance your communications are being managed by highly experienced, accredited technical teams. These resources can range from network and operations managers through to skilled technicians – all of them dedicated to delivering excellence in service through agreed response and service restoration times.

Planned on-site assistance

If you identify a requirement for future assistance – such as the planning and implementation of a major configuration change – we can provide on-site knowledge and expertise.

Asset management

By removing potential asset inefficiencies and duplication, you'll enjoy greater cost visibility. We can help ensure critical spares are located on-site or stored remotely, depending on your requirements.

Capacity and network planning

You can rely on Telstra's experience and expertise to help your organisation grow and achieve the necessary flexibility to cope with rapidly changing market conditions.

Call information management

This service examines every aspect of planning, managing and using your communications network – from reporting (by extension, department, site or network) through to the analysis of traffic and network efficiency.

Contact Centre Management

This service addresses the challenges organisations face in running a contact centre. If you have requirements around increasing customer demand, channel proliferation, investment performance or the management of customers and workforce, we can provide an end-to-end management solution.

Your transformation starts today

Gain the edge on your competitors and start your journey today. Next Dimension Working™ is here and will change the way Australians live and work.

We will work with you to find out what this means for your business.

Start improving the way your people and organisation work. Learn more about how Telstra can keep your business communicating today.

Contact your **Telstra Account Executive**

Click telstra.com/enterprise

Call **1300telstra (1300 835 787)**