NETWORK SERVICES

YOUR NETWORK IS FAILING – IF IT ISN'T IN TUNE WITH EVERY FACET OF YOUR BUSINESS.

IPI joins everything together with our Network Services.

Pioneering technology.

Intelligent solutions.

Connectivity that better serves yourapplications, telephony and strategy.

Resulting in a better experience for your people and your customers.

We optimise networks to help create the best possible experience for your internal and external customers.

Everyones network infrastructure is critical for their business.

Thanks to IPI's heritage and pedigree in designing and delivering mission critical Contact Centres, we understand how to ensure we provide you with a network that doesn't compromise your performance.

With the increased amount of data hungry applications all fighting for bandwidth you need a network solution that can monitor and control the traffic to create your own software defined network.

INTELLIGENT NETWORKS

- Consultancy led solutions
- Intelligent Inbound Services
- Intelligent SIP Trunking
- Intelligent Networks
- Legacy ISDN Services
- Support and Proactive Monitoring
- IPI Services
- Case Study

> **A robust network provides the backbone for a productive and successful contact centre.**
>
> **TERRY WILLIAMSON - DIRECTOR OF NETWORK SERVICES**

INTELLIGENT NETWORKS

Our strategic relationships with the market's leading suppliers enable us to provide these type of networks and because we are not just tied to one supplier we can focus on providing the best service and value available with full resilience.

However, we don't just supply the technology, we help you to define your communications strategies. Our years of expertise in designing, building, implementing and supporting such solutions help us to directly address key business and technology issues and deliver real business benefits to you.

Our multi-operator capability allows us to offer a high level of integration across a broad portfolio of products including SIP trunks, NGN's, Internet, and MPLS and enables us to lead the field in consolidating fixed networks estates with a focus on Unified Communications and Contact Centres.

Every business needs network services. However, they can be a considerable overhead which are often poorly managed by service provider who does not embrace new technologies.

Business critical applications are becoming increasingly bandwidth hungry and latency dependent. Most providers respond to this problem by merely increasing the bandwidth. This is a costly and sometimes futile exercise as you need to know exactly what is on your network at any given time to allow you to make informed decisions on managing the applications.

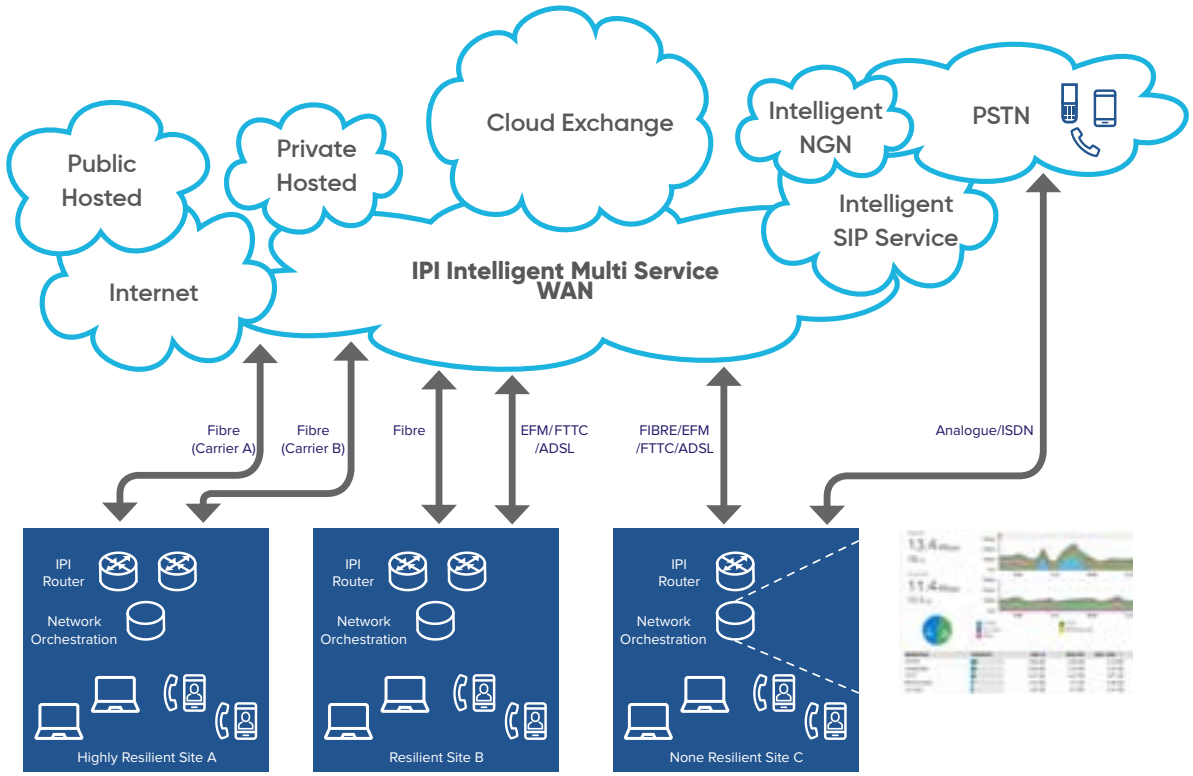
Our real-time ability to monitor and control the applications gives full visibility of how the network is behaving to enable our customers, in conjunction with our network specialists, to decide on policies to control the applications at the click of a button.

Our experience with this technology means that we can go from providing advice on your current infrastructure via a monitoring and reporting service, to providing a fully managed Software Defined Network. These services allow you to maximise and optimise your network usage today and in the future, whilst strictly controlling your expenditure.

CONSULTANCY LED SOLUTIONS

As we are able to choose from the best providers the market has to offer, we consult fully with you to work out the best course of action to provide the optimum connectivity for your business.

We take a thorough look at your business, not just before implementation, but through the lifetime of your contract with us, to make sure we're delivering the best of breed solution to meet your needs.



INTELLIGENT INBOUND SERVICES

Intelligent Inbound services for both geographic and non-geographic numbers provide online access to a full range of call routing, monitoring and managing tools to empower any business with the perfect customer service.

These services can provide an effective way to handle calls and even improve advisor productivity whilst adding an extra layer of business continuity in the event of a disaster or another unforeseen event. They are now used extensively to help differentiate a business from their competition.

A memorable number can help encourage your customers to contact you, potentially increasing the volume of inbound enquiries and therefore new sales. They can provide the perception of a nationwide presence and also help to maximize the efficiency of your business with intelligent cloud based features with rich call statistics.

MAIN FEATURES INCLUDE:

- Advanced performance statistics
- Complex Date, Time and Area Routing with Call distribution options
- Rich Hunt Groups and Call Diverts
- Call recording and call queuing in the cloud
- IVR capability
- Voicemail options
- Call Whisper feature

With IPI's knowledge and experience with delivery and integration of onsite telephony systems we are best placed to advise and deliver the best hybrid outbound and inbound solutions. This ensures that any combination of functionality and management reporting is set up correctly to service the business in the best way possible whilst maximizing the benefits of several technologies.

BENEFITS:

- Use with any number, anywhere, from any device - the service is available on both geographic (01/02) and non-geographic (08/03) numbers and is accessed through a secure website
- Immediate to set up – everything's online giving the ability to instantly create or make changes to call plans, announcements and other features
- Can include smartphone access – compatible smartphones have a specific application that can allow you to swap dial plans in seconds no matter where you are

INTELLIGENT SIP TRUNKING

At IPI, we only provide SIP Trunking that is secure, robust and resilient and, as experts in both the telephony and data connectivity environments, we can integrate this seamlessly into your infrastructure, ensuring the solution fully meets your requirements. In comparison to traditional ISDN, migrating to SIP connectivity typically enables you to consolidate your telephony offering ongoing savings.

SIP offers rich disaster recovery options and you can build in a level of resilience which isn't possible with ISDN. Also with SIP, you have the option of feature rich cloud options that are not available with the restrictions on ISDN.

Another key reason to switch to SIP is that BT has now announced that ISDN services will be turned off by 2023 and they will make ISDN unavailable to buy from 2020.

BESPOKE TO YOUR NEEDS:

We provide a fully managed end to end solution, removing the burden from you, and take into consideration the wider impact of your IT, telephony and Wide Area Network environments (WAN). We can also offer a fully resilient service using different providers, because we are not tied to any particular carrier - we assess the unique needs of each client and then design the most appropriate solution.

SECURE:

IPI provides SIP trunks via a private, dedicated connection and not across the public internet. This is integrated into a fully managed telephony SBC (Session Border Controller) so your end to end strategic voice environment is protected. Choosing SIP through us means that you have a single point of contact for all service related issues. We believe that this is the only way to ensure you have a business class solution with a stringent SLA that is fully secure.

SIP can also give you a cost effective, secure, disaster recovery solution so that your business uptime is maximised.

LEGACY ISDN SERVICES

IPI offers Wholesale Line Rental 3 (WLR3) services through BT Openreach via an Ofcom regulated platform and we have equivalent access to all the main carriers including BT themselves. Although SIP trunking is quickly taking over ISDN our long standing expertise in this area helps us to transform our customers from traditional ISDN services without any business disruption.

The process IPI follows for the transfer of these services is an industry standard, regulated process, prescribed and overseen by Ofcom, ensuring services are transferred efficiently. With the information available through this approach, IPI can analyse your telecoms estate and make the following recommendations to rationalise your estate:

- Zero billing lines
- Low usage lines
- Redundant lines
- Over and under billing
- Non-existent services

Once we have rationalised your current PSTN estate, we are then in a good position to work with you to identify the further benefits of moving to new technologies such as SIP trunking.

SUPPORT AND PROACTIVE MONITORING

NETWORK OPERATIONS CENTRE (NOC)

IPI operates its own Network Operations Centres (NOC) based across three locations in Reading, Manchester and London. We utilise monitoring tools, designed to ensure the best possible service experience for clients. These tools enable our dedicated operations team to provide pro-active services and incident management across our entire solution portfolio.

The monitoring tools used in our NOC give us immediate notification of potential issues or sub-optimal service within a customer's solution and enables IPI to react and provide the right focused resources to ensure the incident can be resolved as quickly as possible. In the event of any notification, an automated alert is sent to the Incident team and a ticket is generated. Based on the incident, the team follows the relevant resolution process.

E-mail and SMS notification keeps the escalation, management and extended NOC team members aware of events, the moment they occur. Optional customer notifications may also be implemented.

The monitoring tools enable our clients to make informed decisions about system utilisation, capacity and performance and as the monitoring tools are not vendor specific, we uniquely configure them to meet the service needs of each individual client.

Our customers also have access to our Client Portal allowing customers to be able to raise tickets, receive or provide updates and approve or reject any change control requests and get access to the knowledge base.

IPI provides services across Voice, data networks and IT services, providing proactive monitoring and engineering services to ensure the entire technology stack from underlying infrastructure to application and complex integrations are managed and monitored.

We believe the investment in our NOC and monitoring tools gives us the ability to provide an unrivalled first-class customer experience.

SERVICES INCLUDE:

- Full Managed Service to ensure customer service excellence
- Incident, Service Requests and Problem Management
- Moves, Adds, Changes and Deletions (MACD's)
- Change Management
- Service and quality improvement on a continuous basis via our Service Delivery Management team
- Service Reviews and reporting on our KPI's against your Service Agreements
- Root Cause Analysis for all Major incidents
- Performance monitoring, diagnosis and reporting
- Major Incident Management

CLIENT STORY

WHEN OUR ENERGY CLIENT WAS READY TO FUEL GROWTH. WE WERE READY TO ENABLE IT.

As a brand new and fast-growing energy company, our client was looking for a technology partner who could get them up and running without disruption. They also wanted a partner with flexible and future proof systems that could enable them to embrace rapid growth in a controlled way, while continuing to provide excellent customer service to their energy customers.

WE DELIVERED:

- Rapid growth and business continuity
- Single connection 10Mb services to a resilient 1Gb connection
- Two seamless office moves and the doubling of HQ size
- Expansion into data entres to support critical cloud applications like Google
- Modernised legacy technology
- SIP Trunking ad MPLS across WAN
- Intelligent inbound and outbound voice services
- Assisted growth from 10 to 1,000 employees in 7 years

PROTECT YOUR NETWORK

CONTACT OUR NETWORK SERVICES TEAM

Our Network Services Team support your network's growing need for agility, security and scalability in a multi-vendor, multi-technology environment. We provide straightforward guidance and extensive knowledge on networking across industries, and we use a lifecycle approach that spans strategy, assessment, planning, design, implementation and management.

Monitor and Report

Detect issues before they arise

Secure

Private, dedicated connections

Flexible

Deployment options that are adaptable

Define

Establish communication strategies

GET IN TOUCH

IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH

0118 918 4600

enquiries@ipintegration.com

www.ipintegration.com

linkedin.com/company/ip-integration

https://twitter.com/ipiltd