

# Managed IPT international

## Communication without boundaries

Today's world is characterised by change and dynamics, giving rise to many new challenges for organisations. Globalisation, individualisation and corporate social responsibility are important forces in this. Clients are becoming increasingly mobile and demanding and employees want optimal facilities and the flexibility to perform their work well.

All of this makes the role of communication and cooperation, among our own employees and with clients and partners, an important factor for structural success. The availability and accessibility of your company network and applications must therefore be guaranteed, at all times and all locations: from home, from the work place or on the way. Regardless of the equipment, location or time. Consequently you can respond rapidly and effectively to changing market conditions, giving you a lasting and distinctive competitive advantage. In summary, we call this The New Way of Working.

### Switch to The New Way of Working

How do you respond to this growing need for communication and cooperation? How can your organisation make the switch to The New Way of Working? In KPN's view, that requires not only organisational change and policy, but also the optimal use of new, innovative IT technologies. KPN also believes in a full end-to-end IP environment in which you have access, anytime and anywhere, to the information and applications you need. An environment in which applications, devices and infrastructure come together in a single whole. An environment that also has full convergence of voice, data and mobile communication.

KPN offers a number of advanced services to make your IT infrastructure ready for The New Way of Working. An important service in this is our Managed IP Telephony service. This gives you the best of both worlds: the many future-proof possibilities of the newest communication technology, plus all the knowledge and experience to take on full management of the corresponding

platform. That not only provides convenience, security and continuity, but also time and energy so that you can fully concentrate on your core activities.

### What does managed IP telephony do for you?

With Managed IP Telephony from KPN, your voice communication takes place via an application on your data network. This makes it possible to realise full integration with your office application environment or mobile network.

*'As a progressive IT department, we were looking for a partner that could structurally support our level of ambition.'* Marcel Donkers, head of IT department at BDO

Managed IP Telephony not only realises a reduction in the Total Cost of Ownership (TCO), it also achieves a significant efficiency improvement for your employees and increases your accessibility. Managed IP Telephony offers all the familiar telephony functions, but can also be expanded with services such as:

- Call centre agents for small-scale help and service desk environments (to improve your accessibility and increase customer satisfaction).
- Unified Messaging possibilities such as voicemail to email and fax to email (to increase convenience for your employees).
- Full integration with your Microsoft environment with the possibility of seeing employee availability (Presence), facilitating Instant Messaging and establishing connections by selecting a name (click to dial).
- Communication via PC or laptop via client software (for an

integrated workplace environment and to avoid the need for separate telephone devices).

- **Video conferencing** (to increase communication interaction and enhance the communication experience). If you do not want to use particular services at this time, Managed IP Telephony always offers you the possibility of easily adding these in future.

### Why Managed?

Although the management of IP Telephony is certainly simpler than that of traditional company telephony, the far-reaching integration with your IT environment requires special knowledge. Take for example modification management, the assigning of facilities, the monitoring of traffic patterns and use, security, cost allocation and resolving breakdowns.

With Managed IP Telephony from KPN you benefit from our expertise and management capacity so that you can make the most of your IP Telephony solution. In concrete terms, our Managed IP Telephony offering consists of the following elements:

- The design, delivery and installation of an IP Telephony solution fully customised for your organisation.
- Guarantees for the availability, quality and security of your IP Telephony solution.
- Operational management of the IP Telephony solution thanks to proactive monitoring, breakdown monitoring and the handling and entering of requested modifications.
- Periodic reporting on the performance and use of the service.
- 24x7 Service desk as central point of address for breakdowns, modifications and questions.
- Service Level Manager as point of address for discussion and advice.

KPN offers Managed IP Telephony on the basis of a transparent Service Level Agreement (SLA) at a fixed price per month per workstation, so that you can attune the costs exactly to your actual use.

### Managed IP telephony – the benefits

Managed IP Telephony from KPN offers you a number of important and lasting benefits.

### Future-proof with no worries

We provide exactly the telephony environment you need: high quality and fully ready for operation. Our years of experience with company communication and data networks also guarantees you the highest stability and reliability. Our telephony management professionals monitor your telephony environment day and night (both remotely and on site) and therefore guarantee that your organisation can always be reached. You also benefit optimally from the presence of our own Data centres and Network Operations Centres.

*‘We are really ready for the future of the new way of working, in which based on their individual needs, our employees can choose where, when and how they can contribute optimally to the growth of our organisation!’*

Our Managed IP Telephony solution is also future-proof and fully scalable, which means you can be certain that it can be easily adapted to all future changes in your business environment.

### Predictable costs

You do not need to make any investments in the purchase of a

new telephone switchboard or the training of your employees. KPN offers predictable costs thanks to fixed rates.

### Security and continuity

Of course you benefit from the security and quality you can expect from KPN. The continuity of your telephony environment is guaranteed by our 24x7 Service desk with proactive monitoring and breakdown handling, often remotely without requiring any work at your locations.

And if repairing breakdowns requires work at your location, we can be quickly on location from our various offices in the Netherlands.

Our Managed IP Telephony service takes place on the basis of unambiguous Service Level Agreements with clear, detailed performance reports. We also offer a professional Service desk for all your questions and modification requests. And naturally your own service manager to guide and advise you during all phases of the introduction of Managed IP Telephony.

### Ready for The New Way of Working

KPN Managed Services offer you optimum functionality and flexibility, without the complexity that goes with this. Thanks to our multidisciplinary and integrated approach, we enable your employees to communicate and cooperate, anytime and anywhere.

KPN offers a number of Managed Services that can be used independently or in combination to make your IT infrastructure ready for The New Way of Working. KPN makes use of the advanced Future-Ready Workspace™ model in this context. Based on this model, you can make decisions for setting up your own IT infrastructure and determine what components you want to outsource or manage in house.

Finally, it goes without saying that KPN would like to provide you with in-depth advice on Managed IP Telephony. For more information on our service provision, go to [kpn.com/corporatemarket](http://kpn.com/corporatemarket) or send an email to [info.nl@kpn.com](mailto:info.nl@kpn.com).

### Why KPN?

KPN has more financial scope for action, stability and innovative capacity. This equips KPN well to reinforce its position as market leader in IT service provision worldwide. That is why we are one of the few IT service providers in the Netherlands that can provide complete processes for clients in the area of Unified Business Communications.

*‘We also see in our school environment that interaction goes further than just the spoken exchange of information, think of instant messaging and video conferencing, for instance. Managed ip telephony is an excellent foundation for this.’* Gonda Huitema, Service manager for Facilities Services-ICT, Hanzehogeschool Groningen

With Managed IP Telephony from KPN, you not only opt for a flexible, future-proof and reliable communication platform, you also profit from all the advantages of a relationship with the market leader in IT service provision in the Benelux. As an expert in workplace service provision, connectivity, data centres and consultancy services, KPN helps employees and organisations perform better. KPN has a complete portfolio of integrated IT services for the large-



scale enterprise market and works on the basis of its unique Global Service Delivery Model, which assures clients throughout the world of integrated service provision and consistent quality.

KPN also pursues an active Corporate Social Responsibility policy. For you this means that we ensure that the ICT resources and services used are deployed optimally. The advantage of this is that on the one hand you consume energy efficiently in the IT infrastructure and operations and on the other you are able to implement improvements in sustainability in your business processes.