



## Future-proof communication solutions for your business

### **byon vTK**

- ▶ Cloud Telephone System

### **byon SIP**

- ▶ International IP Voice Connection

### **byon vACD**

- ▶ Professional Call Management

### **byon business access**

- ▶ High Performance Data Connections

### **byon link**

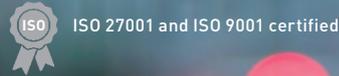
- ▶ Sichere Standortvernetzung

### **byon sd-wan**

- ▶ Flexible WAN Anbindung



**byon**  
communicate



## byon vTK

The virtual telephone system –  
tailored to your business

### Grow with us into future

With the byon vTK we offer a telecommunications platform based on innovaphone technology. As a result, voice communication is entirely handled via the byon cloud. For our customers this means: no more phone system on site, no maintenance costs and always up-to-date.

The byon vTK differs from other systems in that, for each customer, we set up their own virtual telephone system. They are not merely one client among many on a single system. Each vTK can therefore be individually tailored to the company's requirements. Interfaces with the customer's own particular CRM and EDP systems are possible, as are connections to databases.

### Communicate efficiently

The byon vTK provides more than 240 functions and can be augmented with a wide variety of modules and unified communications (UC) functions. As well as conventional telephone functions, presence information, chat, video telephony or the integration of mobile devices are also possible, among other things. The customer can modularly tailor each

workplace independently or get the full range of functions for the byon vTK with the „all-in“ variant. Each byon vTK is provided with an IP voice connection, the byon SIP.

### Advantages of the byon vTK solution

- More than 240 functions
- Modular function structure or “all-in” variant
- Each customer gets their own virtual telephone system (no client system)
- Available internationally
- Low price per minute and attractive volume packages
- Communicate regardless of the location
- Always up to date – thanks to central updates from byon
- byon migration concept for step by step integration

## Competitive pricing structure

Thanks to its modular structure and despite the considerable customising options, the byon vTK has a good price/performance ratio with the monthly basic fees for ports (extensions) and optional modules.

Our byon IP voice connection byon SIP stands out with a very attractive price per minute and a saving of up to 75%\* on the basic fees in comparison with the conventional ISDN-based connection. Thanks to our volume packages for telephone services, additional savings of approx. 15% against the list price are possible.



The byon vTK supports MiFID II conformity for voice-recording. Not only several locations can be integrated, but also mobile phones and home office workplaces.



For customers who prefer a classic hardware-installation, we offer the functions of the byon vTK as an on-site-installation. Ask for it!

## The byon migration concept – your path into the cloud

For all businesses which are not yet ready to step into the cloud, byon offers a migration model which makes it possible to get sites IP-ready with an on-site installation (on-premise). As a result, customers benefit from the same flexibility and the port price structuring of a cloud telephone system.

As soon as your company is ready for the cloud, you take the step together with byon and thus have a reliable and forward-thinking partner at your side.

## Training & support

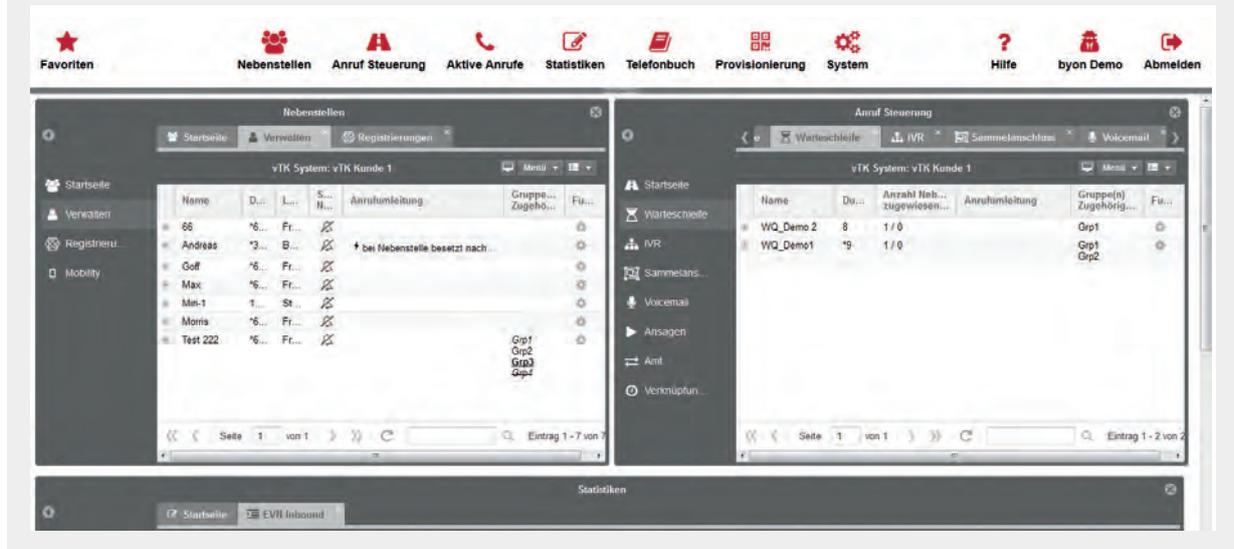
Our byon technical team provides installation support and is available to our customers for support enquiries during operation. In addition byon offers trainings to our products for users and disseminators in your company. You can find more information about this on our website [www.byon.de](http://www.byon.de) under the menu item „Service/Produktschulung“.

\* byon SIP compared to a classic PMX connection (30 channels)

## Self-service of your telephone system with the byon vTK portal

With the byon vTK portal we provide you a powerful tool, with which you can access and administrate your telephone system via a comfortable user interface. With it you can, for example, create and configure extensions, adjust groups and call forwardings,

configure devices, view call statistics, connect data sources and many more. Thanks to the clear interface you are always in control of your telephone system, even on the move.





## byon vACD

First class Call-Management  
for your business

### Intelligent call handling

The byon vACD generates a dynamic, crosslocation network of agents, branch employees and back-office specialists. This too, byon offers as an entirely cloud-based service – and has done for more than twelve years. With the integration of the byon vACD into existing infrastructures, no investments need to be made in new hardware and software. The free scaling of the system and the modular function structure allow for exceptional tailoring to suit the actual requirements in dialogue with the customers.

Thanks to our simple and individually customisable user interface, even beginners quickly get to grips with its use. Team leaders, supervisors and administrators can see all key information and are able to react quickly and simply to bottlenecks and flow changes.

With the byon CTI client for the vACD, users have the option of logging on to the ACD, making calls and accessing presence information and unified communications functionalities from out and about or from the home office. Caller information can optionally be displayed through connection to the customer's own CRM system.

### Flexible cost structure

With the attractive port price model, customers only pay for what they actually use. A workspace license which can be individually configured and augmented with a variety of options is set up for each user. The workspace license and the booked options are billed monthly. Companies thus remain flexible in the organisation and use of their customer service.

### Range of functions as required

The byon vACD is tailored precisely to your particular requirements and desires and is augmented with the appropriate features as required. Thanks to the technically flexible structure of our vACD platform and our in-house development team, we are able to programme new functions of appropriate interfaces for your business systems, entirely in line with your requirements. As a result, we achieve a high level of integration for our customers.

## Best availability and redundancy

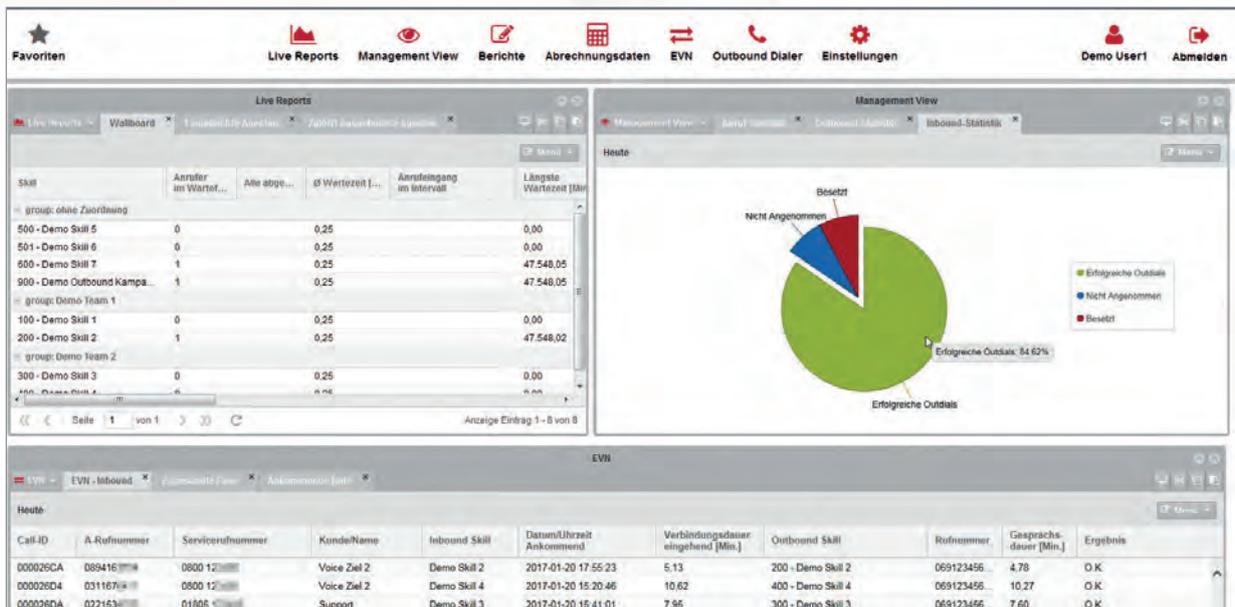
The ACD-server of the byon vACD, as well as the vTK, are hosted in German data-centers and are backed up redundantly by the byon security concept. Should one unit fail, another will immediately take over, resulting in high availability and low failure rates.

## A joyful combination

The byon vACD can be set up as an independent system or in combination with the byon vTK. Because the vACD seamlessly integrates with the vTK environment, we can offer our customers a complete communications solution from a single source. A uniform menu interface and interconnected functions make the operation of both systems very user-friendly. For example, when setting up new agents, the corresponding extension is created directly on the byon vTK. This saves time and simplifies handling.

## Functions (excerpt)

- Dynamic call distribution
- Multi-client capability
- Visual IVR generator (handling via drag & drop)
- Social media integration
- Outbound dialer with campaign management
- Agent capability
- Overflow functions
- Quality monitoring
- Free seating
- CTI-client
- Chat function
- Statistics for inbound and outbound
- Multi-channel (fax, SMS)
- etc.



## Who benefits from the byon vACD?

- Call-, customer-service- and contact-centers
- Companies, who are looking for a powerful platform for their call-handling, that suits their requirements
- Companies, that want to provide their customers a modern communications-concept
- Companies, that operate across locations



For a free online-demo of the byon virtual ACD visit our website at [byon.de/online-demo](http://byon.de/online-demo) or make an appointment for a personal presentation.



## byon SIP

ISDN is a thing of the past,  
the future is SIP

### Voice redefined

A modern IP telephone system needs an appropriate IP voice connection (SIP/SIP trunk). byon provides just this with the byon SIP. At the same time, the byon SIP is significantly cheaper than an equivalent ISDN connection. This affects both the per minute prices for telephony and the monthly basic fees, where a saving of up to 75%\* can be made. The byon SIP is available as standalone solution, in connection with our byon vTK and, for increased transmission security, with dedicated VPN data line.

### byon SIP advantages

- IP based voice connection
- Flexible scaling of voice channels
- High voice quality
- Lower prices compared to classic voice connections
- Voice encrypting via SRTP possible

As well as the cost savings, an SIP voice connection offers other benefits such as flexible adjustment of the voice channels. Since IP voice connections are made via the data line, voice channels can be added as required without any problems or long waiting times. An additional physical connection, as for ISDN, is not required.

## byon SIP for teams/skype for business

### Upgrade your Microsoft solution for telephony

With the byon SIP for teams/skype for business we provide a SIP-Trunk to upgrade your existing Microsoft Teams or Skype for Business solution to enhance them by a telephony component. This makes it possible to use the Microsoft UC-interfaces to make and receive external calls.



The call quality can also be flexibly adjusted. This is of particular interest to companies which only have limited bandwidth. In addition, the entire voice communication can be encrypted using SRTP upon request. The byon SIP is as flexible as your business requires.

byon  
bandwidth  
check

If you want to know, which bandwidth is available at your site with byon dataconnections, just send an e-mail to [bandwidthcheck@byon.de](mailto:bandwidthcheck@byon.de)

## byon business access

High-performance data connections for maximum quality

### Turbocharged data for your business

With byon business access and byon business access dsl, we offer our customers high-quality fibre data lines (business access) or copper technology (business access dsl). Both products always have symmetrical bandwidths, so the same speed for download and upload, and a high SLA level.

We are currently able to offer both byon business access and byon business access dsl in 13 european countries with bandwidths of between 2 Mbit/s and 100 Gbit/s (up to 30 Mbit/s on copper-based), subject to availability. All byon business access gateways include 8 fixed IP addresses. Additional IP addresses can be added upon request.

#### byon business access advantages

- High-quality data-connections with fibre or copper technology
- Symmetric bandwidths from 2 Mbit/s to 100 Gbit/s (Subject to availability)
- 8 fixed IP addresses included (more possible on request)
- Available in 13 european countries
- Attractive pricing conditions
- High SLA-Level (99,9% with fibre)

## byon link

Secure direct data connections to your data center

### Branch networking for better cooperation

In addition to the data connection with our byon business access, we can also provide point-to-point connections with the byon link. With this, high-bandwidths are possible for companies who want to connect their sites within a city, a country or even within Europe.

For branch networking, the byon link is built on a separate secured network for data transfer and not on the public internet. In this way we can protect your data from unauthorized access. byon not only offers the data connection, but also supports the customers with planning and setup, as well as the creation of backup scenarios.

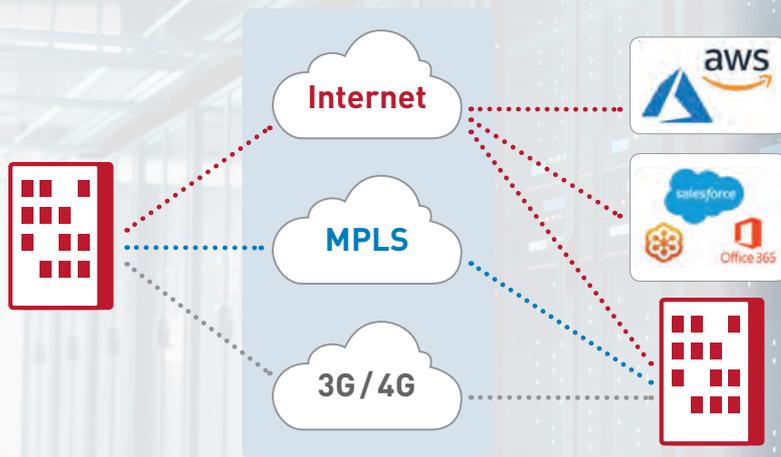
#### byon link advantages

- Symmetric bandwidths from 10 Mbit/s to 10 Gbit/s (Subject to availability)
- Available in 13 european countries
- Attractive pricing conditions
- Secure Network (no public networks)
- Intelligent failure- and backup-scenarios possible



#### byon dark fibre – individual network design

For those companies with very high demands on their data connections, we provide our dark fibre product with its own exclusive fibre strand.



# byon sd-wan

Software-Defined  
Wide Area Network

## byon sd-wan benefits

### Planning

- Advice on functions and possibilities
- Preparation of the first and detailed planning
- Preparation of a migration plan for the introduction of byon sd-wan

### Operation

- byon operates the agreed management structure
- Monitoring and configuration of the sd-wan devices
- Proactive fault detection through network monitoring

### Implementation

- Integration of end devices per location
- Review on potential peculiarities in the company
- Configuration of devices per location

### Service

- 24/7 monitoring with different SLA levels - depending on requirements
- Permanent contact
- Proactive ticket opening also at the preliminary provider

## Flexible networks

With sd-wan, byon provides the customer with a solution for flexible WAN connection including the required devices. In addition to the WAN, byon sd-wan enables the use of Internet connections to supply locations with additional bandwidth - through automated use of hybrid access.

byon sd-wan is a turbo for network structures with hybrid access. Technically, sd-wan works by routing applications over the most efficient WAN connection at that time. Depending on these applications, the current network load, security guidelines and other factors, the network flexibly selects the appropriate transmission technology.

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communicate

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