



Let's talk
about IP!

Future-proof communication solutions for your business

byon vTK Cloud Telephone System

byon vACD Professional Call Management

byon SIP IP Voice Connection

byon business access High Performance Data Connection

byon
communicate



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



byon vTK

The virtual telephone system – tailored to your business



ISO 27001 and ISO 9001 certified

Grow with us into future

With the **byon vTK** solution, we offer a telecommunications platform based on IP technology. As a result, voice communication is entirely handled via the byon Cloud. For our customers, this means: no more phone system on site and no maintenance costs.

The **byon vTK** differs from other systems in that, for each customer, we set up their own virtual telephone system for them and 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** inherently 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.

As a **byon vTK** customer, you no longer need to worry about the up-to-dateness of your system or upgrades. We keep our platform bang up-to-date with regular updates so that the quality and range of functions are constantly improved and expanded.

Thanks to our know-how and our network infrastructure, we are currently able to offer the **byon vTK** for international locations in 13 European countries with local telephone numbers. However, the system itself is always hosted in our data centre in Germany, more specifically in Frankfurt am Main. We are therefore subject to German data protection laws and offer high security standards.

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.

In addition, the **byon vTK** is even delivered with the relevant IP voice connection, the **byon SIP**. This stands out with a very attractive price per minute and a saving of up to 93%* 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.

We don't let you jump in at the deep end

Our byon technical team provides installation support and is available to our customers for support enquiries during operation.

In addition, byon offers training in the technical solutions for users and disseminators in your company. You can find more information about this on our website under the menu item "Product training".

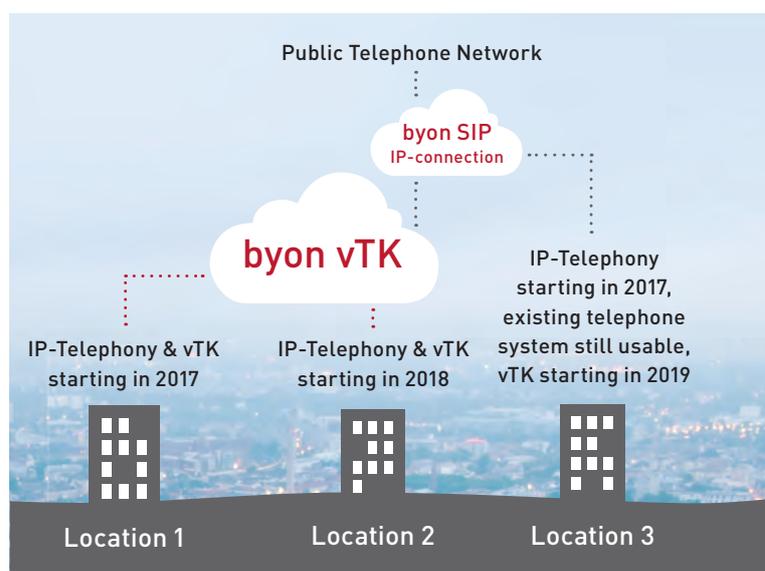
Is your infrastructure IP-ready?

Upon request, we offer you an optional infrastructure check, in which we inspect your internal LAN wiring, routers, switches and firewalls for the optimal IP configuration and adjust them where necessary.

* Comparison of the byon SIP with a conventional PMX connection (30 channels)

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.



Step by step into the Cloud

With our migration concept, you don't have to jump straight into the Cloud. byon provides support with your existing telephone platform and helps you gradually organise it in a future-proof manner.

Range of functions of the byon vTK

- Complete telephone system functionality
- Hardware telephones and soft clients with headset possible
- Integration of mobile devices
- Can be combined with byon vACD

Who is byon vACD interesting for?

- Call centres, customer centres and contact centres
- Companies which are looking for a comprehensive platform for their call handling which can be flexibly adapted to suit their requirements
- Companies which want to offer their customers a modern accessibility concept
- Companies which operate across a variety of locations

byon vACD

Call management
in the Cloud



For a free demonstration of the virtual byon ACD, visit our website at byon.de/online-demo or call +49 (0) 69 710 486 502 to directly arrange a presentation on your premises.

Calls that arrive

The **byon vACD** generates a dynamic, cross-location 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.

Thanks to our service and support team, the **byon vACD** is available to you within just a few days so that you can integrate it seamlessly into your operational processes.



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

The ACD servers for the **byon vACD** are operated in German data centres, just like the vTK, and are safeguarded with double redundancy with the byon security concept. If one unit should fail then another immediately takes over, resulting in high availability and low failure rates.

Easily combined

The **byon vACD** can optionally be set up as a stand-alone system or in combination with the byon vTK. Since the vACD integrates seamlessly into the vTK environment, we are able to offer customers a complete communications solution all in one place. A standardised menu interface and interconnected functions make the operation of the two systems very user-friendly.

So, for example, when a new agent is set up the corresponding extension on the byon vTK is set up at the same time. This saves time and streamlines handling.

Functions (excerpt)

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



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 93%* can be made.

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.

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.

Basic fees cost comparison

	conventional telephone connection	byon SIP
6 voice channels	3 x point-to-point connections at € 30.68 = 92,04 €/mtl.	à 0,75 € = 4,50 €/mtl.
30 voice channels	PMX connection = 260,76 €/mtl.	à 0,75 € = 22,50 €/mtl.

ISDN-based connection and byon SIP (example)

* Cost comparison for conventional PMX versus byon SIP (see diagram)

Advantages of byon business access

- High-quality fibre- and copper-based data lines
- Bandwidths from 2 Mbit/s up to 100 Gbit/s (depending on availability)
- 8 fixed IP addresses included (more on request)
- Currently available in 13 European countries
- Attractive conditions
- High SLA-level

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 is available in many German and international urban centres and offers you the best fibre quality. Alternatively, **byon business access dsl** offers almost gapless local availability with a high quality standard and is therefore ideal for your business communication.

Data volumes required for IP Telephony

Number of employees	60	90	150
Parallel calls	20	30	50
Data bandwidth	2 Mbit/s	3 Mbit/s	5 Mbit/s

The voice channel requirement and the necessary data bandwidth for IP Telephony can be calculated using the "30% rule". Assuming approx. 100 Kbit/s per call and in relation to the average volume of calls for a company (with the exception of call-intensive industries such as call centres and similar)

The road map for the switch to IP

12 - 14

months
before the switch

Beginning of sounding out the supplier market – which solution is best for the company?

- Cloud or on-site telephone system?
- What functions are required?
- How do the costs look?
- Is the integration of internal systems and databases required?
- Who is responsible for service & support?
- What about expandability and flexibility?

10 - 12

months
before the switch

Budgeting

- Planning the costs incurred for the switch-over (divided into monthly and one-off costs)

Reviewing existing contracts for the purposes of telephone number porting

- At what point can current contracts be cancelled?
- When can telephone numbers be ported? (see the “3 - 4 months before switch-over” section)

6 - 10

months
before the switch

Checking the internal infrastructure for IP conformity

- Are all of the devices used IP-ready?
- Are my firewalls sufficient for IP Telephony?
- Internal quality of service (voice prioritisation before data)
- Are special connections planned? (e.g. alarm systems, door intercom systems, franking machines, analogue fax machines)

Bandwidth check

- Does my current data line provide sufficient bandwidth for IP Telephony? (Rule of thumb: approx. 100 kbit/s symmetrical bandwidth per call)
- What terms remain on my contracts?
- When can I upgrade if necessary?
- Should I upgrade to the best line or order a new, dedicated data line?

4 - 8

months
before the switch

Testing potential solutions in the company

- Should there be a test scenario with test users in the company?
- How well do employees/staff get on with the solution?
- What stumbling blocks are there in operation?

3 - 4

months
before the switch

Ordering the new IP solution

- Organising telephone number porting
- What are the delivery times for terminals and the potential delivery times for a new data line or upgrades?
- Conception of accessibility scenarios during the switch-over phase

Planning training initiatives

Your personal point of contact

Do you have questions about our technical solutions or service, or want to try out one of our products? Naturally, one of our contact persons is available to answer all of your questions and concerns personally and with expert advice.

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