



Connecting people reliably.

Hosted Communication Service

Communication solution from the Cloud

The needs of the fixed network market are very challenging. Cloud-enabled systems are costly to operate, and this requires a high level of technical expertise. Many of the established solutions can only replicate some of the functions that are necessary in the market. Additional functionality is not available or can only be added through an enormous use of resources. Off-the-shelf systems from major providers allow little flexibility, only create minimal customer loyalty and do not represent a unique selling point for the operator.

We have understood the challenges and found the solution with HCS.

Our flexible Cisco-based UC system for small and medium-sized enterprises already has tens of thousands of users, is cost-effective and grows to keep pace with your requirements.

	Customer A	Customer B
Telephony	✓	✓
Messaging / Presence	✓	✓
Voicemail	✓	✓
Telephone Directories	✓	✓
Reports / Analytic Tools	✓	✓
Mobile Integration	✓	✓
IVR / Callflows	✓	✓
Fax to Mail	✓	✓
Attendant console	✓	✓
CTI Integration	✓	✓

Shared **Cisco** Callmanager

Hosted Communication Service enables Cisco Callmanager to support multi-client functionality and allows customized configurations and additional features.

The benefits to you

- A shared central system
- Also suitable for small customers
- Modular and cost-effective
- Many years of market experience

Efficient and cost-effective

Our Unified Communications solution is based on shared server usage. This keeps the costs per customer or device very low and makes our system very competitive, even for SMEs.

Modular, complete and market compliant.

Our system has developed over time based on real customer requirements, has been continuously improved and offers a very comprehensive portfolio of solutions. New functions can be added on a modular basis at any time via a central front-end. All HCS elements are integrated into the interface ready-to-use, are easy to subscribe to and can be trialled before buying – even for single users. Therefore, they are very cost effective.

Centrally Managed Service

We are taking UC systems operations on board, drawing upon our many years of expertise. This will provide our customers with operational reliability and comprehensive support for every problem around the clock. Specialized know-how and extensive training are no longer necessary.



Your contact

Georg Rinnhofer

+43 512 56 44 64-385
georg.rinnhofer@world-direct.at

More about this topic

www.world-direct.at/tk14



Telecommunications

Providers of telecommunication services are faced with the challenge of satisfying a central need – connecting people – in a world that is becoming ever faster and more complex in terms of technology.

As an A1 subsidiary, we have years of experience in connecting and operating core systems. Our service portals give providers a platform for speeding up and simplifying flows with their key account customers. As experts in Unified Communications, we can support you with comprehensive services and products in telephony applications.

We make sure that you can concentrate on what matters most. The people.

#YourDigitalFuture

Here at World Direct, we develop software and operate IT infrastructure for the medical, energy, real estate, financial, telecommunications and public sectors. Working together with our parent company A1 and cooperation partners, we are in the business of creating new solutions for a digital future.



WORLD DIRECT

<we code your digital future>