Hosted PBX (HPBX)

next generation network

lowering the cost of doing business

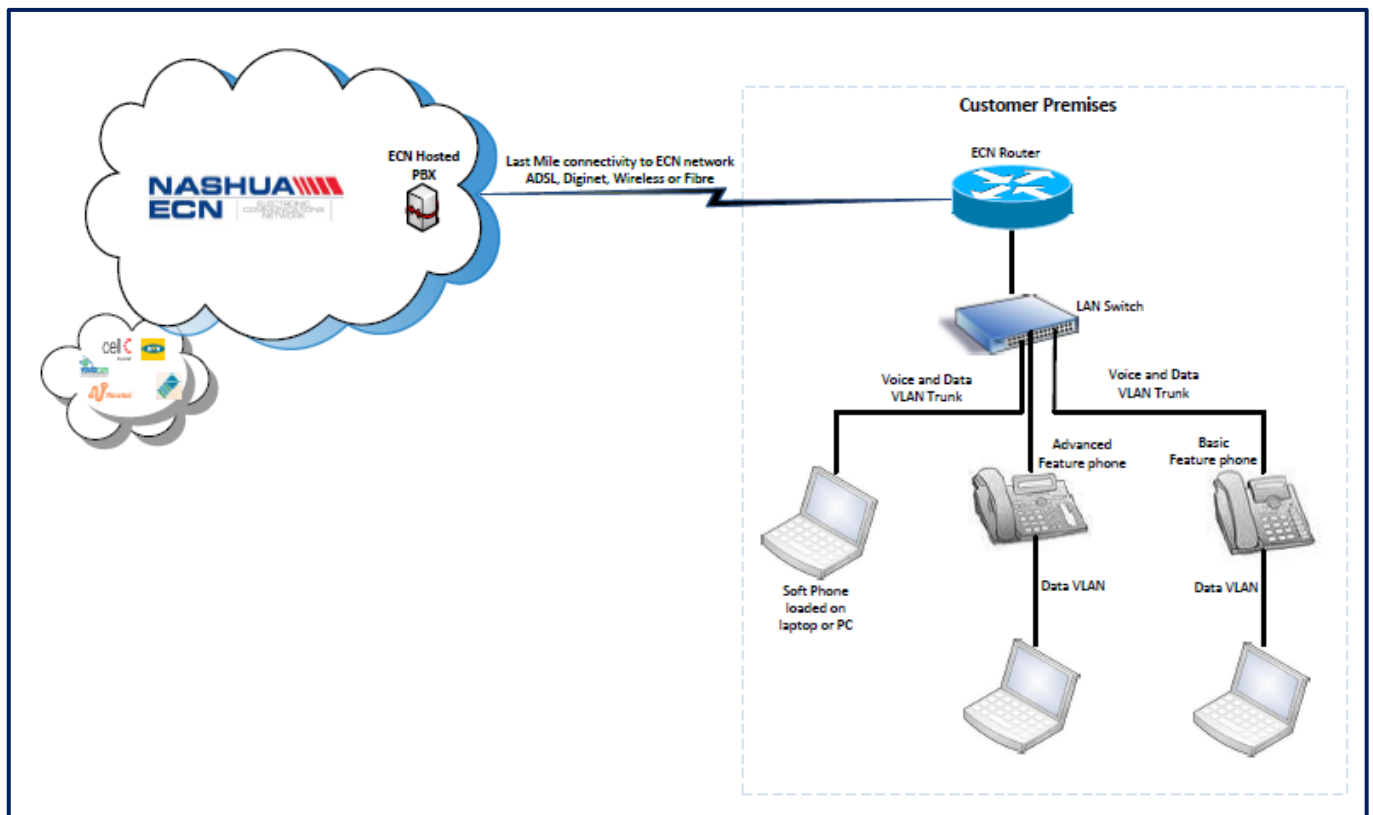NASHUA ECN
ELECTRONIC COMMUNICATIONS NETWORK

Hosted PBX (HPBX)

Solution Overview

Nashua ECN's Hosted PBX (HPBX) is a value added service providing businesses with and easy to manage and cost-effective software based PBX. The HPBX allows businesses full PBX functionality and call routing through hosted infrastructure in the Nashua ECN cloud. Businesses are therefore able to reduce the costs of on-premise PBX infrastructure and are able to take advantage of centralised HPBX functionality and routing efficiencies. System upgrades and feature enhancements are seamlessly incorporated and deployed to the business.

- HPBX offers businesses a managed telephony service utilising the LAN environment to deliver all forms of inbound and outbound calls with centralised routing intelligence, securely hosted in the Nashua ECN cloud.

- HPBX reduces costs by excluding the need for buying, renting or managing on-premise PBX equipment. An HPBX removes the associated costs involved with maintaining an on-premise PBX, while still having all the features of a traditional PBX.

- HPBX offers immediate centralised deployment of upgrades, features and backend systems that are managed by Nashua ECN remotely.

- HPBX makes advanced business technology available to all business sizes, Corporate, SME or SOHO.

Typical Deployment Diagram

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Solution Benefits

HPBX offers a wide range of benefits and advantages to the customer. These include:

- A cost effective, outsourced hosted and managed PBX existing securely in the Nashua ECN cloud.

- A single provider for PBX services and inbound and outbound call termination.

- Web-based access for the configuration and management of the PBX.

- Setup and configuration are simple. Using the existing LAN environment there is minimal intervention required from the customer to setup the service. Handsets are preconfigured, or can be auto-provisioned, from a centralised location.

- The existing extensions scheme can remain the same, reducing the impact of the PBX change to the organisation.

- HPBX provides advanced call routing services such as call forwarding, through an easy to use web interface.

- Geographic Number Portability (GNP) allows you to keep your existing business numbers.

- Nashua ECN geographic numbers (010,021,031,041 etc.) can be allocated if required.

Solution Features

HPBX has the following features:

- **Flexibility**. Any moves, changes, additions or deletions are made simple with the HPBX. Users' extensions can be modified as required. Moving premises is also simplified since no little PBX infrastructure is required to move.

- **Scalability**. HPBX technology enables your phone system to be completely scalable. You can add or remove phones/extensions on your system at any time, so you're sure to only ever pay for what you use.

- **Reliability and redundancy**. All the switching logic providing the HPBX functionality exists in the Nashua ECN cloud. Redundancy and reliability in the cloud environment means that the HPBX is always on and in the event of a line failure, voicemail, IVR or call forwarding capabilities can be handled from the Nashua ECN cloud.

- **Centralised HPBX management**. The HPBX allows remote offices to be unified with the central office by integrating all locations into a single manageable phone network. Employees can place, receive, and transfer calls from any location as though they were in the same office.

- **Detailed call reports** enable customers to breakdown costs for the single phone network.

- **Easy to deploy and update**. Future developments on the HPBX service will be made available to end users as they become available.

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HPBX Feature List

Hosted PBX Features	
General	**Description**
Web Based Administration	User friendly web interface to configure features
Peak and off peak PBX routing	Setup time dependant call routing scenarios
CLI propagation	Ability to show a numbers
Handset Auto provisioning	Setting up and changing handsets made easy

Services	**Description**
DDI	Extension DDIs are displayed when calling out
Hunt Groups	Setup a group of handsets that calls will ring on
Simple announcement	Setup an announcement for various scenarios
Queuing	Multiple calls can be queued until operator is available
IVR	Setup an announcement with options for inbound calls
Call redirect	Forward inbound call to an alternate handset
Voicemail	Setup a message if user is not available or busy

Extensions	**Description**
Flexible inbound routing scenarios	Number of options to route and reroute inbound calls
Speed Dial	Setup speed dials to frequently dialled numbers
Call Logs	View history of inbound and outbound calls per extension
Phone Book / Directory services	View extension list by name on the phone display (depending on the phone)
Contact management	Manage individual extensions/contact profiles
Call stats viewable	View global or extension call stats
Phone registration stats viewable	View individual handset status and activity
Caller ID	Caller ID presented on handset screen (depending on the phone)

Security	**Description**
IP range access control	Secure setup to prevent intrusion from the enemies
User PIN authentication	Secure access to handsets and usage

Are you interested in Nashua ECN's Hosted PBX service?

Contact Nashua ECN's sales by either calling **010 590 0000** or sending a mail to sales@nashua-ecn.com for more information.

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