



# JT Managed PBX

## Product Description

JT Managed PBX is the power hub for a business internal phone system. JT has the right solution to fit business all sizes through our strategic partnerships with Avaya, Cisco and Mitel.

With years of experience delivering solution of all sizes; from small local businesses, to worldwide systems of 10's of thousands of users, for multi-national businesses, you can rely on JT for a seamless installation process that delivers an easy to use service for your users.



### Bespoke Managed Service

Depending on your specific business requirements we offer a choice from a variety of service models for your communications solution, providing:

- **Dedicated Support Service** – Dependant on your business' needs, support is offered from a break-fix to fully managed service. Hardware and software maintenance is undertaken by the JT's Engineering team and/or approved JT partners. The support services are underpinned by Service Level Agreements that are aligned to customer's overall managed service solution.
- **Remote Monitoring Service** – intended to support customers by detecting, and managing the resolution of service issues, mitigating any impact to critical business operations.
- **Proactive Managed Service** – this service is multifaceted – its main purpose is to ensure uninterrupted operation by resolving issues before they arise. It includes 24x7x365 remote management and monitoring for customers' communication solutions.



## Increased Productivity

### Significant cost savings through using VoIP (Voice over IP)

- Easily connect phone systems between office locations
- Replace expensive ISDN circuits with SIP\*
- IP Telephony on the handsets allows staff to hot desk, easily move desks or even work from different offices to suit the task on hand while retaining the same phone number  
This can significantly reduce your estate costs
- Integration with Skype for Business and Office 365 Solutions

## Our solutions can help you deliver better customer service and better productivity

- Integrating phone functions with business applications
  - Cutting costs by speeding up interactions with members of your team, other departments or even federating with your business partners
- Our fully managed service lets you focus on your business and improve customer service while we manage your system for you

All our solutions scale along with the needs of your business. Our dedicated team of experts will take the time to assess your business and facilitate services of benefit, tailored specifically to you.

## Some of our Capabilities

- 24x7x365 Service Management Centre
- Support for multiple business locations both locally and internationally
- Spare parts management with local technician support
- Incident management – logging and updating of tickets; triage and escalation; restoration and root cause analysis
- Configuration management with remote and onsite moves, adds and changes
- Record and implement auto attendant and voicemail scripts
- Release management
- License and capacity management to minimise your vendor costs
- Service management and reporting

## Building your Digital Roadmap

Once we are managing your communications systems we then work with you to build a digital roadmap essential for your business. We won't allow your services to stagnate. With JT you will get a Managed Service Provider that will look at your challenges and work with you to continuously deliver on your business and customer needs.

\*SIP is subject to availability

### To find out more contact us at:

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