



Telephony

Evotec's **Telephony** division implements and supports voice communications and applications. We specialise in designing solutions that are tailored to your organisation and drive true business benefits.

Telephony
Information Technology
Carriage
Infrastructure
Broadband Solutions
Business Support

The division of our business

Evotec's Telephony division designs and deploys telephony solutions and applications. From a simple single site PABX, through to a multi-site IP telephony network, Evotec has the portfolio, skills and experience to design the right solution.

The Telephony division portfolio includes:

Digital PABXs – office telecommunication systems based on digital technology, that via sophisticated programming options and interoperability with business applications, can truly integrate with your organisation.

IP telephony – telephone extensions act as IP data devices – connected to the LAN, enabling connectivity from any point where network connection is possible, with user features identical to those of a digital solution.

Voice over IP (VoIP) – communication systems are networked via the IP interface in the system, and voice and data traffic are transmitted across the same WAN.

Mobile telephony – solutions enabling staff to be mobile and contactable, regardless of where they are on site, while enjoying access to the same features as a desk handset user.

Computer telephony integration (CTI)

– integrating telephony with a computer. This enables PC-based control of voice communications and sophisticated interaction between a telephony solution and database applications.

Call reporting – an application to track calls and perform analysis across single or multiple sites.

Unified messaging – an e-mail client is the portal for e-mail, facsimile and voicemail messages, accessible wherever e-mail is available.

Call centre solutions – sophisticated call routing options, with supervisor statistics and detailed reporting capabilities. Suitable for small customer service areas through to complex multi-location call centres.

The technology driving your business

A well designed telephony solution enables significant enhancements to a business' operations. The opportunities for improvements are diverse:

Internal communications

- Ergonomic, well-designed handsets enable efficient access to colleagues
- Networked sites enable staff to efficiently contact colleagues, regardless of location
- Mobility solutions allow key staff to be contactable, regardless of location

External communications

- Tailored call routing allows calls to be automatically directed to the appropriate person
- Mobility solutions allow staff to be contactable by customers, regardless of location
- CTI applications allow automatic screen-viewing of caller details
- Worldwide access to voicemail and facsimile messages enables global availability





Staff efficiency and resource allocation

- Integration of your telephony with your business applications optimises both investments
- Connection to direct indial numbers reduces call load on receptionist staff
- A standardised telephony platform minimises training costs and improves staff productivity
- IP solutions facilitate resource savings on IP infrastructure and its management
- IP telephony enables staff to connect to the PABX wherever network connectivity is possible, from a diverse range of terminals
- VoIP site networking allows centralisation of staff and applications
- Networking of sites may allow a company to transport voice traffic over a data network, optimising data network usage
- Call reporting solutions produce extension-level telephony expense reports that allow relevant cost allocation
- Call centre statistics allow live and historical staff monitoring, and identify call patterns and trends, influencing staff scheduling

The partner supporting your business

We understand telephony

Our Telephony division is focused on designing, deploying and supporting superior telephony solutions. We've selected a product portfolio that enables us to develop reliable and dynamic solutions. We select solution specialists with the expertise to identify possible applications of telephony systems and applications to improve an organisation's operations. We have developed an internal infrastructure to streamline deployments and display our commitment to excellent customer service.

We will tailor a solution to your business

Evotec implements and supports telephony solutions from Alcatel, Siemens and LG-Nortel systems. We understand that the right configuration and complementary applications will enable your organisation to operate more efficiently and effectively. Our solution specialists focus on analysing your business drivers and goals, and applying technology that will meet these, to empower your organisation today, and tomorrow.

We support your solution

Evotec is focused on supporting our customers with a combination of expertise, accountability and geographical reach:

- Our technical expertise has been developed through a combination of training and experience. We continually seek to upgrade the skills and knowledge of our engineering division.
- We employ our own engineering field force. Because the installation and support team is our own, our accountability for your solution is assured.
- We support our field staff with sophisticated remote diagnostics and repair and a trusted network of partners. These factors combine to ensure wide geographical coverage.

Your solution will be implemented by experts, will be tailored to your requirements, and will be supported by committed technical experts.



One company. Six divisions. Infinite possibility.



Telephony

Design and deployment of traditional and IP telephony, with complementary solutions: mobility, CTI, call accounting, messaging and call centre solutions.



Information Technology

From simple desktop solutions, through to national networks, Evotec provides personal and corporate solutions.



Carriage

The assessment, design, provisioning and account management of Telstra services, for the optimum combination of voice and data services.



Infrastructure

The design, supply, deployment and support of structured cabling and electrical services. From simple to complex configurations.



Broadband Solutions

Access, control, delivery and billing of broadband services for provision of broadband access and efficient billing for usage.



Business Support

Our national Customer Service Centre, Technical Help Desk and PriorITel maintenance agreements confirm our commitment to supporting your business.

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