



Convert to Converged

Save time and money with a single provider for all your business communications

Wasting time

If your business uses multiple providers for its communication services, then you will be familiar with the pain of making a change to your services all too well.

If you are moving to a new office, co-ordinating multiple providers can be a headache.

Not only do you need one company to move your phone lines, another company to install your internet connection and yet another company to move your phone system, you also need to ensure they all happen simultaneously.

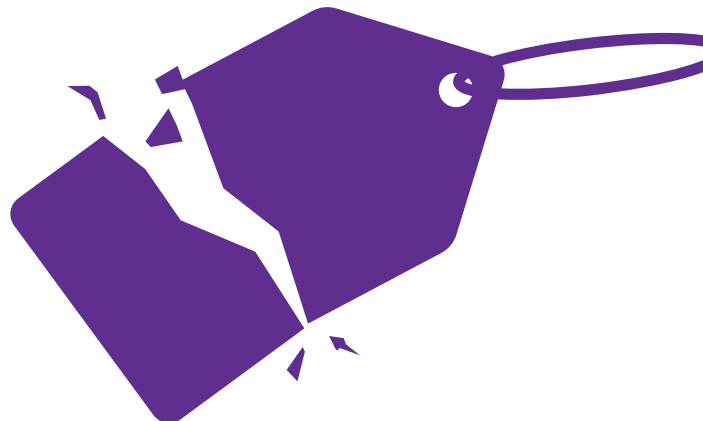
If you employ a new member of staff and need to set them up with a landline and mobile, then there's one company to call to add a new extension to your phone system and another company to sort an additional mobile phone. Each month you receive multiple bills that all arrive at different times. The process is time consuming and frustrating... but it doesn't have to be.

Bundle up

Converged is a term that describes receiving all your communications needs as part of one service from a single supplier. This can include:

- Phone system including calls
- Internet access
- Mobile phone service

Sometimes known as *bundling*, converged services have the potential to save your business time and money when compared to a multi-provider solution. Many providers will also offer a discount simply for having multiple services with them, with more services equalling a larger discount.





Voice Services

The blame game

Even without a direct discount, the time cost of managing multiple providers can be enough of a reason to move to a converged service. With multiple providers, what happens if your IP-phone system stops being able to make or receive calls? Your phone system provider points the finger at your internet service provider and the internet service provider blames the phone system provider.

You spend hours and hours trying to get someone - anyone - to fix the problem, with little success. After days without an answer, you escalate the issue with both providers only to find the problem went away on its own and you weren't updated.

With a converged service, there's only one company to call for support for any of your communications services. This reduces the time to fix and minimises the impact on your business.

Bill me

With one provider, you only receive one bill. It's as simple as that. No more time waiting for multiple bills before you can do your monthly accounting.

Even better, if you encounter a problem with your bill, you only have one company to call meaning any queries are resolved quickly and easily.

Connected

In some cases, converged services can provide benefits that aren't possible if your communications infrastructure is supplied by multiple companies. As a converged service customer, your provider may choose to offer you additional benefits such as:

- Free calls to branch sites, local numbers and mobile devices
- An online portal to manage a range of different service features
- Free integration between services (for example, a phone call to your office extension could trigger a text message to your mobile)

As the next generation of telephony services evolves, these types of integrations could start to become one of the most valuable reasons to move to a converged solution.



Voice Services

More for less

Moving all of your business communications services to a single provider can provide many benefits. Depending on your provider, a converged solution could allow you to enjoy:

- Discounts for each additional service you have
- Faster resolution of technical issues

- A single bill, with a single point of contact for any queries
- Integration between your services
- Improved service delivery as a result

If you find yourself searching for your missing communications budget at the end of the month, along with all of the lost hours spent dealing with multiple providers, then it's time to convert to converged.

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