



SMARTCOMMS UC

THE SMART UNIFIED COMMUNICATIONS
SOLUTION FOR YOUR ORGANISATION

WHAT IS SMARTCOMMS UC?

SmartComms UC is a flexible and customisable Unified Communications solution designed to make life easier and better for both your internal users and your callers.

It's tailored to individuals, meaning it meets the needs of your office-based staff, remote workers and home workers, and it's easy to make changes without the worry of adding or removing physical lines.

Plus, as a hosted service, it works for you financially as well as operationally.



IMPROVE THE CALLERS EXPERIENCE

You can route calls to groups or individuals or use Auto Attendant features to provide messaging that manages caller expectations.

With caller ID displayed on your handset, you can offer a more personalised greeting to your callers, while voicemails delivered straight to your email inbox mean you'll never miss a message.



A SERVICE THAT GROWS WITH YOU

As a fully scalable cloud-based service, moving to SmartComms UC means you're no longer restricted by the limits of physical infrastructure.

If your business is growing, you can instantly add extra user licences to your service with no line installations necessary. Adding a new site? If you've got connectivity in place, we can easily extend your service to incorporate it. If you need a new connectivity infrastructure, our range of Broadband and Leased Line services can help.



REDUCE COSTS

No line rental and cheaper call costs are a great start, with completely free 'on-net' calls between all users on the service (no matter where in the world they are) and calls to UK fixed, mobile and international numbers coming in at least 15% less than traditional ISDN services.

By removing the need for on-premise hardware and systems, you can bid farewell to the associated CAPEX and OPEX costs, expensive maintenance contracts, upgrade charges, and power and cooling costs. Our convenient pay-as-you-go service is simple to budget for too, offering savings of up to 60% over legacy on-premise equipment.



EASY TO MANAGE - NO EXPERTISE REQUIRED

Our intuitive portal delivers a fully featured self-service experience, allowing you to manage, monitor and make changes to your service at any time, from anywhere with an Internet connection.

Set up call diverts, hunt groups and recorded messages, customise individual accounts to include specific features, and add or remove licences as your business needs change. Whatever you need to do, you'll be able to get it done without high levels of in-house technical know-how.



WORK ANYTIME, ANYWHERE

Working across multiple locations doesn't have to mean out of reach. With SmartComms UC, each user has a single DDI number that can be used across multiple devices, meaning they never have to miss another call.

Connecting multiple offices, on-site staff and remote workers under a single system ensures everyone has access to the same functionality - anytime, anywhere - so business continuity is never a concern.

One phone number, one point of contact, regardless of location, and all for a single monthly per-user licence fee.



PROVEN SERVICE QUALITY

Our hosted platform for fixed and mobile extensions is based on a carrier grade, pure cloud UC solution. The system is installed in a fully redundant multi-sited data centres

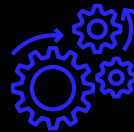
Compliant with ISO standards for Quality Management, Business Continuity and Data Security, our service has robust and fully accredited processes in place to consistently protect the confidentiality and integrity of your data.



BENEFIT FROM A TRULY UNIFIED EXPERIENCE

Collaboration is the backbone of successful and sustainable businesses. Moving into the world of Unified Communications can truly help improve flexible working across your organisation.

From working on shared documents, instant messaging, video calling and hosting online meetings, SmartComms UC enables your teams to work together from different locations across all their devices, as easily and efficiently as if they were in the same building.



BUILT-IN BUSINESS CONTINUITY

With on-premise telephony, a fire, flood or even adverse weather could bring your communications to a halt. With SmartComms UC, all features are contained in the cloud. This ensures your communications network always remains safe and live, enabling your employees to keep working and your business to continue running.

To make it easy from the off, you can even retain your existing numbers when moving to our service for a seamless migration.

HOW SMARTCOMMS UC COULD WORK FOR YOU

1

CUSTOMER SERVICES

Caller display lets you give the appropriate greeting to your customers, providing a better overall experience.

2

OFFICE WORKER

Conference features allow you to set up virtual meetings with customers and suppliers, saving the business money while reducing travel time.

3

IT MANAGER

We'll configure your phone system to your exact business needs, and if you need to make any changes, you can easily do so via your online portal.

4

RECEPTIONIST

With auto-attendant, calls are routed to the relevant team to improve efficiency. The Busy Lamp Field on your handset shows if people are available to take calls.

5

MOBILE WORKER

With Mobile Office, you can make and receive calls on your mobile, so you never miss another sales opportunity.

6

HOME WORKER

With SmartComms, you can use your UC enabled phone or your desktop client to make and receive calls as easily as if you were in the office.

THE NASSTAR DIFFERENCE



DEDICATED, BESPOKE SUPPORT

At Nasstar, we specialise in transformative technology. We ensure our solutions are accessible and tailorable for everyone, with a consultative and strategic approach at our core. We deliver fully-featured Unified Communications services, with the option to run them over our fast and resilient connectivity solutions.

Additionally, our experienced customer and technical service teams are on hand to answer any questions, fix issues and advise you how to get the best from your service.



SIMPLE MIGRATION

When you partner with Nasstar, you'll benefit from a fully personalised service that delivers a safe, secure and seamless transition to SmartComms UC.

From understanding your current users, sites and telephony setup to advising on the best end-to-end migration process, we will work closely with you at every step to ensure minimal migration impact for both your business and users.

STANDARD USER LICENCES

CLASSROOM USER

Ideal for those who:

- \\ Work mainly from their desk
- \\ Don't need a voicemail service
- \\ Need the ability to transfer calls to another desk phone or employee

Our Classroom user licence is a low-cost entry-level option, enabling you to transfer calls, put calls on hold and add eight speed-dial numbers.

OFFICE USER

Ideal for those who:

- \\ Typically work from one site but regularly attend meetings or work away from their desk
- \\ Want the flexibility to work from another location
- \\ Need a voicemail service

Our Office user licence comes with a personalised voicemail service which is accessible from anywhere and delivers messages straight to email.

It also comes with our toolbar, allowing you to make changes to settings including call diverts and forwards from your desktop computer or mobile device.

MOBILE USER

Ideal for employees that are regularly mobile, working from multiple locations.

- \\ A range of smartphone apps are included, enabling users to use a single number across all their devices

USER BOLT-ONS		CLASSROOM USER	OFFICE USER	MOBILE
Voice recording	Record and store users' calls in our secure cloud environment. This can be done in real time, either proactively or reactively.	✓	✓	✓
Go Integrator	Integrate a range of call control features into compatible CRM systems, including automatic screen appearance of customer files on inbound calls, call control for PC and click-to-dial from CRM files.	✓	✓	✓
Busy Lamp Field	Enable receptionist users to monitor users' availability status through a series of illuminated lights on optional expansion module hardware that can be attached to their IP phones.		✓	✓
Office UC	Promote team-working with collaboration-boosting features like instant messaging, presence, audio/ video conferencing and document sharing.		✓	✓
Flexible Seating	Enable users to log into any desk phone and keep their own number and settings.		✓	✓

STANDARD SITE LICENCE

Each of your sites will have the following standard features:

- Call forwarding busy
- Call forwarding no answer Sequential ringing
- Simultaneous ring end user devices Holiday schedule
- Three-way calling Music on hold
- Alternative numbers Corporate directory
- Answer confirmation
- Internal / external calling line ID delivery
- Call notify
- Call transfer (blind and consultative)
- Group calling line ID (CLI) Do not disturb
- Inbound call blacklist
- Call data record (CDR)
- Client call control
- Configurable feature access codes
- Blacklisting
- Last number redial
- Device inventory
- Call processing Selective call divert
- Call forward not reachable
- Site call conference Call forwarding always
- Call recording
- Call processing selective
- Voice mail / portal
- Call waiting Hunt group
- Calling line ID blocking override IVR / auto attendant
- Abbreviated dialling
- Extension dialling
- Basic calls log
- Fax messaging
- Selective call rejection Standard call recording

OPTIONAL ADD-ONS

- Multi-media call analytics
- MIFID II compliant call recording
- Softphone plus
- Intelligent mobile integration
- Enhanced call recording
- UC plus fusion
- PC desktop client

SITE LICENCE ADD-ONS

If you require extra functionality, we also offer a range of site licence add-ons that can be used to enhance your site features:

	DESCRIPTION
Auto Attendant (additional)	If a single Auto Attendant level is not enough for your business, simply add an additional level. Enable an automated receptionist to answer calls, provide a personalised message and route options to specific departments, extensions or an operator.
Call Analytics	SmartComms UC has an optional Call Analytics suite, offering powerful reporting functions for real time and historic statistics of your business’s call handling.
Call Centre ACD (Automatic Call Distribution)	This licence provides several additional advanced features including call queuing, hold music, comfort announcements, call overflow to alternate destinations, re-direction of calls outside of business hours and uniform call distribution. Incoming calls can be received by a single phone number and distributed among a group of users. At the end of each day, a usage report can be generated and sent via email for detailed monitoring of your service. Included with this licence is a ‘Plus’ pack that enables enhanced call forwarding functionality including busy, always and selective options, alternate number re-routing, do not disturb and accept/reject selective call.
Voice Recording – 180-day and 7-year	We provide free 30-day storage as standard at each site where call recording is set up. If you require more, we offer extended 180-day or 7-year options. This feature is charged monthly per 1GB of voice data used.

IP PHONES

We provide and support the following IP phones and accessories for use with your SmartComms UC service. IP phones are powered by Ethernet as standard, with 240v AC power units available separately.

	Yealink T43U	Yealink T46U	Yealink T48U	Yealink W53P
User Type	Office Workers Call Centre Warehouse	Receptionist Meeting Rooms	Receptionist Meeting Rooms Homeworker Executive Office	Small Business Small Warehouse
10/100 Ethernet Port				1
10/100/1000 Ethernet Port	2	2	2	
Pre-Configured for Smartcomms	✓	✓	✓	✓
Display	3.7" LCD screen (360x160 pixel resolution)	4.3" colour LCD screen (480x272-pixel resolution)	7" colour LCD touchscreen (800x480-pixel resolution)	1.8" colour TFT screen (128x60 pixel resolution)
Line Keys	8 (up to 21 with pagination)	10 (up to 27 with pagination)	29	
Speakerphone	✓	✓	✓	✓
Headset Port	RJ-9, USB, EHS	RJ-9, Bluetooth, USB, EHS	RJ-9, Bluetooth, USB, EHS	3.5mm jack
High-definition Voice	Y (Optima HD)	Y (Optima HD)	Y (Optima HD)	
Supports expansion module (BLF)	Up to 3	Up to 3	Up to 3	
Wireless Connectivity			Optional through WF40/WF50	
USB Port	2 x USB 2.0	2 x USB 2.0	2 x USB 2.0	
Integrated Bluetooth				
Optional Bluetooth (BT40/41 dongle)	✓	✓	✓	
DC Power	5V/1.2A	5V/2A	5V/2A	5V/600mA
Power over Ethernet (PoE)	✓	✓	✓	✓
Standby time				Up to 200 hr
Talk time				Up to 18 hr
Indoor range				50m
Outdoor range				300m
Handset number per base				Up to 8
Simultaneous voice calls				Up to 8
Repeater number per base				Up to 5

UC JABRA HEADSETS

	BIZ 2300 Mono QD	BIZ 2300 Duo QD	BIZ 2300 Mono USB (A or C)	BIZ 2300 Duo USB (A or C)	PRO 920 - Mono DECT	PRO 920 – Duo DECT	Pro930 Mono DECT/USB	Pro930 Duo DECT/USB	Motion UC MS Plus	Speak 510
Quick Disconnect lead	✓	✓								
Style	Enclosed Headband	Enclosed Headband	Enclosed Headband	Enclosed Headband	Earhook Enclosed Headband	Enclosed Headband	Earhook Enclosed Headband	Enclosed Headband	Inside ear	Conference speakerphone
Foam or leatherette ear cushions	✓	✓	✓	✓	✓	✓	✓	✓		
High Noise environment	✓	✓	✓	✓						
Medium Noise environment	✓	✓	✓	✓						
Low Noise environment	✓	✓	✓	✓						
HD Voice	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Noise cancelling microphone	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Jabra Peak Stop acoustic protection	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Mono	✓		✓		✓		✓		✓	
Stereo		✓		✓		✓		✓		
FreeSpin™360™boom	✓	✓	✓	✓						
Flexible boom	✓	✓	✓	✓						
Wireless Bluetooth										✓
USB Connectivity			✓	✓			✓	✓		✓
For Polycom phones	✓	✓			✓	✓				
For Yealink phones	✓	✓			✓	✓				
Desk phone connectivity	✓	✓			✓	✓				
Softphone connectivity			✓	✓			✓	✓	✓	✓
Headset connectivity									✓	
Tablet connectivity										✓
Smartphone connectivity										✓
Bluetooth for Smartphone/tablet										✓
Bluetooth for PC										✓
Wireless Range					Up to 120m	Up to 120m			Up to 100m	Up to 30m (BT)
Max. Talk Time					8hr	8hr	8hr	8hr	8hr	Up to 15hr
Standby					Up to 33hr	Up to 33hr	Up to 33hr	Up to 33hr	Up to 15 days	Up to 200 days
Recharge time					3hr	3hr	3hr	3hr	2hr	2hr
Weight	49g	68g	49g	68g	29g	80g	29g	80g	12.5g	195g

UC PLANTRONICS HEADSETS

	HW510 Mono	HW520 Duo	Savi CS540 Mono DECT	Savi 7220 Duo DECT	Savi W8240 Mono DECT/BT	Savi W8220 Duo
Style	Enclosed Headband	Enclosed Headband	Inside ear Earpiece, optional headband	On-ear Headband	Inside ear Earpiece, optional headband	Inside ear Earpiece, optional headband
Quick Disconnect lead	✓ (QD model)	✓				
Foam or leatherette ear cushions	✓	✓		✓		
High Noise environment	✓	✓				
Medium Noise environment	✓	✓			✓	
Low Noise environment	✓	✓			✓	
HD Voice	✓	✓	✓	✓	✓	✓
Noise cancelling microphone	✓	✓	✓	✓	✓	✓
Plantronics SoundGuard acoustic protection	✓	✓			✓	✓
Mono	✓				✓	
Stereo						✓
Boom arm	✓	✓		✓	✓	✓
Midi boom arm	✓	✓				
Wireless Bluetooth					✓	✓
USB Connectivity	✓ (usb model)	✓ (usb model)			✓	✓
For Polycom phones	✓	✓	✓	✓	✓	✓
For Yealink phones	✓	✓	✓	✓	✓	✓
Desk phone connectivity			✓	✓	✓	✓
Softphone connectivity	✓				✓	✓
Headset connectivity			✓	✓	✓	✓
Tablet connectivity					✓	✓
Smartphone connectivity					✓	✓
Bluetooth for Smartphone/tablet					✓	✓
Bluetooth for PC					✓	✓
Wireless Range			Up to 120m	Up to 120m	Up to 180m	Up to 180m
Max. Talk Time			7hr	12hr	7hr	13hr
Standby					Up to 30hr	Up to 50hr
Recharge time				3hr	3hr	3hr
Weight	52g	74g	21g	138g	115g	160g

PACKAGES

All packages, with the exception of ‘Classroom’, have the option of coming with or without devices on 36 or 60-month terms.

MOBILITY USER MAX

- ✓ All the mobile licence features
- ✓ Maximum cost control with unlimited on-net calls
- ✓ Unlimited* minutes to UK landlines and UK mobiles

OFFICE MAX

- ✓ All the fixed licence features
- ✓ Maximum cost control with unlimited on-net call
- ✓ Unlimited* minutes to UK landlines and UK mobiles

CLASSROOM USER

- ✓ Entry-level Classroom capability
- ✓ Includes functional licence features with unlimited on-net calls
- ✓ If you have bespoke needs that aren’t covered in one of our bundles, talk to us about tailoring a package to suit your requirements.

MOBILITY USER LIGHT

- ✓ All the mobile licence features
- ✓ Unlimited on-net calls
- ✓ 150 minutes to UK landlines and 150 minutes to UK mobiles

OFFICE LIGHT

- ✓ All the fixed licence features
- ✓ Unlimited on-net calls
- ✓ 150 minutes to UK landlines and 150 minutes to UK mobiles

*Subject to Nasstar’s fair usage policy

TECHNICAL DETAILS

NETWORK REQUIREMENTS

Our SmartComms UC voice service is a ‘real time’ application that should be prioritised on your network, ensuring a high-quality experience for all your users.

Through your initial service setup consultation, we’ll work with you to determine the following pre-requisites for each of your sites to help you get the most out of our service.

BANDWIDTH

Your network needs to be capable of supporting the bandwidth requirements for both data and the required number of concurrent voice calls. Depending on the codec used, the bandwidth required per call is up to 100Kbps per user - this includes both media and signaling elements.

LATENCY (<80MS)

When considering the end-to-end delay of voice traffic, you must consider the delay added by the other processes in the network.

JITTER (<30MS)

Jitter controls the regularity in which voice packets arrive. Voice packets should be generated, sent and received at a constant rate. However, certain activity on your network may delay these packets and affect your call quality.

PACKET LOSS (<1%)

Packet loss is a normal phenomenon and can be caused by many different reasons on your network. It can lead to real issues with the quality of your service so it’s important to know the details of what could cause these problems to occur, such as call quantity, call patterns, codec types used, etc. If you’ll be running your voice service over the same connectivity solution as your data, QoS measures should be applied to prioritise the voice packets and ensure quality isn’t affected.

You’ll also need to make sure you have the following in place:

- ▬ Suitable connectivity solution
- ▬ Nasstar supported routers (except wires-only service)
- ▬ All necessary LAN cables and Ethernet switches (preferably PoE enabled – optional IP phone PSUs available)

Connectivity Type	Guideline Requirements
ADSL	<ul style="list-style-type: none">- SmartComms UC service requires a dedicated ADSL line- Download speed>5Mbps (10 users)- Upload speed>500Kbps- Maximum users – 10*
FTTC/SoGEA	<ul style="list-style-type: none">- SmartComms UC service can be run over an FTTC/SoGEA lines- Maximum users – 100*- For asynchronous services, please use the lowest guaranteed speed for the calculation – how many users can be supported
Leased Line	<ul style="list-style-type: none">- SmartComms UC service can be run over a Leased Line that is less than 70% utilised during voice calls- Maximum of 15% bandwidth should be reserved for SmartComms UC use- Download speed>10Mbps (50 users)- Download speed>50Mbps (150 users)- Download speed>100Mbps (300 users)- Download speed>200Mbps (500 users)- Upload speed>one quarter of download speed- Maximum users – 500*

*This number may be increased based on your user profiled. Please speak to us for more information



REQUEST A FREE CONSULTATION

Whatever your size, setup and telephony needs, our team can take care of it.

If you would like to book a complimentary consultation or find out more about this service, please contact

support@empsn.org.uk or call 01604 879869

CONTACT US NOW



nasstar.com

+44 345 003 0000
enquiries@nasstar.com

