



Smart Business Communications

Eagle Information & Communication Technology Group

provides ✓ **OneSmart™** Smart Business Communications solutions:

- Unified Communications
- Contact Centers
- Data Networking
- Small Business



New communication technologies became a reality in the past several years due to the wide availability of broadband Internet and rapid technology improvements. Nowadays it is common to carry easily voice, video and data over IP networks, allowing to make not only voice calls, but also video conference, to share files and to exchange e-mails, instant messages, voicemails, and to access corporate resources and observe presence of co-workers and partners.

New communication technologies have a significant impact on business conduct and could influence significantly the efficiency and productivity of workflow processes. Availability of many various communication devices, technology overload and complicated usage could create confusion, inefficiency in the organization and frustration of users, if there is no clear vision and understanding of the global technology jungle.

Mastering multiple technologies and unifying various devices, using the same single user interface could make communication tools easier to use. All mobile and home workers, remote users could use easily the same resources as the office users, regardless of distance, location and connectivity.

✓ **OneSmart™** Smart Business Communications solution makes it all working together in a rather complex environment, improves collaboration and increases business efficiency and profitability. Unified communications increase reliability and security, allow seamless use of the technology and allow users to be reachable and productive anywhere through the corporate network using:



- converged communications – using single number to reach user (One Smart Number), single mailbox (One Smart Mailbox) allowing switch between e-mail, IM, voicemail, fax; access to calendar, corporate directory, presence status, other resources
- seamless communications – transparent technology, ability to work anywhere using available devices across multiple platforms
- prioritized communications – how people are reached through mobile phones, PCs (anywhere), PDAs / smartphones; the single number (One Smart Number) should route communications to desired device / preferred communications medium

Existing communication infrastructure could be already too old, inconsistent or incompatible with current technologies.

Telecommunication operators provide various new services and technologies for voice, data & video communication. It is quite common that customers can not benefit from all these high-tech applications because of old equipment.



✓ **OneSmart™** Smart Business

Communications solutions implement modern technology like IP PBXs, phone sets and other equipment from leading vendors, as well as networking equipment like routers, switches to interconnect offices and other locations through VPN / VLAN networking using highest security and reliable technology.

✓ **OneSmart™** Smart Business Communications solutions include telephony, video, conferencing, e-mail, voice-mail, instant messaging, and collaboration. Specific solution could depend on existing infrastructure, connectivity options and of course taking into consideration customer requirements. Our proposal includes:

- modern reliable and secure technology
- IP technology based solution
- Internet connectivity, firewall protection
- virtual private networking (VPN / VLAN) between offices / various locations
- design and implementation of local area networks, structured cabling systems
- integration of various technologies / components into unified communications
- free communication between offices
- access to corporate resources, common directory, presence status, data transfer
- common process collaboration
- mobile phone integration
- video call and conferencing
- unified numbering plan
- single number to reach (One Smart Number)
- single mailbox for e-mail, voicemail, IM, fax (One Smart Mailbox)
- installation, configuration and administration of IP PBX, user devices (phones, PCs, PDAs)
- intelligent call routing, choice of plan / carrier
- interactive voice response, contact centers
- incoming call handling and distribution
- cost reduction for administration and control
- easier management and administration
- less training and IT expertise necessary
- life monitoring and support
- call detailed recording and reporting
- optional SLA for extended support / warranty
- optimal plan / carrier selection consulting
- analysis and cost optimization consulting

FINANCING THE PURCHASE OF COMMUNICATION EQUIPMENT

We could provide you a leasing option for implementation of ✓ **OneSmart™** Smart Business Communications solution:

- 12 or 24 months term
- fixed low monthly payments
- no initial investment necessary for implementation of your ✓ **OneSmart™** Smart Business Communication solution
- use immediately the whole functionality
- cost optimization and predictability



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✓ OneSmart™



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