



## VOIP TELEPHONY HOSTING SOLUTION

Thanks to our VoIP hosting solution, small and medium-sized businesses as well as self-employed professionals can now enjoy all the advanced communication functions until now reserved for large companies — at an affordable cost.

Whether you run your own business, a boutique or a small office, Florence's sustainable VoIP hosting solution allows you to project a professional image, while maximizing your financial resources.

Florence's VoIP telephony hosting solution offers all the advantages of a "company" calibre telephone system, without the initial investment. Improve your efficiency, maintain a professional image, and never miss an important call, wherever you are.

## TECHNICAL INFORMATION

This solution involves the installation of a VoIP Asterisk telephony platform, the most widely-used open-source platform in the world. The telephony is integrated into your central computer network, and the system is managed using a friendly Web interface.

## BENEFITS

This solution is ideal for telecommuting or multi-site facilities. The hosted telephone system, based on Voice-over Internet Protocol (VoIP) technology, is simple to install and provides you with a high-performance, turnkey solution, with no upfront investment.

The concept is simple: the telephone system is "hosted" on Florence's servers and linked to your offices through a high-speed Internet connection. Florence's team of specialists manages the system, provides technical support and performs all updates. The table below allows you to compare the features and benefits of the hosted solution in relation to a solution installed in your offices.

COMPARATIVE TABLE	HOSTED	INSTALLED
<b>Basic functions</b>	Included	Included
Call forwarding, call transfer, call waiting, caller display, speed dialling, etc.	✓	✓
<b>Advanced functions</b>	Included	Included
Find me/follow-me	✓	✓
Unified voice mail	✓	✓
Recording and archiving of calls*	✓	✓
Detailed management reports	✓	✓
Web-based system management	✓	✓
Three-way conference call	✓	✓
Queuing of incoming calls	✓	✓
Interactive voice response	✓	✓
Automatic call transfer to cellular phone	✓	✓
Night line	✓	✓
Automatic dispatching of incoming calls	✓	✓
<b>Management, maintenance, etc.</b>		
System, server and equipment updates	Included	Optional
24/7 maintenance and monitoring		
<b>Investment</b>		
Initial investment	∅	A few thousand dollars

\*Depending on call volume

## No capital investment required

A hosted solution allows you to access all the advanced unified communication functions of VoIP, without having to invest any capital upfront. Moreover, all updates are included in your monthly rental charge.

## HOSTED TELEPHONY SOLUTION FOR BUSINESSES

With our VoIP hosting solution, small and medium-sized businesses as well as self-employed professionals can now enjoy all the advanced unified communication functions thus far reserved for large companies — at a low cost.

### SOLUTION COMPONENTS

IP telephones	<b>AASTRA</b> 
Servers	<b>HP</b>
Operating system	<b>Linux</b>
Telephone server (PBX)	<b>Asterisk</b>
Electronic components	<b>Intel</b>
Echo-cancellation module	<b>Octasic</b> 
Analog and digital cards	<b>Sangoma</b> 
Gateway	<b>Mediatrix</b> 
Networks	<b>Bell, Vidéotron, Netelligent, Satelcom</b>

Canadian suppliers 



### BASIC FUNCTIONS

#### Incoming call management

- Call forwarding
- "Star" services
- Call transfer
- Hold
- Call waiting
- Redial when line is free
- Call display

#### Outgoing call management

- Speed dialling
- Direct internal dialling

### ADVANCED FUNCTIONS

- Call management, "Find me, follow me" function (office, cellular, home, etc.)
- Unified messaging

#### Specific solution features

- Roaming function
- Complete call recording
- Archiving of recordings in a secure environment
- Multi-platform functions (calls, voice messages, text messages, emails, etc.)
- Protocol conversion allowing for use of analog devices