

## *Remote and Mobile Working*

More and more organisations today require a telephony solution that provides more flexible ways of working for their employees. Whether working in a distribution or warehouse environment, between offices, on the road or from home, employees need to be contactable. What's more, they must have access to the core features and functionality they require to be productive and maximise customer satisfaction.

Toshiba's telephone solutions are therefore designed to offer maximum flexibility to our customers. Whether you simply require one or two IP extensions to be situated at employee's homes, use SIP handsets to enable mobility around your office, or even allow employees mobile phones to act as an extension off the main switch, Toshiba can help.

What's more, as well as providing a solution with maximum choice and flexibility, Toshiba's Strata systems are renowned for their reliability, ensuring that you install a robust solution that ensures maximum business continuity.

### **Key benefits:**

- Break down geographical, business and technical borders to achieve real-time interaction with customers, business partners and colleagues, regardless of where you are based.
- Maintain high customer satisfaction levels by ensuring that all of your employees have access to key functionality.
- Improve customer contact through one number access, ensuring that customers get through to who they need, when they need them.
- Increase efficiency by use of Unified Messaging, allowing staff to retrieve e-mail, faxes and voicemail from one central place.
- Turn an employee's laptop or desktop computer into a fully functioning IP feautrephone with Toshiba's IP Soft Phone.
- Provide access to back-office data, and allow screen popping of customer information through use of a Computer Telephony Integration (CTI) solution.
- Allow any employee working out of the office to connect to the main communication platform via the Internet with a Virtual Private Network (VPN), and communicate as efficiently as if they were working in the head office.

# TOSHIBA

## Remote working

Toshiba's Strata CIX systems allow you to take advantage of IP telephony when it's right for your business, enabling you to quickly and easily integrate remote workers as required:

- IP handsets allow workers to be located at home, but still access the core functionality they require.
- Display IP handset with separate analogue line to ensure remote workers can still make calls if the network fails, and the system/office can still contact the home worker using the PSTN.
- IP Soft Phone turns a PC or laptop into a fully functioning IP phone, removing the need for a separate handset.
- Allow Automatic Call Distribution (ACD) to overflow calls to remote workers outside of office hours, increasing customer satisfaction without the overheads of keeping the office open.
- Provide staff with more flexibility with their working life, without sacrificing customer service levels.

## Mobile working

Toshiba's Strata CIX systems also allow organisations to take advantage of mobility solutions, ensuring that employees are always contactable whether they are away from their desk or out of the office.

A number of mobility options can be integrated with your Strata CIX system:

### Cordless phones:

Any standard cordless telephone can be connected to your Strata CIX system as a Single Line Telephone (SLT), providing limited coverage around the user's desk and offices.

### DECT solution:

Due to the level of integration, coverage and flexibility that is possible with SIP handsets, Toshiba does not manufacture a DECT solution. However, a number of solutions can be connected to your Strata CIX system through analogue ports.

## SIP handsets:

Due to the SIP capability of our Strata CIX systems, SIP handsets can offer greater functionality and coverage for your workforce. Benefits include:

- Allows mobility around the building, wherever there is a wireless access point.
- Development of SIP handsets will increase the range of handsets available, including SIP ready mobile phones.
- Toshiba has undertaken full testing of the Hitachi Wireless IP3000 and UTStarcom F1000-G handsets, and recommends these products for use with Strata CIX systems.
- Recommended handsets provide key functionality such as hold, transfer and message waiting indication.

## Mobility Extension:

Toshiba also recommends Mobility Extension from NeoWave Distribution Ltd for use with Strata CIX systems. The solution allows a mobile phone to be 'twinning' with a mobile phone, providing single number access wherever you get mobile network coverage:

- Mobile phone automatically takes on the features of an analogue extension off the Strata CIX, including transfer, hold, camp on, etc.
- Calls can be routed free of charge using On-Net SIMS.
- Total mobility for the business user, with a cost-effective solution.
- Available for all size of companies, with Mobile Extension being available on all Strata CIX systems.
- Provides free calls to company mobiles from Strata CIX.
- Much wider reach due to GSM engine technology.

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Toshiba is committed to developing the next generation of converged communications solutions for the enterprise marketplace.

We will provide communication solutions that deliver complete mobility of operations and ease of configuration. Toshiba offers best in class migration, quality and reliability and is dedicated to protecting our customers' investment. With flexibility and choice, Toshiba is empowering the enterprise to do business the way they want to.

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