Managed IP Phone Systems

Overview

ArenaOne's all-digital Managed IP Phone System offers a state-of-the-art IP telephone system, converged local, long distance, and high speed Internet access services. This one-source, full-service approach delivers business-class voice and data services traditionally only accessible to large companies. This all encompassing solution provides a flexible, scalable, and cost saving solution for all data and voice communications.

ArenaOne's hosted phone service eliminates the need to purchase and maintain a premise-based phone system. It also frees you from the costly burden of managing numerous voice and data services and vendors. ArenaOne connects your business to redundant PBX servers, routers, and voice gateways located in high-availability carrier hotel. This hardened, secure, carrier-grade facility provides enterprise-class service at a low cost. ArenaOne assumes full responsibility for end-to-end communications, including the T1 connection, on-site router, virtual IP-PBX, and all IP Phones.

ArenaOne eliminates ALL the costs associated with the local phone company, long distance provider, high speed internet service provider, and web hosting provider. This gives our clients only one vendor and one bill to deal with – ArenaOne.

ArenaOne's Managed Telecommunication Service Covers the Following:

State-of-the-art IP Phones and Voice Services

- Unlimited Local/long distance
- Web-Based control panel for administration, call logs, and feature control
- Advanced features traditionally only available to large enterprises
- No capacity planning needed or phone lines to order
- No maintenance fees, ArenaOne phones will run on your existing computer network
- Phones can be used off-network. Remote employees or home office users can connect ArenaOne IP phones to standard DSL/Cable broadband internet connections. In this configuration, the phones operate as if they were in the corporate office

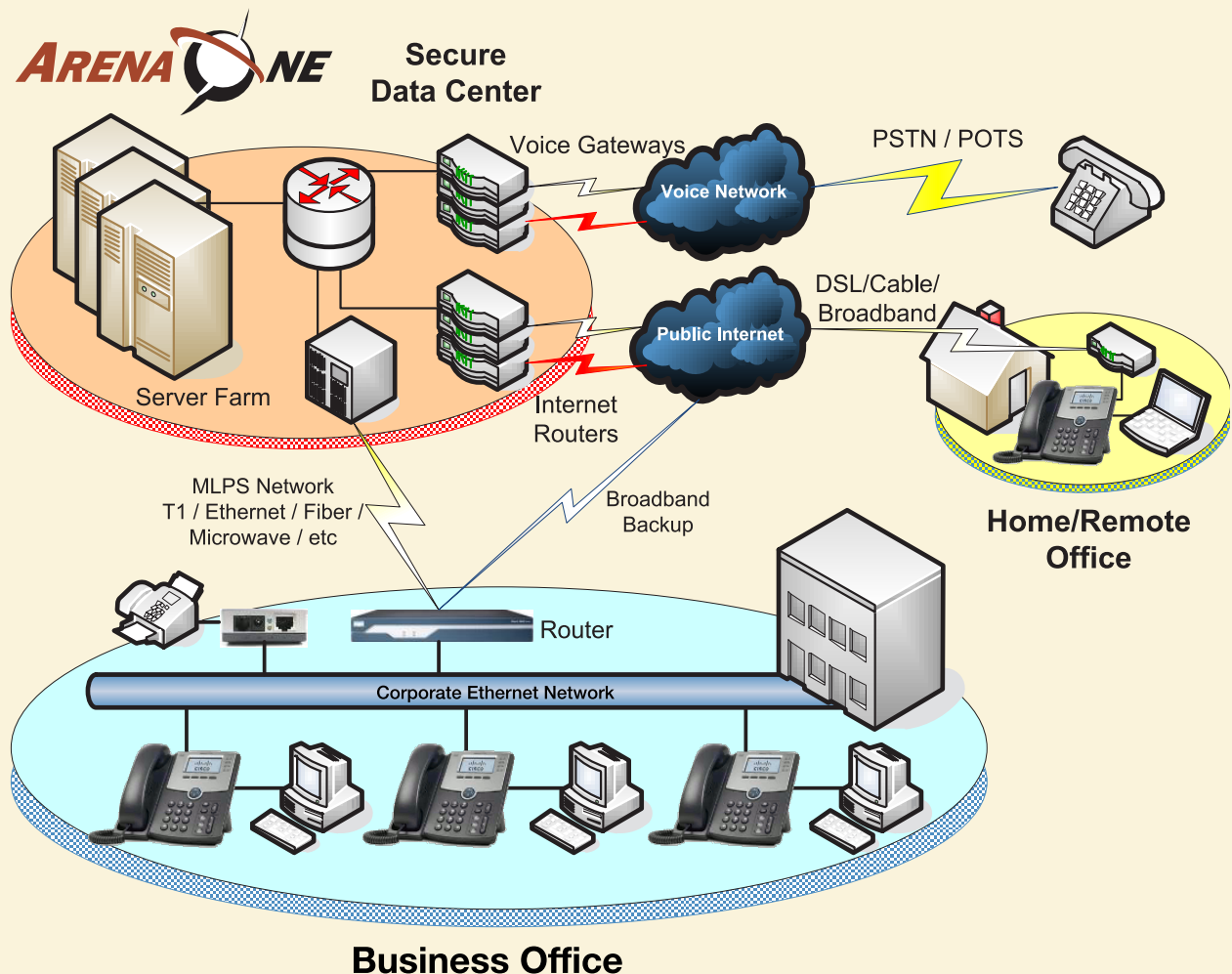### High Speed Commercial Internet Access

- Full Service internet and private network access
- Managed Commercial-grade Router
- Firewall support
- DHCP support
- DNS support
- 24x7 Monitoring from ArenaOne's Manhattan-based NOC

How it Works

ArenaOne delivers a high-speed data connection to your office. The data service connects to a ArenaOne managed router which connects to your existing computer network (LAN). Each user will receive a new state-of-the-art phone that plugs into the existing computer connection on their desks. There is a second port on the phone which plugs back into the computer, this avoids the need to run additional Ethernet cables to each user. These phones offer all the features you'd expect from a state-of-the-art phone system – and a few that will probably surprise you. In fact, the phones are portable, and can be used off-network over standard cable or DSL broadband connections. The phones can also act as bridges, allowing you to connect computers to the phones, so extra network ports are not required.

Network Diagram

Secure Data Center

Voice Gateways

PSTN / POTS

Voice Network

Server Farm

Internet Routers

Public Internet

DSL/Cable/ Broadband

Home/Remote Office

MLPS Network
T1 / Ethernet / Fiber / Microwave / etc

Broadband Backup

Router

Corporate Ethernet Network

Business Office

Call Features

- DID Phone Numbers for each phone
- Local Extension Dialing
- Enhanced E-911 Service
- 411 Service
- 311 Service
- Auto-Attendants
  - Dial By Name Directory Lookup
  - Night Mode
- Voice Mailboxes
  - Voicemail to E-Mail Notification
  - Text Message Notification
  - Voicemail Broadcasts
  - Web based Management
- Conference Calling
- Call Waiting
- Caller ID Number and Name
- Call Forwarding
- Call Hunting
- Call Transfer (blind and attended)
- Simultaneous-Ring (can ring up to 2 phones with the same incoming phone call)
- Hold Music
- Outbound Caller ID Assignment (selectable)
- Web Portal
  - Incoming and Outgoing call logs
  - Web based Voicemail Retrieval and Management
  - Account Information and Call Timers
  - Feature Controls
  - Remote Call Forwarding
  - Voicemail Configuration and Management
  - Outbound Caller ID assignment

Phone Numbers

Your phone numbers will be ported from your old telephone service provider to your service with ArenaOne. ArenaOne will configure each IP-phone with its own direct dial number. This will provide each phone with a direct line and a four digit internal extension.

All outbound caller-ids can be configured via the web portal to display your main corporate phone number or the direct DID number of the originating IP Phone. The system is flexible and can be programmed to meet your business requirements.

Faxing

ArenaOne provides analog telephone adapters to connect traditional analog fax machines to our digital network. We can optionally provide virtual fax service. Our virtual fax service assigns personal fax numbers to each employee. Inbound faxes are received at ArenaOne's data center and converted to digital PDF files. These files are then emailed directly to the appropriate employee.

IP Phones and Network Hardware

There is no need to invest in a phone system. ArenaOne provides the core phone system and all IP Phones. We constantly upgrade our systems with new features, new hardware, and new infrastructure. This means you will always have the latest and greatest. With ArenaOne, your communications options are more flexible than ever before. This is due, in large part, to the state-of-the-art hardware we deploy. We offer full-featured, business-class IP Phones, Analog Telephone Adapters, and computer-based "Soft Phones".

To connect your offices to ArenaOne's network, we use one of the following managed network routers:

- Cisco 2611 XM
- Cisco 2801
- Cisco 2851
- Cisco NPE G-1, G-2
- Edgewater 4550 Series

Advanced Services & Features (optional)

- Unified messaging
- Voicemail to email/text transcription
- Smartphone Apps and soft clients
- Click-to-Call from Outlook and Internet Explorer
- Full CRM integration including SalesForce and Sugar
- Ring everywhere
- Find me/Follow me
- Mobile phone twinning
- Hot desking allows you to log into any phone
- Fax viewing
- Virtual receptionist
- Call recording
- Remote call monitoring
- Real-time call log reporting
- Full call center suite
- On demand conference calling

Disaster Avoidance and Business Continuity

By using ArenaOne's managed telecommunication service, your business inherits several disaster avoidance benefits.

Automatic Same IP Failover (SIF) is a unique business continuity and disaster recovery solution. SIF is located between ArenaOne's primary MPLS/DIA circuits and cable-based backup circuits. The purpose of SIF is to aggregate multiple internet services enabling a business to automatically failover from a primary Internet connection to a back-up Internet connection all on one, single IP Address. SIF includes three main components – a broadband component, an off-net component and a managed CPE component. The main differentiator and advantage of using SIF is that it only requires one single IP Address vs. mapping to two or more IP addresses which creates consistency and simplicity for IT departments.

The core of your phone system is in a secure, protected data center. If you have a power outage in your office, the ArenaOne phone system is still functioning. Voicemails are still being recorded. Email, text message notifications and call forwarding are still activated. Off-network IP Phones still function as normal from home or remote offices. You can even call our support line, and have our technicians forward all of your calls to your cell phones.

About ArenaOne

ArenaOne provides enterprise class phone and communications services. By using ArenaOne's hosted phone service, businesses can eliminate the need to purchase expensive PBX systems and the costly burden of managing numerous voice and data services. ArenaOne was founded in June, 1999 as a high-end provider of web hosting and email services. Our clients came to us looking for an outsourced solution to their growing IT needs. As digital communications grow, we've grown with them. While IP telephony is a newer technology, ArenaOne is a mature company. We have hundreds of clients, service thousands of phones, and more web sites and email accounts than we care to count. ArenaOne is 100% privately held and operates at a profit.

To learn more about ArenaOne, please visit us at: www.arena1.com
To request more information or schedule a free consultation, call: 800-273-6266, or send an e-mail to: sales@arena1.com

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