



Belgacom Group
Carrier & Wholesale Solutions

ICT
to drive Your Business

Unified Communications

Anywhere, Anyhow, Anytime

together with



Influences that require new ways of interaction

External

- Economical crisis
- Environmental, social and regulatory constraints
- Mobility of people, goods and information

Internal

- ICT and the internet
- Collaboration and outsourcing
- Own ecosystem
- Automated value chain
- Customer and employee satisfaction influenced by processes

- Anywhere, anyhow, anytime
- See challenges and opportunities in a period of economical crisis
- Benefit from globalization, seeking for the best place to create, build and service
- Do not fear changes in climate, social or regulation contexts
- See information technology as a driver for profitable and sustainable growth



Telephony

Traditional
Telephony

Hybrid & IP
Telephony

Explore Business
Trunking

Managed Voice
Services

Contact Centers

Call Centers

Multimedia Contact
Centers

Interactive Voice
Response

Unified Communication

E-mail

Instant Messaging &
Identity Presence

Mobile E-mail

Videoconference

Web & Call Conference

Why Belgacom Group?



- Specialist in voice (fix and mobile), data, messaging
- Experience with on-site, national and international communications
- Specialist in collaboration projects
- Managed services for bandwidth, systems, telephony, servers, mail, security, ...
- International managed services: Explore, telephony, security
- Large set of integration skills
- Flexibility in engagement models: on-site, hosted, hybrid

Traditional Telephony

- **Belgacom Classic line**
- **Belgacom ISDN lines**
- **Belgacom Forum 500**
Phone exchange for small and medium-sized enterprises with 4 to 192 phone users, responding to all your company's fixed and mobile phone needs, as well as Voice over IP and Internet.
- **Belgacom Forum 700**
With a capacity for up to 236 users and 120 communication channels, the Forum 700 is fully scalable, supporting additional telephones, lines and features, so that your company always has a perfectly adapted solution.

Hybrid PBX & IP Telephony

Convergence of different types of network – data, voice and video, WAN and LAN, fixed and voice .

A simplified, powerful, cost effective network infrastructure, the IP infrastructure, which can handle voice, data and video traffic.

- **Hybrid PBX**
 - Interesting to make step by step transition towards convergence
 - Infrastructure already in place
 - Heavy use of DECT
- **IP Telephony**
 - Build further on LAN network
 - Ideal when new building & Migration project
 - Interfaces with applications (desktop) & Unified Communications world

Explore Business Trunking

Connect an IP-PBX on an Explore network and be able to make and receive calls without ISDN/PSTN local breakouts

Benefits from VoIP

- Network design uniformization & optimization
- Enables new applications (Unified Communications)

Lower costs

- Full scalability (per voice channel)
- Keep existing phone numbers, call rates...

Quality & Security

- Better SLA, redundancy

Future proof

- SIP as open standard (no vendor lock-in)

Managed Voice Services: Optimize all your contacts

Voice Managed Services (VMS) enhance PSTN/ISDN voice services which allow the customer to manage his incoming calls on geographical numbers.

- **Traffic Routing Management (TRM)**

TRM is used to provide alternate routing according to the procedure defined by the customer for answering incoming calls

- **Agent Contact Management (ACM)**

ACM makes it possible to route incoming calls to a specific agent instead of a specific destination. This allows a qualitative routing based on the skills of the agent

- **Statistics and monitoring**

The VMS solution makes it possible to obtain online statistics and historical statistics on all incoming calls.

Call Centers : Strengthening the connection with your customers

Contact center functionalities: sales center
customer information service
help-desk service
after-sales service

What makes a great call center ?

Personalization

- Know who I am & use the information you have about me
- Understand (and adapt to) my needs

Competency

- The right agent the 1st time
- Consistent experience over all channels

Multimedia Contact Centers

Get in contact with clients through an Internet site, by fax, video or inserting requests for sales visits by e-mail.

What does a Multimedia Contact center enable?

Add Convenience

- Ease of contact/Short wait times
- Phone, self-service, email, web, chat, sms

Become Proactive with your customers

- Inform me about things that are relevant to me when I call
- Offer me products/services that are relevant to my needs
- Inform me proactively about urgent & important matters

Interactive Voice Response

The Interactive Voice Response (IVR)

The intelligent IVR module
automatically processes all incoming calls

The system can also be used to play back a greeting message
to callers to:

- promote a special offer
- communicate the opening hours of the sales outlets
- invite customers to an event, etc.

E-mail

Transposing messages and documents with a solution that requires no investment, no obligation, no maintenance.

We guarantee the security of the e-mail solution by hosting it in secure Belgacom building. You decide the flexibility and the accompanied cost per mailbox.

- **E-Mail**
Only e-mail, 100 Mb writing space
- **E-Mail & Calendar**
E-mail, shared agenda, contacts, online & offline tasks, 200 Mb writing space, Microsoft Outlook 2007[®] software included
- **Microsoft Exchange 2007[®]**
- **Extra storage, blocks of 100 Mb**
- **Mobile push e-mail activation**
Access to e-mail, agenda, contacts on smartphones

Instant Messaging, Identity & Presence

Instant messaging: real-time communication based on typed text

Identity: personal internet profiles: name/address/mailaddress

Presence: collecting information from multiple sources about user availability and communication capabilities to provide rich presence status and facilitate effective communications

Dedicated solutions:

- Microsoft Office Communications Server®
- Avaya, Alcatel, Cisco Systems, Escaux

Hosted solutions:

- Belgacom ITS

Mobile E-mail

Working via your smartphone as if being in the office. Via smartphone, calendar, list of contacts and e-mails, you are automatically wirelessly synchronized with your workplace.

While travelling, you receive e-mails just as easily as SMS messages.

- **BlackBerry Enterprise Server**

BlackBerry®-based solution where the management of the BlackBerry® server takes place internally, by your IT department.

- **Windows Mobile**

Windows Mobile®-based solution for use in combination with a Windows Mobile® smartphone.

Videoconference

Experience nearly an actual face-to-face collaboration, combining voice and video in high definition!

Videoconference enables video and voice to be transferred in real-time without loss of quality

Integration into plug and play video endpoints or installed separately to work with existing video equipment

In case of two locations:	Point-to-point link is established.
If more than two locations:	MP link & MP control unit/bridge

Videoconference partners: Polycom, Tandberg, Cisco Systems

Web & Call Conference

Call Conferencing enables the caller to have more than one caller party listening to the transposed telephone message.

Web Conferencing transposes information over the internet, combining audio with real-time visualisation to make the message more memorable.

- **Hosted solutions**
with market leaders Live Meeting & Webex
- **Belgacom e-Conference** allows you to manage online Belgacom call & conference calls with or without the option of sharing documents via the internet. This service is free of charge.

Dear customer,
if you need more detailed information,
please contact us
by e-mail

ICT-CWS-Solutions@belgacom.be

We are looking forward to support your business

together with

