



# 500

Business Grade IP Telephony

## About 500 Limited...

**500** provides business grade IP telephony solutions to the SME market. We are more than just value added resellers, we are also system integrators and telephony consultants who implement as well as advise.

**500** has no vested interest in any one system or method of implementation. From our ongoing research and evaluation programmes, we are able to offer best of breed IP telephony systems and services and we are also able to provide extensive delivery network options.

In conjunction with our partners, we offer best of breed in terms of equipment, quality of service and resilience. No two businesses are the same, so why should our solutions be?

*cut costs, increase  
collaboration, stay  
competitive*

## Our Products...

**500 Premises** is our range of premises-based IP PBX products.

The primary differentiators for recommending a premises-based solution are the need to retain control of the system and the distribution of an organisation. At 500 we are able to offer IP PBX systems through our technology partner, Zultys. The mature Zultys MX Media eXchange series combines a wide range of features into a single compact server, making it easier to provide truly unified communications to everyone within a business enterprise.

### Benefits

- The only truly unified and integrated collaboration suite available
- Open standards compliance facilitates handset choice, whilst reducing costs and single manufacturer reliance
- Low total cost of ownership
- High return on investment
- Low cost VoIP call tariffs
- Reduced line rental costs
- Free inter-site and site-to-site calling
- ISDN, PSTN & GSM connectivity
- Automatic failover options
- Excellent business continuity (disaster recovery)
- Robust and reliable dedicated hardware
- Single server 'green' architecture for reduced cost, maintenance and power consumption



## Features:

- Unified communications client for Windows, Apple and Linux
- Seamlessly scalable from 30 to 10,000 users
- Contact Centre and ACD
- Simple windows GUI administration
- Integrated Voicemail Server & Fax Server
- Presence
- Web conferencing, web seminars
- Screen pop-ups
- Secure Instant Messaging
- Click to Dial (e.g.: from Outlook)
- CRM and MS Exchange Integration
- Integrated call recording
- N+1 Redundancy
- PSTN / ISDN / GSM Gateway options
- Busy Lamp Fields
- Call handling rules
- Archiving (of recorded calls, IMs, voicemail and faxes)
- Multi-site integration and integrated teleworker support
- Sophisticated handsets, choice of manufacturer
- Legacy PBX interconnectivity lending itself to a phased deployment
- Hundreds of features, too many to detail!

**integration, scalability,  
compatibility**

**500 Hosted** is our off-site, 'hosted', IP PBX suite of services.

The ability to do more with less has become critical in maintaining competitive advantage. 500 Hosted is a hosted telephony service based on Broadsoft (the definitive market leader) switching technology, which allows cost effective and highly flexible telephony management. 500 Hosted offers the reliability, functionality and rich application sets of a PBX, with the flexibility and ubiquity of IP networks. Under our preferred deployment, customer call traffic will not traverse the public Internet and is "on net" to us, so that we can control the quality of the call from the network core out to the end user telephone.

## Benefits:

- Minimal cost of ownership
- Low cost VoIP call tariffs
- Reduce line rental costs
- Free inter-site calling
- Improved collaboration
- Reduced capital cost, no need purchase capacity in advance
- Open standards compliance
- Automatic failover with all inbound calls automatically re-routed
- Excellent business continuity (disaster recovery)
- Robust and reliable hardware
- No on-site equipment means reduced cost, maintenance and power consumption

**500 Desktop** is our hosted desktop service.

Our philosophy here at 500 is to 'bring the big to the small' in terms of offering the SME market what has previously only been accessible to larger enterprises. 500 Desktop is a means of providing your business data and applications securely via internet where they reside in a managed and secure data centre, negating the need for in-house IT equipment and resources on a flexible per user per month basis. Our hosted desktop platform has already been adopted by blue chip companies and leading financial institutions.

## Benefits:

- Minimal capital expenditure with no costly set-up fees
- Per user, per month fee with no fixed or long-term contracts
- No need for in-house servers and complex and expensive IT infrastructure
- No need for expensive skill-sets or on-site network infrastructure specialists
- No need for application licensing
- Minimal bandwidth usage (as only key clicks, mouse movements are transferred upstream and a video image downstream)
- Use of inexpensive 'thin clients' desktop computers.

## Features:

- Network redundancy with fully secure, mirrored data centres
- Network security via partitioned and rigorous, multi-layer authentication to the network core (SRTP encryption available)
- Unified communications client for Windows
- Contact Centre and ACD
- Simple web based administration
- Presence
- Screen pop-ups
- Instant Messaging
- Click to Dial (e.g.: from Outlook)
- CRM and MS Exchange Integration
- Call recording
- Busy Lamp Fields
- Call handling rules
- Multi-site integration and integrated teleworker support
- Seamlessly scalable for any number of users
- Sophisticated handsets
- Legacy PBX interconnectivity lending itself to a phased deployment
- Scalability enables businesses to flex their workforce without having to commit to capacity in advance
- Call recording
- No responsibility for maintaining and upgrading network

***fixed cost savings,  
no contractual obligations***

## Features:

- Ease of roaming and distributed working
- Immediate provisioning for new users
- 24/7/365 support
- Immediate business continuity (disaster recovery)
- Fully managed licensing and software upgrades
- 128-bit encryption
- Password authentication

***concentrate on your business,  
not your infrastructure***

**500 Mail** is our hosted email service.

If just email hosting is required, 500 Mail offers the ideal solution – regardless of which email application you prefer to use.

## Benefits:

- No capital expenditure and no costly set-up fees
- Per user, per month fee with no fixed or long-term contracts
- No for servers and complex and expensive IT infrastructure
- No need for expensive skill-sets / on-site network infrastructure specialists
- No need for application licensing

## Features:

- Integrates with Microsoft Outlook (including 2007)
- Integrates with Apple Desktop Suite (Mail, iCal, Address Book)
- Integrates with Windows Mobile
- Integrates with Blackberry
- Integrates with iPhone
- Integrates with Symbian mail clients (e.g. RoadSync)
- Stand-alone advanced Ajax web client which provides 'fat client'
- Shared Calendaring
- Multiple Address Books
- Secure Instant Messaging
- POP account aggregation

***safe, secure, reliable***



## Future Products...

### **500 Mobile** is a PBX-like switchboard... but for mobile phones!

Perhaps your business has a high proportion of employees who extensively, or even exclusively, use mobile phones and you question the need for any landline phones? You may also be one of many businesses that is reluctant to continue paying mobile phone call rates for business calls that are forwarded to mobile staff? If so, we have the solution for you that can be set up quickly, has no fixed term contract and does not require you to change your mobile phone service provider.

(500 Mobile is undergoing final testing and trial and will become available during Q2/2009)

*innovative,  
versatile solutions*

### **500 FastPipe** is a leased line replacement device.

The majority of businesses have a reliance on the internet and will require increased capacity for their internet connectivity, typically in the form of leased lines. The challenge is to achieve a balance between bandwidth and the associated hardware and installation costs and recurring rental charges. Traditionally the leased line has been seen as indispensable because of the high speeds it affords, its business grade service level agreements (SLA) and its ability to host services – but this model will change with the introduction of 500 FastPipe.

Suitable for both voice and data traffic, 500 FastPipe is a broadband aggregator that allows broadband connections to be seamlessly 'sewn' together. These connections provide one high speed, resilient, secure 'virtual' leased line Internet connection – but at the fraction of the cost of a traditional leased line.

The prevalence of fast Internet connections means that speeds are comparable with a leased line and with diverse routes, resilience is better, with a reduced need for high level service level agreements. It's scalable and secure and most important of all represents a massive cost saving, both for installation and recurring rental.

(500 FastPipe is undergoing final client site beta testing and will become available during Q3/2009)

*significantly cut fixed costs  
during these challenging times*

## Our Service...

We manage all aspects of your IP Telephony deployment, providing an expert and holistic approach, with robust project planning overseen by PRINCE2 accredited project management staff.

We believe that voice is 'mission critical' and that any IP telephony solution must be provided via an uncompromising business grade service. We specialise in VoIP and focus on providing cost savings, value, resilience, security and quality of service.

We understand that each business has different needs and different architectures: we provide a dedicated personal service to small and medium sized businesses and our partner-based approach means we're equally capable of provisioning multinational enterprises.

We do much more than purchase, supply and install your telephone system. Our services also range from managing your delivery network right through to training, including both bespoke and free online tutorials.

We pride ourselves on our commitment to ongoing client support and our managed services empower businesses with the service levels they demand.

For free impartial consultancy and guaranteed speech quality, an end-to-end approach – with robust project planning – by hands-on consultants that implement as well as advise – 500 is the logical choice.

## What next...?



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**500**

**Contact us to find out more.**