



VCD

Voice on-Demand

The smartest way to connect your business.

We grow customer confidence.

illation



Voice on Demand (VoD)

illation's VoD cloud-based solution makes interaction, connection and collaboration simpler, while simultaneously improving employee productivity and engagement.

Our VoD seamlessly integrates communications across desktop, web and mobile, allowing you to do your business from any device, anywhere in the world.

This robust and secure cloud-based solution is built on top of a multi-tenant, geo-redundant cluster that is architected to provide redundancy, not only across servers and data-centres, but across applications and interfaces. This means that the service is extremely resilient to failure. VoD can survive a full data-centre failure and still maintain quality of service.

Adopting our cloud-based VoD solution, you can unify all your communication, from call handling to messaging, group chats, multi-party video conferencing, file sharing and much more. It also allows your staff to work from anywhere.

Regardless of whether your staff work on just a telephone or on multiple devices, VoD makes interaction, connection and collaboration simpler — keeping your people more productive and engaged. Perfect for growing businesses!

Benefits of VoD

VoD takes communication to next level! With benefits such as group chat, file sharing, screen-sharing, emojis, collaboration and multi-party video communications. Including the ability to schedule a conference, invite or share a link to a conference.



Cost-effective

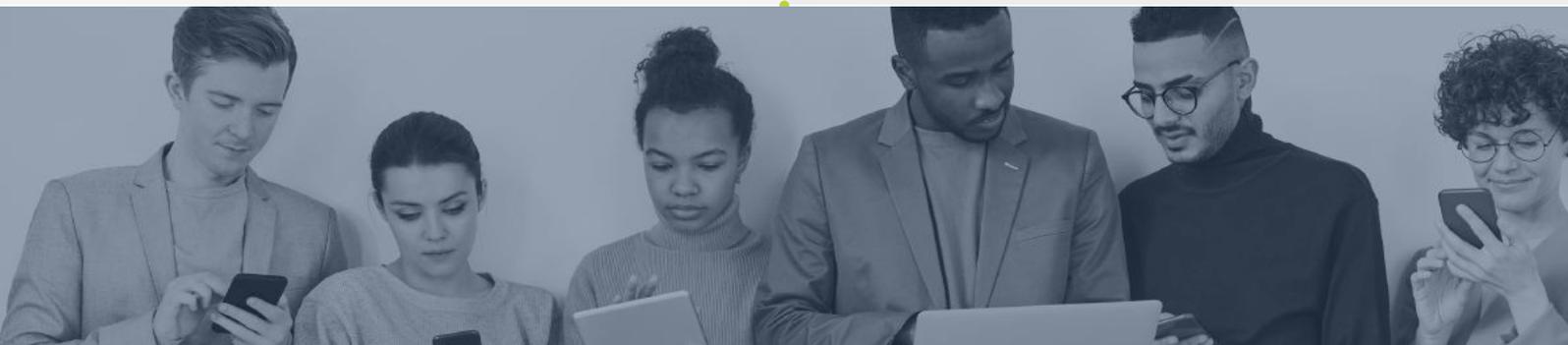
- ✓ Drastically reduce costs by converting enterprise telecommunications from a financial resource-intensive CAPEX model to a full OPEX model.
- ✓ Reduce operational telephony costs and TCO by consolidating all user communication tools and reducing physical infrastructure requirements.
- ✓ Maximize ROI through enhanced operational efficiencies and workforce productivity.
- ✓ Save on enterprise communication costs:
 - ✓ Call other extensions within your office or remote extensions at no cost.
 - ✓ Make long-distance calls for a fraction of fixed-line calling costs.
 - ✓ Free on Net calling – Calls to any other customer on the illation platform is free of charge.

Flexibility

- ✓ The scalable all-software architecture allows your business to grow on demand by adding licenses as and when required.
- ✓ Mobility-based applications deliver full in-office functionality to location-independent, remote or at-home staff.
- ✓ Mobile users can use softphones, smartphones, email clients, and web browsers to access the system from anywhere.
- ✓ Easily connect multiple distributed sites or offices, and port numbers should offices change locations.
- ✓ Integrated Telephone Management System (TMS) and billing engine.

Centrally Managed

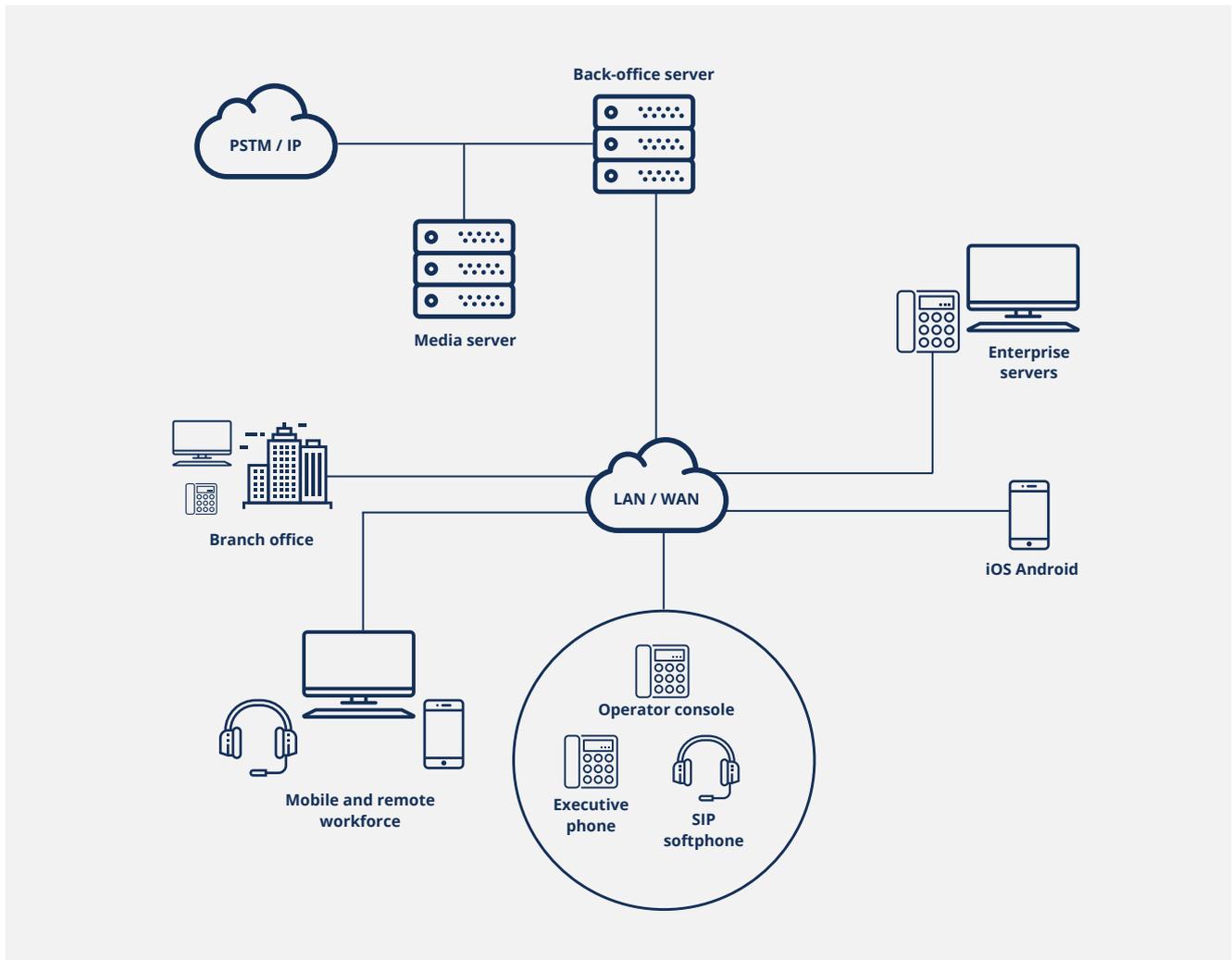
- ✓ Offers an integrated, vendor-agnostic solution managed by one supplier.
- ✓ Remote proactive management, administration, and maintenance.
- ✓ Centralized multi-channel processing and system configuration ensure quick and easy deployment, with minimal maintenance requirements as service updates are automated.
- ✓ Aligned with the ITIL framework.
- ✓ Comprehensive and granular reporting.
- ✓ Easy Onboarding.



VoD Solution Architecture

illation's all-encompassing modular solution provides a turn-key offering that is delivered on a managed hosted platform for all basic or enhanced IP-PBX needs.

Built on a proven open and standards-based architecture (enabling high performance with simple integrations) the limitations of technology silos are removed and the need for rip-and-replace implementations is negated. This offers a single point of administration and a comprehensive feature set.



Ideally suited for small to mid-size enterprises, with a Basic IP-PBX or Enhanced IP-PBX solution to meet specific company telephony requirements. illation's VoD solution is hosted in fully replicated and load-balanced Tier 4 PCI-compliant data centres, Teraco data centres located in Isando and Kempton Park.

illation boasts the specialized technical expertise and support capabilities required to implement these market-leading Hosted Voice solutions. These capabilities ensure ease of use, which drives quicker user adoption.

VoD Solution Features

Functions and Features	illation Voice Basic	illation Voice Enhanced
Inbound & Outbound Calls	✓	✓
Hold & Mute Functions	✓	✓
Transfer, Disconnect	✓	✓
SIP Phones	✓	✓
Voicemail	✓	✓
Easy Onboarding	✓	✓
Instant Messaging and Presence	✓	✓
Pin Codes, Caller History	✓	✓
SIP Softphone	✓	✓
Speed Dials, Parking of Calls	✓	✓
Call Pickup and Speaker Functions	✓	✓
Built in TMS	✓	✓
Conferencing & Voicemail	✓	✓
Full-featured Operator Console	✓	✓
Directory Integrations	✓	✓
Enhanced Collaboration	✗	✓
WebRTC Softphone	✗	✓
Mobile (iOS and Android) Collaboration App	✗	✓
Voice Recording	✗	✓
Video Collaboration – Meetings, Desktop and Mobile	✗	✓
Microsoft Teams Integration – Priced Separately	✗	✓
Basic Call Centre Queuing	✗	✓