

## Remote Worker

**Driven by technology, flexible working is probably the single greatest change that has taken place in the working environment in the past decade. Ironically, though the technology has enabled this move, providers have not risen to the challenge of providing a comprehensive service to meet the needs of flexible working practices leaving businesses to struggle with delivering suitable services to its remote employees.**

### Flexible Packages

Remote Worker is available in two options – Remote Worker SOHO and Remote Worker Corporate, to meet the various requirements.

The Corporate package incorporates a virtual private network for home and remote users with single bill available for all included as one bill whereas the SOHO option is ideal for small or home businesses.

Many employees provision their own broadband and expense it. They use a mixture of mobile and their own fixed line for telephony purposes which still does not duplicate the office environment for them - and makes it virtually impossible for businesses to control the costs associated with teleworking.

Remote Worker from Voice4IP provides a single package including all the voice and data elements the teleworker requires to work effectively wherever they may be.

### A Single Package

In order to be effective the home worker needs to be able to replicate the voice and data infrastructure of the office wherever they are. Remote Worker, from Voice 4IP is the complete home worker package, incorporating broadband with a VPN as an option, a telephony system that mimics a corporate environment regardless of where the call is made from, 30 hours worth of inclusive calls even a business conferencing system.

### Enhanced Functionality

Remote Worker enables customers to transform their standard phone into a fully featured business phone system via the use of the Voice4IP remote worker web portal. No special equipment is required, just a working landline or mobile phone. Simply hi-jack any phone in the world with a DDI and it will work. There is no need to port numbers, change telco, or move to a CPS provider.

### Control Costs

Remote Worker provides the ultimate in simplicity for controlling costs associated with remote workers. All the voice and data services are from one supplier; one bill can be provided for all the services which can be subdivided with each remote worker as an individual costs centre if required.

### Improved Management Information

Because the billing system is real-time it can be used to provide the business with up to date breakdowns information on employee activity as well as detailed cost analysis. Additional features such as call recording, and voicemail can also be valuable management tools.

## What you get with the Remote Worker package?

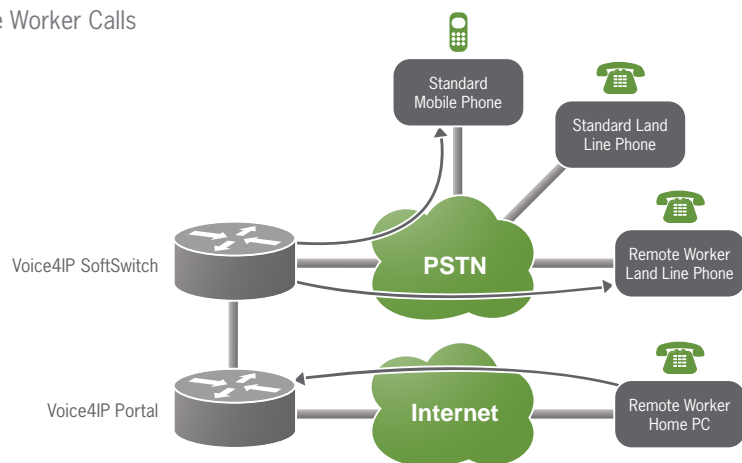
### Broadband

The Remote worker package includes up to 8MG broadband based on BT DSL MAX to maximise the online and VPN capabilities.

### Remote Worker Telephony

Remote Worker has all the same features as a typical business phone system plus voicemail as standard for every user. The system will send your voicemail to your email for easy storage and retrieval. Users can be part of a company dial plan meaning for example they can dial ext 214 to contact a colleague and view every user, with click to dial functionality. Each remote worker is allocated a new non-geographical number meaning calling them is cheaper. Call recording is available as an option on the system.

### Remote Worker Calls



### Inclusive Calls

30 hours of call time per month to any UK destinations are included. Calls that are charged are at highly competitive rates e.g. 1.8p per minute for fixed line to fixed line calls and international calls from 2.99p per minute.

### Conferencing

The Voice4IP business conferencing platform is a large conference bridge offering all the industry standard conference features. Access numbers to the conferencing system can be selected by the client and include non-geographic (e.g. 0845, 0870, 0871, 0800, 090X). As with all calls made through the system calls can be recorded and stored.

### Options

Because each business has individual requirements for home workers there are a number of options that can be added to the service so that companies can build the package they require. These include:

### Call Recording

Calls can be recorded and stored for one month with retrieval via the website.

### Disaster Recovery

Many home workers will do not have the means to back-up their data. Businesses can add the Disaster Recovery option should they require a remote back-up options for their home workers.

### Firewall

Business concerned about security issues can add firewall services to their package.

## Remote Worker - Telephony Features

- Transparent extension number dialling to remote worker line from SoftSwitch IP handsets (where installed)
- Inbound calls to a non-geographic number (e.g. 0845, 0870, 0871, 0800, 090X) routed to remote worker's line
- Call forwarding (when busy, when unanswered or always) to another extension on the SoftSwitch or to another number on the PSTN
- Hosted voice mail (personalised greeting message, remote retrieval, voice mail messages delivered by e-mail)
- "Follow me" function to try several phone numbers to locate remote worker
- Do not disturb
- Hunt group membership
- Call queuing system
- Calls can be recorded and stored for 1 month. Retrieval is via on-line web site
- Up to 120 users in the same conference
- Personalised conference greeting message
- Callers are announced when entering and leaving the conference
- User selectable PIN numbers on conferences for security
- Optional Music-on-Hold with only one participant
- Optional Music-on-Hold for all participants until Chairperson joins
- Monitor only mode (caller cannot speak in the conference)
- Talk only mode (caller can speak but not hear the conference)
- Conference can be recorded and retrieved later
- Client selectable non-geographic numbers for access to conferences
- Use the Web Portal:
  - for conference set up and configuration
  - to notify future participants of conference details by e-mail
  - to join new conference participants
  - to manage an active conference (e.g. ban, mute and unmute callers).