



## Managed Telephony Solutions

Managed Telephony Solutions from Brennan, provide a fully-managed, installed and supported business Telephony infrastructure for a fixed price per handset per month.

### Challenge

Intense competitive pressures, continued focus on reducing business operating margins, and ever-higher customer expectations are at the core of every business. In a market where every area of operations is being optimised to generate commercial advantage, making communications more efficient, is a key part of that mix with businesses looking for solutions that minimise the headache of technology, including the management of it, in addition to ones that enable them to focus on what they do best, safe in the knowledge that the solution will scale to meet their needs as their business grows.

## Solution

Brennan has developed Managed Telephony Solutions to meet the needs of mid-market customers. Providing a fully-installed telephony infrastructure to the company, this service is managed and supported, whilst being billed on a price-per-handset per month basis. With an innovative commercial model, this model is funded from a company's Operating Expenditure, rather than a traditional CapEx and is a complete solution – hardware supplied and installed, service managed and supported, with a commercial model that is attractive and flexible to cater for business growth.

## Solution Features

- Specification, deployment, management and support of a business-wide telephony system.
- Customised for each customer, not a "one size fits all" approach.
- Fully supported and maintained for the duration of the agreement.
- Provided using enterprise-grade hardware from range of vendors including Cisco and NEC.
- Innovative commercial model – charged on a price-per-handset-month.
- Easily integrated with Unified Communications or other business communications applications.

Brennan has developed Managed Telephony Solutions to meet the needs of mid-market customers. Providing a fully-installed telephony infrastructure to the company, this service is managed and supported, whilst being billed on a price-per-handset per month basis.

## Benefits

- **A fully managed service** – We specify the service, arrange the delivery of all hardware, install and manage your solution for the duration of the agreement.
- **Reduced operational costs** – As a fully managed service, customers are provided with a new telephony system that is fully supported by Brennan. This results in a reduction in internal operational support costs that have a materially positive effect on business profitability.
- **Vendor Independent** – Our solution incorporates hardware supplied by vendors that include Cisco, NEC and others. However we have a range of experience in deploying solutions from a range of hardware vendors.
- **Specifically tailored for each customer** – We develop a service that meets your exact business needs and can cater for specific requirements your business may have, ensuring the system delivers maximum business benefit.
- **Funded from OpEx not CapEx** – A change in the funding of the system means that the business can save CapEx and have a completely new and managed system funded from Operational Cash flow. This conserves Capital Reserves for other business purchases.
- **Single monthly charge** – Rather than having several monthly bills that might relate to different aspects of the telephony system – maintenance, hardware upgrades, support etc – this service is an all-inclusive one billed on a single bill. This eliminates the need to manage multiple suppliers and invoices.
- **Reduction in support time/resource** – As a fully-managed service, Brennan provides complete service monitoring and support so that customers have to spend minimal time worrying about the system.
- **Flexibility** – Since the commercial model is a flexible model and meets your ongoing business needs as your business grows and evolves. Adding new handsets, services or equipment is swift and easy since the pricing additions.
- **Single Point of Contact** – We manage all moves, adds and changes and our service includes ongoing maintenance, monitoring and reporting. Additionally, we provide a dedicated account manager to support your needs post sales and ongoing.
- **Easily Integrated** – We offer a full range of IT services that integrates with existing business applications and technology with minimal disruption.
- **Backed by comprehensive SLAs** – The service provides SLAs that cover response and repair times, network availability, packet loss, latency and moves, adds and changes.

To discuss a complete range of solutions, phone 1300 500 000  
or visit: [www.brennanit.com.au](http://www.brennanit.com.au)