

## Voice & Data Integration Service

There are a large number of organisations who operates two separate networks within their premises for voice and data services. Organisations can reduce their operational and management costs by integrating these services into one network infrastructure. One infrastructure carrying both data and voice provided by one supplier can be managed, maintained and upgraded much more efficiently than two separate networks for voice and data, resulting in cost savings. An integrated voice and data network can also bring additional working flexibility to an organisation, streamlining how you utilize traditional Telephone and FAX services. Voice and data integration can consolidate telephone, fax, and email into one unified communication system. Telephone conversations can be conducted using simple software application on a computer eliminating the need to use separate phone devices. Fax can be sent and received using email clients, removing the need for maintaining dedicated fax machines. Voice and data integration allows an organisation to operate a much more flexible working practice, whereby members of staff work from home or in dispersed, 'virtual' teams. Integrated voice and data service offers improved bandwidth capabilities and makes video-conferencing a viable and cost-effective option for discussions between dispersed team workers.

### Our Solution

Layer One's voice and data integration experts will analyse your existing network and determine the viability of integration. Layer One will then design the most cost effective integrated network to serve your business needs, taking into account operational flexibility and growth to ensure the solution integrates well with existing technology and future needs. Once implemented our network operations team will provide management of the service freeing you of operational complexities, and

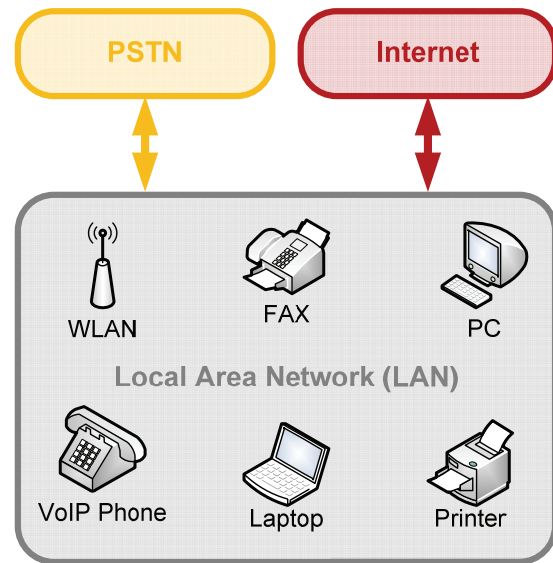


Figure 1: Integrated Voice and Data network.

giving you access to a wealth of technical support.

### Summary

- Minimise costs by integrating voice and data network. One network can be managed and upgraded more cost effectively than two network.
- Voice and data integration can consolidate telephone, fax, and email into one unified communication system.
- Integrated network can allow flexible working practice, whereby members of staff work from home or in dispersed, 'virtual' teams.
- We provide proactive network management with single point of contact for quick resolution of service effecting issues.
- Our services are offered with strict Service Level Agreement for throughput, latency, and availability.