



Introducing 2C HOSTED VOICE

Giving Power to Your Voice



2C Hosted Voice

The Most Powerful Telephony Platform In The UK

ABOUT 2CONNECT

- Over 20 Years Experience
- Cloud First Strategy
- Over 20,000+ UC Users
- On Net
- ISO9001, 27001 Accredited

THE PLATFORM

- Flexible
- Scalable
- Feature Rich
- Reliable
- Cost Effective
- Always up to Date

WHY 2CONNECT HOSTED VOICE



Certificate Number 9963
ISO 9001, ISO 27001



2CHV UC



Used by 25 out of 30 Global Service Providers

Integrated into Cisco in 2018

Over 19 Million Users Worldwide

60% Global Traffic share with Cisco

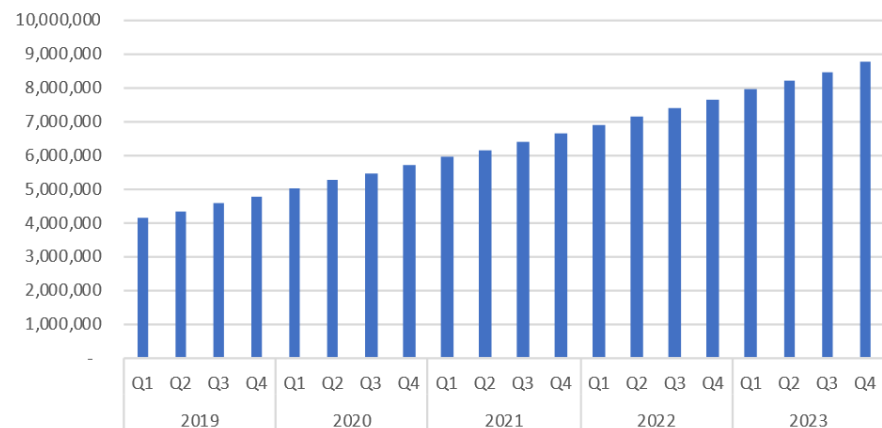
Dual Mirrored Platform for Highest Reliability

ISO9001, 27001 Accredited for Security

No.1 Platform Worldwide

Premium Integrated Features

Forecast installed user base of Cloud Communications users
UK (Cavell Group - Q4 2018)



	COMPANY	NASDAQ: BSFT	\$279M Revenue (2015)	26% CAGR Since '09	1,247+ Employees (2015)	80+ Country Presence
	CHANNELS	25 of the top 30 service providers by revenue		600+ Channel Partners	\$8B Enterprise revenue based on BroadSoft solutions	
	LEADERSHIP	#1 Global Market Leader	41% Market Share	15M Business lines installed base (Q4 2016)	85M+ Total end users served	



KEY PLATFORM FEATURES

Site features			
Time of Day Routing	Holiday/Time Schedules	Hunt Groups	Auto Attendant / IVR
Call Queuing	Group Paging	Pick Up Groups	Business Continuity

Employee Features			
Voicemail to Email	Mobile Twinning	Mobile Softphone	Instant Messaging
PC Softphone	Call Forwarding	Hold, Transfer, Consult	Presence

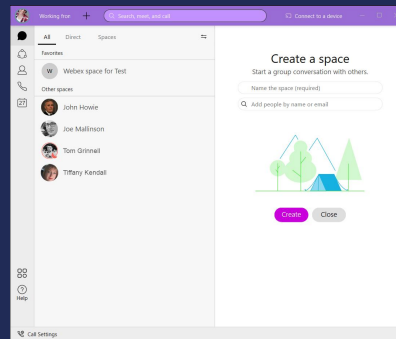
Upgrade Options		
Call recording	CRM Integration	Basic Call Centre
Advanced Analytics	Conferencing	Reception Console





WORK FROM ANYWHERE

DESKTOP



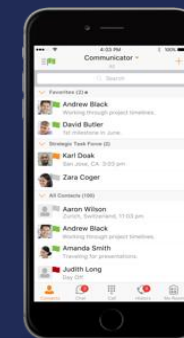
TABLET



HANDSET



MOBILE



Get started with Cisco Webex

What's included with your WHC licence?

As standard, all WHC licences* come with free access to the Cisco Webex Softphone. But any tier of WHC can be enhanced with any of the other Cisco Webex packages. It's all about giving your customers what they want and flexing the portfolio to better meet their needs and yours.

Voice	Collaboration			
	Webex Softphone	Webex Basic	Webex Standard	Webex Premium
WHC Foundation Licence				
Ideal for users who require common multi-site PSTN services.	Free add-on*	Add-on	Add-on	Add-on
WHC Functional Licence				
Ideal for users who require basic communications for functional use.	Free add-on*	Add-on	Add-on	Add-on
WHC Fixed Licence				
Ideal for fixed office users who work from a single location and want to control features.	Free add-on*	Add-on	Add-on	Add-on
WHC Mobile Licence				
Ideal for mobile users who travel, have smartphone access and want to make and receive calls on one number.	Free add-on*	Free add-on*	Add-on	Add-on

*The Cisco Webex Softphone package is available as a free add-on across Hosted SIP Trunking Fixed, Functional and Mobile licences. It also applies to Hosted Centrex Foundation, Functional, Fixed and Mobile licences. And the Basic collaboration package comes as a free add-on for the Hosted Centrex Mobile licence as well.

Get started with Cisco Webex

Our Cisco Webex packages

Easily work with a wider range of businesses, thanks to our tailored collaboration packages.

We understand that every customer is unique. That's why we've created a range of different packages to meet all their needs, whatever they may be. And because WHC is about flexibility, you can upgrade or downgrade your customers' Cisco Webex packages as necessary.

WHC with Cisco Webex is built to be flexible, with a range of packages to suit different customers.

What's in the packages?

Softphone

- IP voice calls over the robust BroadWorks platform.
- Softphone app for PCs and mobile devices.

Basic

Everything included in Softphone package plus:

- instant messaging
- screen sharing
- file sharing
- whiteboarding.

Standard

Everything included in Basic package plus:

- high-definition video conferencing for up to 25 people
- multi-party chat
- desktop or application sharing
- external guests in meetings
- personal meeting rooms.

Premium

Everything included in Standard package plus:

- meeting recording
- remote desktop control
- presenter controls
- recording transcription services
- meetings for up to 1,000 people, with enhanced features.

Working from +

All

Direct

Spaces

W

Webex space for Test

Other spaces

John Howie

Joe Mallinson

Tom Grinnell

Tiffany Kendall

2C

Connecting Your Digital World

Call Settings

Working from +

All

Direct

Spaces

W

Webex space for Test

Other spaces

Joe Mallinson

Tom Grinnell

Tiffany Kendall

2C

Connecting Your Digital World

Call Settings

Create a space

Start a group conversation with others.

Joe Mallinson

joe.mallinson@wavenetuk.com

Create

Close

Customers who already have MS Teams, can integrate this into Webex and place their calls via the Broadworks platform.

Calling Experience in Teams

The screenshot shows the Webex Teams application interface. On the left is a sidebar with navigation icons and a list of contacts/spaces. The main area displays a chat conversation titled 'Development agenda'. A call settings overlay is visible, showing options for 'Webex Teams Call' and 'Giacomo DX80'. A blue arrow points from the 'Webex Teams Call' option to the text 'Teams Calling option for 1:1 Meeting experience'. Another blue arrow points from the 'Giacomo DX80' option to the text 'Device Proximity & Desk phone Control'. A third blue arrow points from the 'Webex Teams Call' option to the text 'Audio or Video option'. A fourth blue arrow points from the 'Webex Teams Call' option to the text 'Integrated Corporate Directory'. A fifth blue arrow points from the 'Webex Teams Call' option to the text 'Call settings'. A sixth blue arrow points from the 'Webex Teams Call' option to the text 'Device Proximity & Desk phone Control'.

Integrated Corporate Directory

Audio or Video option

Teams Calling option for 1:1 Meeting experience

Device Proximity & Desk phone Control

Call settings

... MS Teams integration enabling PSTN breakout for external calls





Key features of Cisco Webex

Cisco Webex isn't just a fancy toy; it adds real value to the businesses that use it. Below are just a few of its benefits:

- High-definition **video conferencing** with support for up to 1,000 users at a time.
- **Collaborative spaces** where users can share files, links, messages and other useful resources.
- **High-quality voice calls** thanks to noise-cancelling technology.
- **Total mobility**, thanks to apps for desktop computers, laptops, smartphones and tablets. So being out of the office doesn't mean being unavailable.
- Cloud-based **business continuity** for if and when disaster strikes.
- **Third-party integration** with solutions from companies like Microsoft, Google, Apple and Salesforce.
- **MS Teams integration** is built in across all packages, making **external PSTN breakout calls** via Cisco Webex possible.
- **An improved experience**, compared to our old app, Office UC, which only offered IP calling and instant messaging.

Customer benefits of Cisco Webex

By adding Cisco Webex to Wholesale Hosted Communications (WHC), we've given our customers a way to differentiate their services from the competition. But that's not the only benefit. Here are a few more:

- **The Cisco brand** is a persuasive selling point. It's one of the most recognised names in the world.
- Cisco Webex has **robust security** features, including encryption as standard, protecting both our customers and the businesses they serve.
- Our line-up of Cisco Webex **collaboration packages** add flexibility to the services our customers can offer.
- It adds real, **compelling features** to WHC – features that are fast becoming a standard part of business.
- Cisco Webex already has a **loyal customer base**, including major companies and government bodies.

2C Hosted Voice



Yealink

- Yealink T31G
- Yealink T43U
- Yealink T46U
- Yealink T48U
- Yealink W53P





YOU'RE IN GOOD COMPANY

2CHV from 2Connect supports 1000's of UK Business communication needs.

From large corporate and enterprise to SME, our hosted voice platform is scalable and flexible to support your business.



B&M Retail

Rollout of Head Office and integration into store across the UK.



Tax Assist Finance

Integrating franchises to ensure consistent messaging and make managing customer experience more efficient.



Inspiration Trust Education

Academy trust group providing easy to manage, powerful call handling across the schools and colleges.



5 Essex Court Legal

Rated Top 20 Chambers in 2020 utilising mobility for their barristers and legal teams.



Glen Dimplex Manufacturing

Manufacturer and distributor of home appliances needed rapid deployment for their contact centre.



2C Hosted Voice

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Connecting Your Digital World