

Telephony Services

ethical IT
IT FOR SOCIAL CHANGE

IT solutions for Charities, Social Enterprises, Community Groups and Voluntary Organisations

TELEPHONY SERVICES

Choosing and managing telephony systems and line contracts is a complex and time consuming activity, with a wide range of technologies and jargon. With telecoms and IT increasingly converging, it can be very difficult to find the right solution at the right cost.

Ethical IT can take on this process, providing you with reliable and secure telephony services and offering installation, training and support ensuring significant cost and time savings.

Support is provided by our Helpdesk team, which also deliver our IT Support service, meaning a single point of contact for all IT and telephony issues. We typically use the Avaya IP Office family of phone systems, specifically designed for the SME market from 5 up to 250 user extensions with functions including:

- Individual telephone extensions with conference call functionality
- Individual and group voicemail mailboxes, with personal greetings

- Auto-attendant menus allowing you to direct callers via their key pad
- Flexible ringing patterns ('Hunt Groups')
- Time profiles allowing phones to ring differently or revert to different voicemails
- Remote access to voicemail messages by dial in, or voicemail-to-email
- 'Phone Manager' - a PC-based application allowing you to manage your calls, use speed dials/phone lists, manage colleagues availability, pick up voicemail
- Click and dial from Outlook/CRM databases
- VoIP (Voice Over IP) technology that can be utilised for home/remote working, giving remote staff a work extension as if they were in the office
- Analogue, Digital or IP Handsets meaning you can keep your current handsets if needed

COSTS AND OPTIONS

Our relationship with major suppliers ensures that we can obtain very competitive pricing on both hardware and line rental.

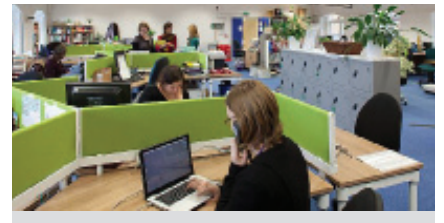
A typical phone system for example may contain 6 digital extensions (including handsets), 2 analogue extensions (e.g. a Fax, PDQ), plus up to 10 further IP Extensions for a total of 16 staff. To support this hardware such a system would require 2 x ISDN2 phone lines (via The Phone Coop) with 10 Direct Dial numbers, supporting 4 concurrent calls in or out (ample for up to 15-20 staff).

Hardware	Units	Unit Cost	Total
IP500 V2 Bundle + SD Card	1	£330	£330
IPO500 V2 Combo Card BRI	1	£290	£290
1403 Digital Handset	6	£80	£480
TOTAL			£1100

Line Rental	Units	Monthly Cost	Setup Cost (one off)
ISDN2	4	£56	£250
DDI Range	10	£3	£100
TOTAL		£59	£350

For more information on all of the above services please call 0845 337 2989 or email enquiries@ethicalit.net.

BACKGROUND TO ETHICAL IT



Ethical IT is the result of a formal partnership between The Ethical Property Company and JADe, working together to deliver high quality, cost effective, flexible and sustainable IT solutions to charities, social enterprises, community groups and voluntary organisations.

Our extensive experience within the social change sector means we appreciate the financial and technical limits within which organisations often work.

We therefore aim to take the stress out of the management of IT and Telephony, providing our clients with transparent and reliable support and allowing them to focus on their core operations.