



PRESS RELEASE

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Home suite home (and roam)

On the go or at home - with Tellumat you're always at the office

Tele-working is an unstoppable wave in modern business. To support this global trend Tellumat offers a complete business communications portfolio, giving remote workers full feature transparency, feature-rich voice communications and complete collaborative tools.

Bennie Langenhoven, GM for Tellumat Telecoms, says the benefits of tele-working are extensive. "Businesses save money on costs like office real estate and parking, employees save time and money on travelling, and the environmental and traffic pluses are obvious. In addition, tele-working opens up a whole new landscape of employment prospects for people who are forced to be at home, including mothers."

Langenhoven says Tellumat's Inter-Tel portfolio of business comms solutions facilitates two basic types of tele-working. "Firstly, we're finding more and more home-based or roaming executives that need to 'see' the network and make phone calls, using company infrastructure. Secondly, companies are increasingly using remote call centre agents in a virtual contact centre scenario."

On the back of Inter-Tel's hardware solutions, applications and tools, busy employees or managers can optimise their home or roaming time by making internal or external voice calls using the infrastructure at the office, whether from their handset or softphone with headset - wherever they are. Thanks to Inter-Tel's support of SIP, a voice over IP protocol, users also have access to the full range of voice services available at the office, including voicemail, paging and more.

Agents, on the other hand, can be seamlessly reached by customers, no matter where they are. Their phones are virtual extensions of the converged IP-based call centre, and they are 'seen' as part of it, with all the usual agent functionality and management features available in a physical call centre. With the use of a VPN, remote agents have access to CRM-style applications and scripts.

In addition to network access and full voice-over-IP functionality, agents and home workers also participate in feature-rich collaboration on the Inter-Tel platforms, using Inter-Tel applications for Webconferencing, e-support and other tools. "All this makes the Inter-Tel range of solutions exceedingly powerful in a comms and collaboration setting," Langenhoven says.

More surprisingly, all this is possible by merely combining an Inter-Tel communications platform with an ADSL line, IP handset or softphone and sign-on to a virtual private network for secure corporate applications' access. "Consider the cost of an ADSL line versus the cost of office rentals per square metre," Langenhoven says. "There is no comparison."

Visit www.inter-tel.com for more.