

# Spitfire New Hosted PBX 2.1

A photograph of four Canada geese in flight against a clear blue sky. The geese are arranged in a V-formation, with one in the foreground and three behind it. The geese have white bodies, black wings, and black necks with white heads. The lighting is bright, highlighting the texture of their feathers.

Tom Bailey  
Partner Team Leader

# Agenda

- What is Hosted PBX 2.1?
- Advantages over SIP Communicator
- Portal
- Feature set
- Pricing
- Conclusion



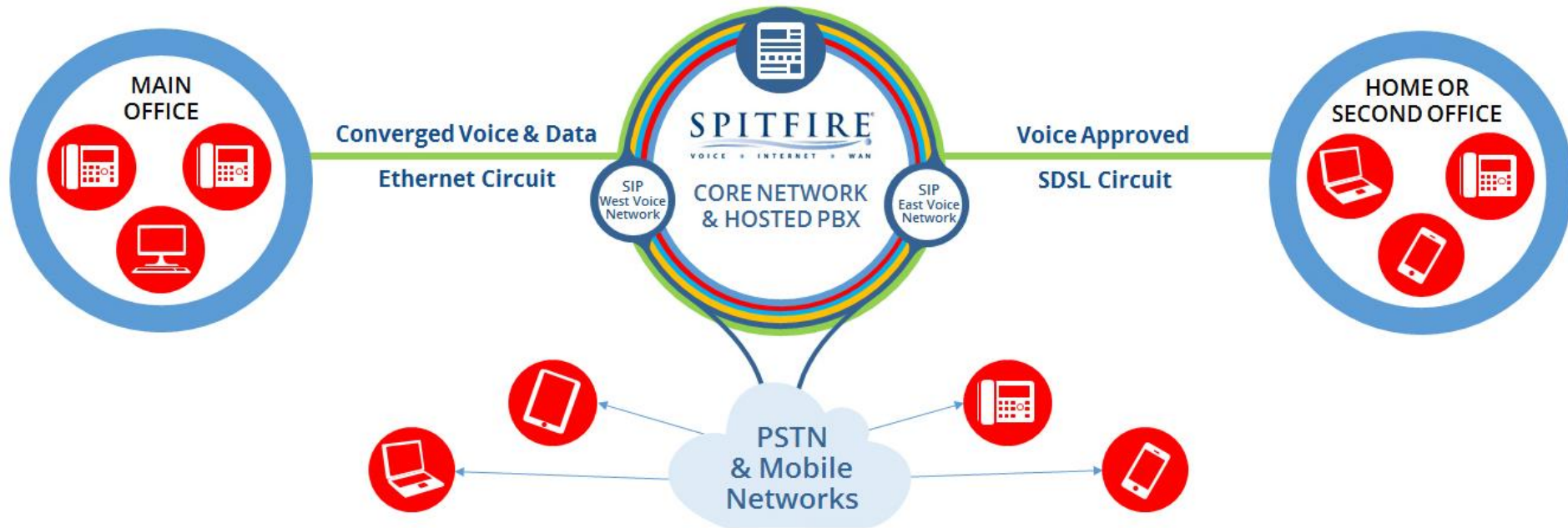
## What is Hosted PBX 2.1?

- Spitfire's latest fully featured hosted telephony solution simple, easy to manage system – using a new portal
- Developed in-house by Spitfire with the aim to develop more features
- Long term replacement for SIP Communicator



# Hosted PBX 2.1

– how does it work?





## Advantages over SIP Communicator

- Spitfire are in control of the development roadmap – should lead to greater developments
- Portal easier to navigate through a simple web interface- even names on phones can now be changed via the portal
- Cheaper price point – FOC connection & £6 per extension



# Don't Panic!

SIP Communicator will continue to be available and supported for all customers who have or need it.



# Portal – Interface Overview

## Call Routing

**BACK** **SAVE**

Directs incoming calls for extension: 3159.

<b>Call Forward</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	<input type="text" value="Destination"/>																									
<b>On Busy</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	<input type="text" value="Destination"/> <small>If enabled, it overrides the value of voicemail enabling in extension..</small>																									
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<b>Follow Me</b>	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled																										
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<b>Caller ID Name</b>	<input type="text"/> <small>Set the caller ID name prefix.</small>																										
<b>Caller ID Number</b>	<input type="text"/> <small>Set the caller ID number prefix.</small>																										
<b>Do Not Disturb</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled																										



# Portal – Call Routing

## Call Routing

Directs incoming calls for extension: 3159.

<b>Call Forward</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	<input type="text" value="Destination"/>
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		If enabled, it overrides the value of voicemail enabling in extension..
<b>Not Registered</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	<input type="text" value="Destination"/>
		If endpoint is not reachable, forward to this destination before going to voicemail..
<b>Follow Me</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	
<b>Do Not Disturb</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	





# Portal – Operator Panel

**Operator Panel**

AVAILABLE ON DEMAND ON BREAK DO NOT DISTURB LOGGED OUT

partner

Tom Bailey (3159)

**Partner**

Claudia Pielichaty (3152)	Stuart Hindley (3153)	Matt Putner (3154)	Kimberly Liwag (3156) Ravee Long 3167 0:00:20	Dan Chada (3157)	Alex Burns (3158)
James Thompson (3162)	Saajid Rahman (3163)	Ravee Long (3167) Kimberly Liwag 3156 0:00:20	Tom Evans (3168)	Esosa Ogbeide (3169)	Joe Spence (3172)
Emiliano Repetto (3174)	Chris Wilkinson (7752)	Marzuk Ahmed (7753)	Suzanne Faulkner (7754)	Peter Goddard (7755)	James Davis (7758)
Stephanie Tam (7757)	Tom McManus (7758)	Shari McLaren-Sterling (7762)			



# Portal – User Dashboard

Welcome: 3159

**Dashboard**  
Quickly access information and tools related to your account.

Voicemail

0

New Messages

Voicemail	New	Total
3159	0	10

...

Missed Calls

3

Last 24 Hours

Number	Missed
↘ 02088301000	1/7 14:40
↘ 07788663877	1/7 12:41
↘ 02088301000	1/7 10:00

[View All](#)

...

Recent Calls

14

Last 24 Hours

Number	Date/Time
↗ 01923233299	1/7 16:42
↗ 01923233299	1/7 16:41
↗ 0041223188640	1/7 15:51
↔ 3157	1/7 15:51
↗ 02074995164	1/7 15:47

[View All](#)

...



# Portal – Extensions

## Extension Add

BACK SAVE

<b>Extension</b>	<input type="text"/> <small>Enter the alphanumeric extension. The default configuration allows 2 - 7 digit extensions.</small>
<b>Range</b>	<input type="text" value="1"/> <small>Enter the number of extensions to create. Increments each extension by 1.</small> <input type="checkbox"/> Auto-generate user with extension as login name
<b>Voicemail Password</b>	<input type="text"/> <small>Enter the numeric voicemail password here.</small>
<b>Effective Caller ID Name</b>	<input type="text"/> <small>Enter the internal caller ID name here.</small>
<b>Effective Caller ID Number</b>	<input type="text"/> <small>Enter the internal caller ID number here.</small>
<b>Outbound Caller ID Number</b>	<input type="text"/> <small>Enter the external (public) caller ID number here.</small>
<b>Directory Full Name</b>	<input type="text"/> <small>Enter the first name followed by the last name.</small>



# Feature Set

- Web-based management console
- Call Management (transfers/forward/hold/park/pick-up)
- Auto-attendant
- Call twinning
- Soft Phone (3<sup>rd</sup> party either through Bria or Zoiper)
- Conference Bridge
- Voicemail to email



## Pricing - Overview

- £6 per extension
- FOC connection on contracts of 12 Months or longer
- Hardware rental options available (subject to credit check)
- Project management and configuration all included
- 3 hour on-site installation by Spitfire (if needed) within M25.
- Yealink phones only currently





# Price Comparison – SIP Communicator v Hosted PBX 2.1

## Requirement:

- 10 seat office
- New hardware needed
- Porting of 1 main number, 10 DDIs
- Voice approved DSL
- Installation either by IT Company or Spitfire



# Price Comparison

## – Hardware Purchase (12 month contract)

Product	Connection	Monthly Rental	Total Cost over 3 years
SIP Communicator™	£1,257.55	£151.49 + calls	£6,661.19 + calls
Hosted PBX 2.1	£1,122.23	£111.49 + calls	£5,135.87 + calls



# Price Comparison

## – Hardware Rental (36 month contract)

Product	Connection	Monthly Rental	Total Cost over 3 years
SIP Communicator™	£135.00	£182.02 + calls	£6,689.88 + calls
Hosted PBX	£0.00	£142.02 + calls	£5,112.72 + calls



## Pricing – What does this tell us?

- 1 x Hosted PBX 2.1 (Extension + Handset rental + Handset support together) on a 36 month contract is cheaper than 1 x SIP Communicator™ (Extension only) in most circumstances
- Even where handset rental is not an option – customers can still take advantage of the FOC set-up to limit upfront capital spending



## Pricing – Things to note

- Analogue lines and Spitfire Voice SDSLM services come with FOC connection on 24 month contracts
- Call bundles are available for an additional £4 per extension charge
- Call bundles are not designed to be the default option – pence per minute billing still represents significantly better value for money





## Conclusion – Part 1

- Hosted PBX is designed to be a simple system- easy for customers and partners to make changes to
- Lower rental combined with FOC connection offers, means there is now a simple and attractive price model



## Conclusion – Part 2

- Future feature developments (such as call recording) will be guided in part by demand from Partners
- Demo station in the Main Room for you to see the system in full during/after lunch

