Hosted PBX 2.1

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Agenda

- Market trends

- Hosted PBX 2.1 in 3 slides

- Launch success

- Case studies

- Opportunity

- Product development

Market Trends

Move to Cloud Telephony

- Move away from on-prem towards Hosted Telephony – Why?

- 'as a service' is commonplace

- On-Premise PBX inconvenient to maintain

- Mobile workforce is trending

Hosted PBX 2.1

Features

- Web-based management console

- Call Management (transfers/forward/hold/park/pick-up)

- Auto-attendant

- Call twinning

- Soft Phone (3rd party either through Bria or Zoiper)

- Conference Bridge

- Voicemail to email

Call Routing

BACK SAVE

Directs incoming calls for extension: 3159.

Call Forward	● Disabled ○ Enabled [Destination]
On Busy	● Disabled ○ Enabled [Destination]
	If enabled, it overrides the value of voicemail enabling in extension..
No Answer	● Disabled ○ Enabled [Destination]
	If enabled, it overrides the value of voicemail enabling in extension..
Not Registered	● Disabled ○ Enabled [Destination]
	If endpoint is not reachable, forward to this destination before going to voicemail..
Follow Me	○ Disabled ● Enabled

Destinations

Destination	Delay	Timeout	Prompt
	0	30	
	0	30	
	0	30	
	0	30	
	0	30	

|	
Ignore Busy	● Disabled ○ Enabled
Caller ID Name	[ ]
	Set the caller ID name prefix.
Caller ID Number	[ ]
	Set the caller ID number prefix.
Do Not Disturb	● Disabled ○ Enabled

5

Pricing

- £6 per extension

- Free connection on contacts of 12 & 24 Months

- 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
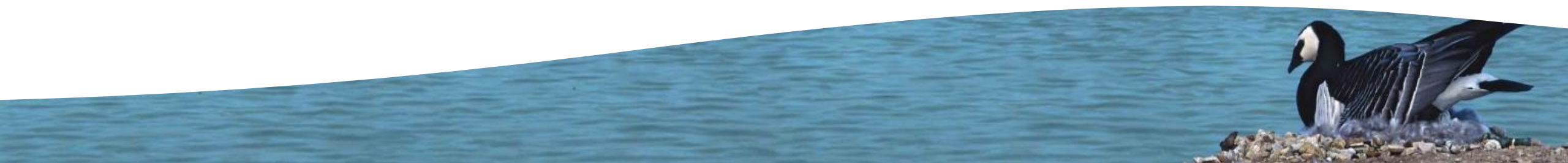
Launch

Hosted 2.1 the story so far…

- Launched June 2018 to build on the success of SIP Communicator

- User-friendly design

- Robust architecture within Spitfire Core Network

- Scope for further development
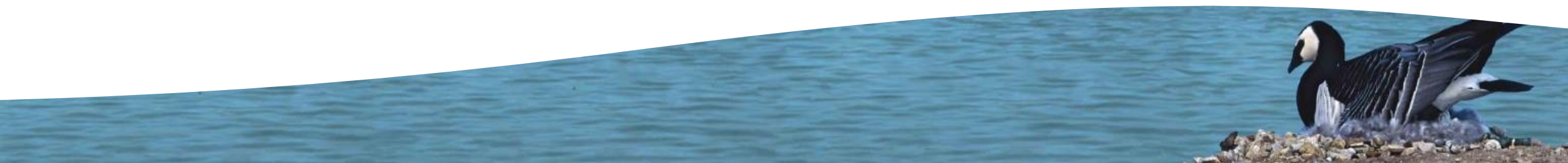
Success!

The story so far

- 3211 end points across 335 domains

- Lots of Spitfire Partners attended admin training

- Fantastic reception from customers from quotation, implementation and beyond

- Positive feedback… Plenty of room for growth

Case Study – IFC Advisory

SME Case Study

- 9x Extension system

- Feature rich and easy to implement **out-of-the-box**

- Management of the system is **simple**

- Need to **move quickly** and implement the right solution
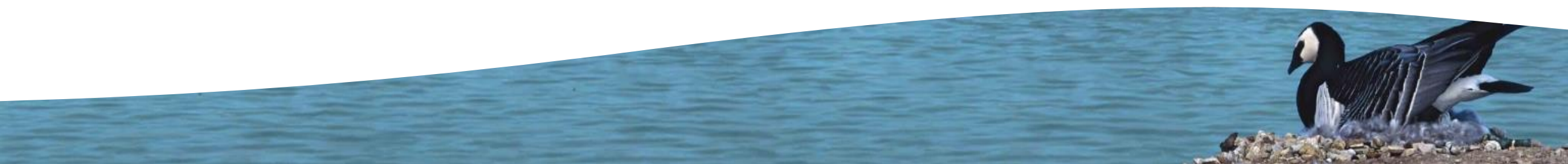
Case Study – Tool Manufacturing Business

SME Case Study

- 3x Site 30x Extension System

- **Multi-Site** – consolidating individual systems allows for managing call flow between sites

- Project management provided **logical** extension ranges for sites

- Consolidating systems for merging businesses has **hit their business goals**

Opportunity

Market Research

- PSTN Switch off driving growth in this area

- Expected rate of growth between 2018 and 2023 to double

- Spitfire have achieved and expect a much faster growth rate for PBX2.1

- Easy to upskill into Hosted VoIP with Spitfire

- Support from Partner Account Manager – Don't get left behind

Get involved

What are best ways to get involved?

- Register your interest for admin training in London or Birmingham

- Talk to your Partner Account Manager

- Talk about telephony…