3CX PHONE SYSTEM

UNIFIED COMMUNICATION SYSTEM

Standard Telephones and Cables

Who We Are:

A technology company dedicated to applying technology to reduce costs, improve efficiencies and contribute towards value adding for its clients. STC, which has been around for more than 50 years, is best described as a group of highly skilled and dedicated technology engineers with wide technology experience coupled with support from global partners relentlessly researching for cutting edge technologies.

Services Offered

- Cloud Solutions (AWS Cloud Solutions)
- Security Solutions (CCTV Surveillance, Alarms, Access Control Systems, Intruder/ Fire Alarms and Video Analytics)
- Communications Solutions (PABX Systems, Unified Communications, CRM Systems)

OBJECTIVES

- Business Objectives

- Why 3CX?

- Use case

STC BUSINESS OBJECTIVES

1. **Promote Remote Working**

   o   Carry your office extension and helpdesk system around with you all the time.

   > One Mobile Extension for your office, mobile device and Laptop/PC

   o   Access your office lines remotely.

   > Receive business calls on your mobile office extension from anywhere

   > Access and operate your reception, office lines remotely or on-the-go) for business calls

   o   Online business meetings with anyone.

   > Initiate Voice/Video conferencing for online meetings with colleagues and customers

   o   Cloud based systems accessible from anywhere.

   > Easy remote system access from anywhere in the world via WiFi, mobile data, e.t.c

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STC BUSINESS OBJECTIVES

2. **Reduction of communication Cost**
   a. Internal and Inter-branch calls are reduced to zero cost calls.
   b. Slash your phone bill via Least Cost Routing (LCR).
   c. Free calling to teleworkers/field workers.

3. **Reduce travel costs through the use of built-in video conferencing (VC)**

4. **Reduce/Eliminate hardware cost by going Cloud. CAPEX to OPEX**

5. **Improve Customer Service**
   a. You will be able to access your office line 24/7.
   b. You will be able to monitor and record calls for quality assurance.
   c. You will never lose a call since the system notifies and keeps a record of all the calls.
   d. Integration with your customer database to share contacts with the phone system.
   e. Integrate your website for online services including chat and free calling.
   f. Integrate with Social Media and WhatsApp

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WHY 3CX?

- Software-based PBX

- Slash telco and collaboration costs

- Increase productivity & mobility

- Open Standard SIP, WebRTC – No vendor lock in

- Integrations – Social Media, Teams, Applications

NOTE: It is a complete Unified Communication Solution offering;

Telephony

WebMeeting

Mobile

Chat

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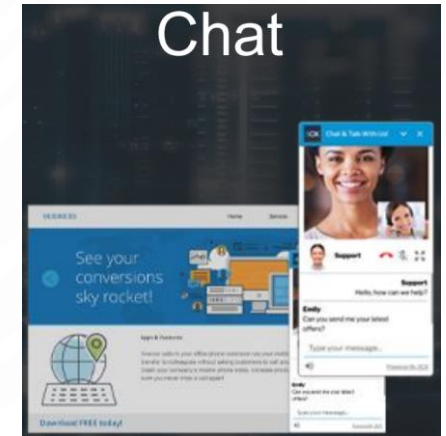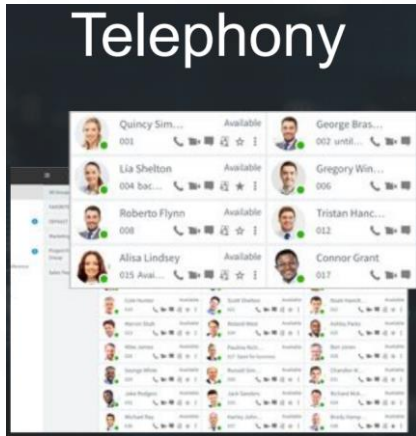
OFFICE WITHOUT LIMITS-3CX APPS

- 3CX Mobile App available for Android and iOS devices

- App offers full range of Unified Communications featuring calls, presence, chat, video conferencing, e.tc

- Take your extension wherever you go on your Laptop, Mobile Phone, e.t.c

- Start or Join web meetings from your Laptop, Mobile Phone, e.t.c

- Voicemail, fax to email

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3CX PHONE SYSTEM – WHAT YOU GET

- Unlimited Extensions (Free)

- Mobile Extensions (Mobile and portable devices)

- Services provided via extensions include;
  - ✓ Audio/Video Calls

    Click2Talk(Personalised)

  - ✓ WebMeeting Bridge (Video Conference) – Click2Meet(Personalised)

  - ✓ Chat

  - ✓ Voicemail

  - ✓ Click2Call – Click to call any phone number on your internet browser

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3CX CUSTOMER SERVICE FUNCTIONS

- Call Queues and Digital Receptionist (Never lose a call)

- Advanced Call Reporting

- Call Centre Features;

  ✓ Advanced call routing (Promotes remote working)

  ✓ Website customer service chat

  ✓ Website Click2Talk/Click2Meet

- Integrate with leading CRM apps

- Integration with Social Media.

3CX COST CONTROL

- Outbound calls can be allowed only for a few select extensions.

- Extensions can be barred from external calling outside business hours.

- Extensions can be barred from calling outside your data network.

- Pin protection can be activated on extensions.

- Least Cost Routing, the system picks the cheapest line when calling out

Cost control via a Telephone Management System;

- Set call budgets per extension or department/branch (fix your budget).

- Automatic call barring when an extension budget is exhausted.

- Monitor call cost and calling activity in real-time.

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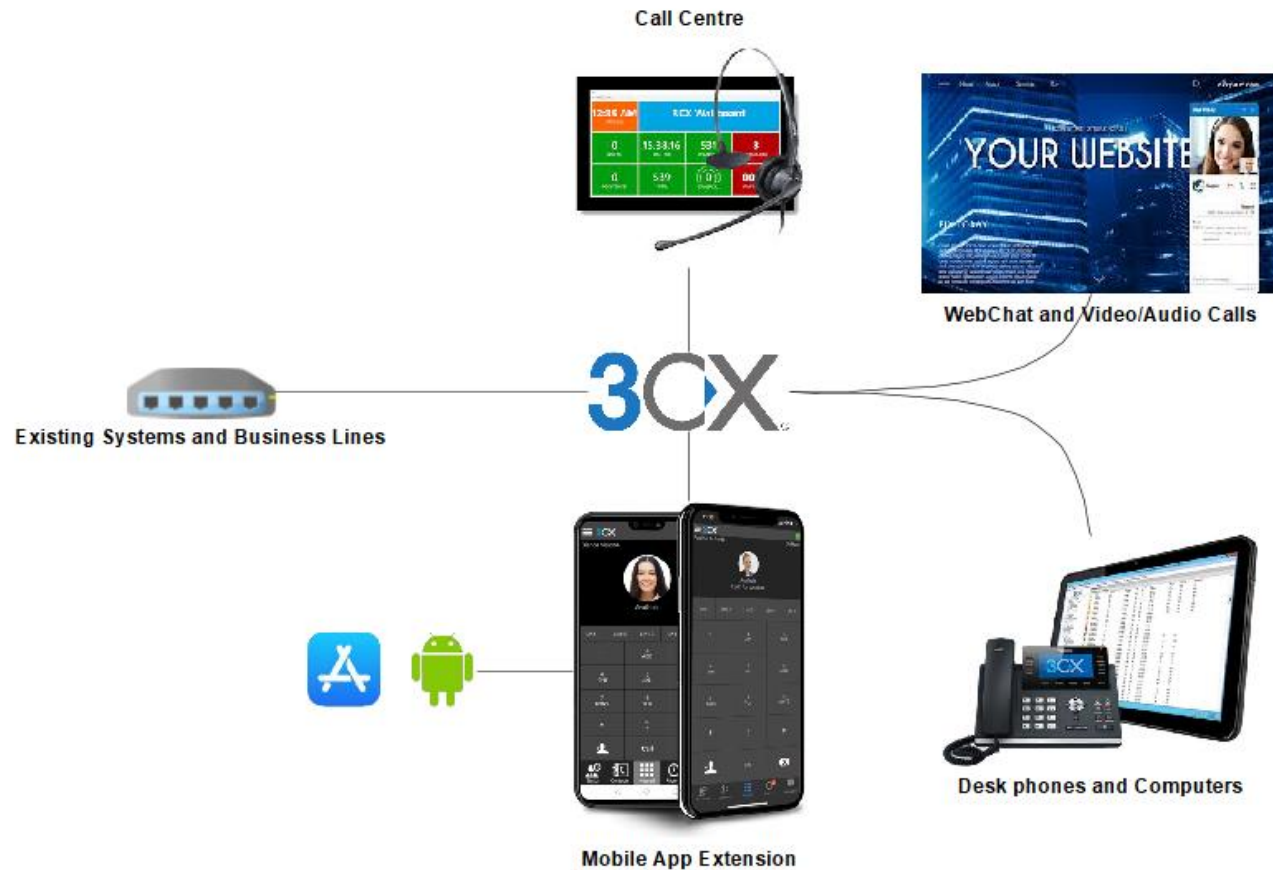# SAVE ON HARDWARE COSTS AND ASSOCIATED RUNNING COSTS WITH YOUR 3CX IN THE CLOUD

Consider the Total Cost of Ownership (TCO)

Cost structure changes from Capex to Opex. No need to invest in ICT hardware or worry about hardware refresh rate due to obsoleteness. Cloud services provide future proof and savings.

Also consider hidden savings like Power, Security, office space, e.t.c

3CX INTEGRATIONS

Call Centre

YOUR WEBSITE

WebChat and Video/Audio Calls

Existing Systems and Business Lines

Desk phones and Computers

Mobile App Extension

CUSTOMER RELATIONS MANAGEMENT (CRM) SYSTEMS SUPPORTED OUT OF THE BOX

MAN 3000

TELEPHONE MANAGEMENT SYSTEM WITH BUDGET CONTROLLER

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3CX CALL CENTRE

PROPOSED USE CASE

- **Cost cutting.**

1. Use cheaper calling lines (VoIP) and save at least 20%

2. Use Remote/Mobile extensions with Voice on Data for a saving of at least 60% (For remote offices and mobile employees)

3. Link existing lines to one system and consolidate calling services (Advanced call reporting).

- **High productivity**

1. Link all branches and depots to one system for easy call distribution.

2. Ability to communicate and work remotely at low cost (Calls and Video Conferencing).

3. Provide good customer service through professional call handling and collaboration tools (Video Conferencing, Chat and more).

4. Improved customer service (Call Management, Social Media and Interactive Website)

- **Modernize (Digital Transformation)**

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USE CASE : PROOF OF CONCEPT (POC)

- STC also offers a Proof Of Concept (PoC) for bigger licenses.

- This PoC will serve two main objectives.

1. Validate your requirements.

2. Gives you hands-on experience with the solution prior to investing.

Should you decide to implement the full solution the PoC can be extended into a full solution.

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3CX PHONE SYSTEM COST STRUCTURE

Phone System Licensing

1. 3CX Annual License – Annual Billing Cycle (including maintenance)
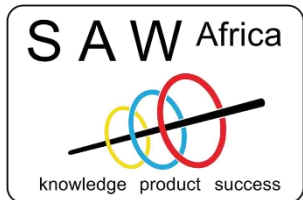
3CX Editions

1. StartUP/Standard

2. Professional

3. Enterprise

Hardware cost – One-off payment

1. IP Phone for the Reception and other office(s) if required

2. Gateway – integrate existing lines for remote access to services

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3CX Customers

Other STC Customers

Why
Cloud Hosting

Host your business applications

Save on hardware costs and associated running costs

Scalability -Pay for what you use

Storage space

Backup services

Connectivity

Secure

THANK YOU

CONTACT US

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