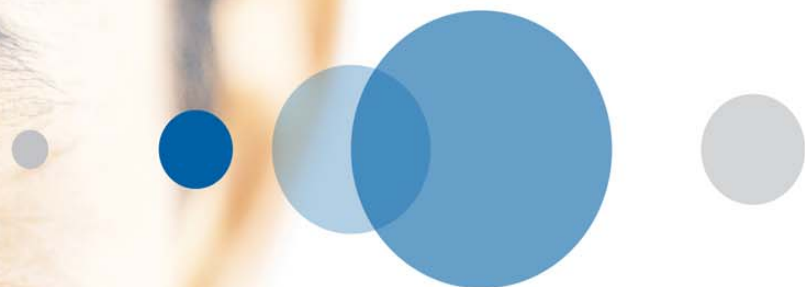


Unity IP Voice LMN



Robert Pearson - Client Account Manager
(MVS)

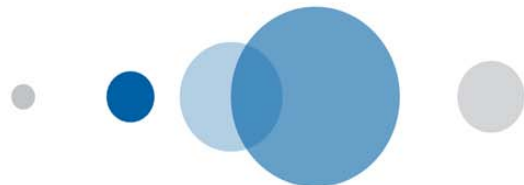
inTechnology

IP The New Telephony Standard

- In the UK, BT alone is investing over £14bn to move all its data and voice services to IP
 - This is the 21CN project announced in June 2004
 - By 2008, 50 per cent of all BT PSTN traffic will be on the new IP network
- The transition towards voice 'on the network' has rapidly gained momentum in the last few years
 - In 2005 sales of IP PBX systems outstripped TDM PBX sales for the first time
 - By 2009 an estimated 91% of PBX sales world-wide will be IP based
- IP converges different systems into a simpler, more powerful, multi-service network
 - In an IP world, all services – data & voice - are just network applications
 - This offers significant efficiencies over usual implementations where data & voice require their own networks and support systems

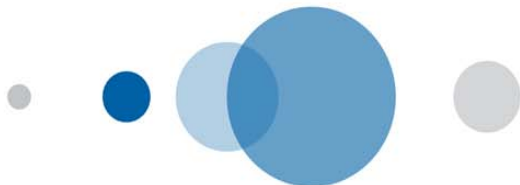
Hosted Voice or Sited IP-PBX

- IP Telephony allows you to build your voice network however you want
 - Provided there is an IP path, IP Voice Connect can be located anywhere on the voice network, LAN or WAN
 - As IP Voice Connect is software based, specialist hardware is not required – even the phones can be PC based if required
- Hosted Voice offers significant productivity improvements & operational savings over on-site alternatives
 - Minimal up front costs; no need to purchase PBX hardware
 - Fully managed 24x7, no need to employ specialist VoIP staff
 - No geographic service restrictions on employees or locations
 - Off-site hosting significantly increases survivability
- The Hosted IP market is now growing faster than IP PBX
 - More enterprises considering outsourcing voice
 - Increasing demand for enterprise mobility
 - Customers seeking lower cost telecom solutions

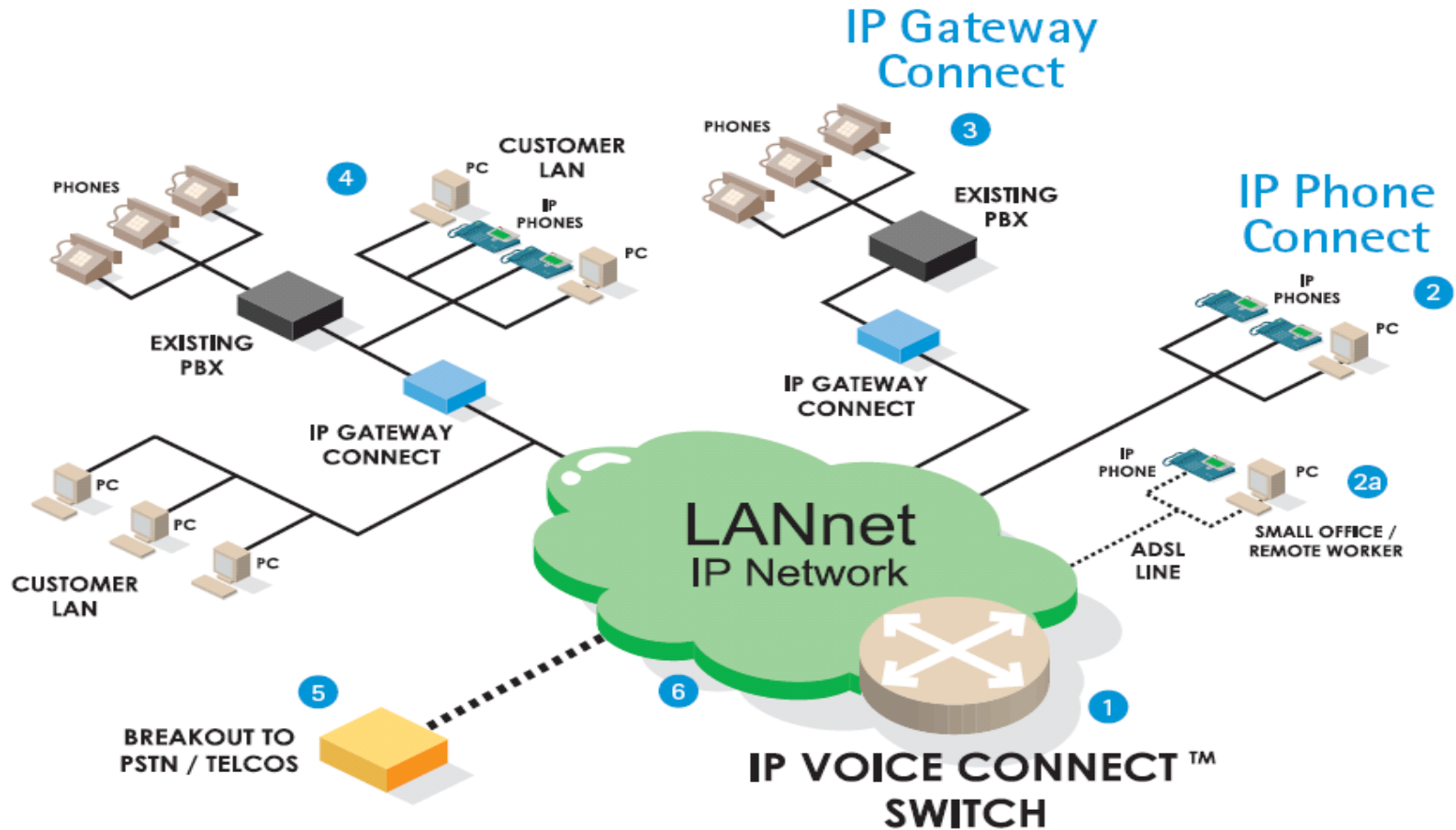


The Hosted IP Voice Connect Switches

- IP Voice Connect uses two fully redundant, load-balanced voice switches, hosted and managed at InTechnology's data centres in London & Harrogate
- Each has high-speed connections connected directly to the InTechnology MPLS network, LANnet
- In the unlikely event of a catastrophic failure at one data centre, the other will take over without an impact to service

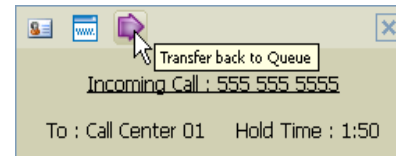
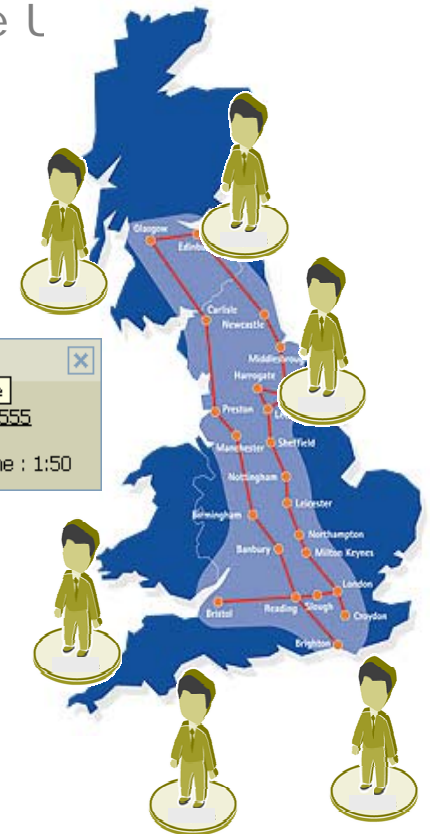


Unity IP Voice overview



Business Continuity

- Instantly re-route calls to branches anywhere in the UK
 - Achieved with a single click on a web page
 - Can include home workers as well as staff in any other office
 - No change needed to published numbers, even if the calls are now being answered at the other end of the country



Queue #	Call Center ID	Caller Name	Caller #
1	Call Center 01	Hobbs, James	555 444 5555
2	Call Center 01	Tranter, Tim	222 333 4444
3	Call Center 01	Germond, James	345 243 3322
4	Call Center 01	Germond, James	345 243 3322
5	Call Center 01	Germond, James	345 243 3322
6	Call Center 01	Germond, James	345 243 3322
7	Call Center 01	Germond, James	345 243 3322
8	Call Center 01	Germond, James	345 243 3322
9	Call Center 01	Germond, James	345 243 3322
10	Call Center 01	Germond, James	345 243 3322
11	Call Center 01	Germond, James	345 243 3322
12	Call Center 01	Germond, James	345 243 3322
13	Call Center 01	Germond, James	345 243 3322
14	Call Center 01	Germond, James	345 243 3322
15	Call Center 01	Germond, James	345 243 3322



Thank you

