

International Managed IP Telephony

Cost-efficient business agility

Our International Managed IP Telephony offer provides a fully managed and hosted VoIP service. This allows you to outsource the provision of IP telephony right across the enterprise with confidence. Our service offers the full range of advanced IPT features, and supports both IP phones and soft-phones. Highly cost-efficient, our proposition delivers new levels of business agility, making it easy to fully integrate telephony with your business applications.

- Simple and attractive price proposition
- Extensive geographical coverage
- Part of complete voice portfolio
- Step-by-step managed migration
- Flexible and highly scalable
- Support for legacy PBX systems
- Advanced self-service customer portal
- Meaningful reporting tools

Confident Adoption

Business telephony is an essential service. Many organizations still hesitate to adopt IP Telephony because of concerns over the time, cost and complexity of migration. Our International IP Telephony proposition allows you to adopt with confidence.

A Fully Managed Service

Our service is fully managed from initial consultancy, right through adoption and roll-out and into ongoing day-to-day business use. This eliminates the need for your IT resources to take on the additional challenge of IP Telephony.

Because we deliver IP Telephony to your enterprise “as-a-service”, it also elimina-

tes capital expenditure – we provide all IP Phones and handle all licenses. Your solution is future-proofed – ready to scale up or down according to business need and keeping pace with all technology changes.

Our International Managed IP Telephony service is backed by responsive and intelligent user support, helping make sure that during transition, your employees quickly become familiarized with the extended features and functions.

Versatile, global and feature-rich

As your international profile changes and as working practice evolves, our service is designed to keep pace. This means you can efficiently equip new sites and refresh



The Dutch Touch Worldwide



existing ones, integrating business units with a consistent approach to IP Telephony quickly and efficiently.

- Hardware and software components based on Cisco IPT technology
- Choice of devices and applications to suit different business needs
- Total maintenance and support for the solution
- Advanced and responsive customer service desk
- Customer service centers in 16 countries
- Global delivery across 90 countries

The choice which is designed into the KPN International offer means that the way in which you adopt and use IP Telephony can be tuned to meet the different employee needs, boosting productivity and driving out cost.

Managed and Measured Performance

Performance is carefully monitored and managed. Our International Managed IP Telephony service is ITIL-based, and together we will define a meaningful Service Level Agreement and set appropriate Key Performance Indicators.

Making the business and service interface simple and direct is a founding principle, and we will ensure that you experience a single point of contact for all helpdesk and change requests. Service and support requests can be transparently routed through your internal service desk.

Meaningful Reporting

You will receive clear and timely reporting. Different organizations demand different levels of detail, and we can respond precisely to what you require. In every case, our reporting will support intelligent analysis and planning, allowing you to optimize spend and track the evolution of service usage.

International Voice Services

International Managed IP Telephony is part of our International Voice Services portfolio. The portfolio is being continuously enhanced as technology and international business practices evolve. Instead of offering separate IP Telephony solutions, KPN International integrates the International Voice Services to your needs.

Relationships count

Your International IP Telephony service will be managed by a dedicated Project Manager. This means a Single Point of Contact during transition and ongoing development. This commitment to personal continuity ensures that our team understands your business and your requirements from the start.

KPN International is a fully-integrated business unit of KPN – the number-one Dutch ICT provider and one of Europe's leading telecommunication services provider. The KPN International portfolio delivers a comprehensive range of high-class data, communication and IP services. Thanks to our intelligent network, bandwidth solutions and future-proof products, we serve over 700 corporate customers, service providers and carriers with services that span more than 180 countries. For more information, please visit www.kpn.com/international.

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