

telco & cloud services for smarter business.

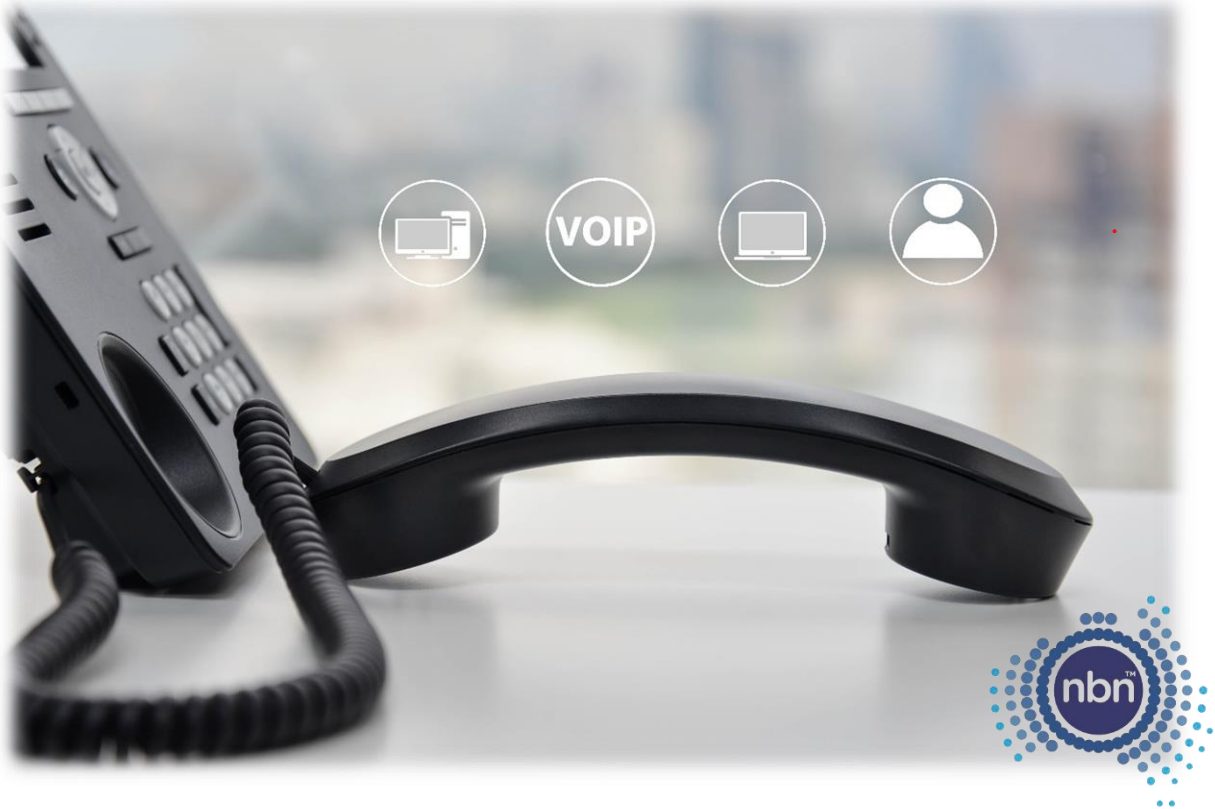


smartcom
business communications



**Cloud PBX
Phone System & VoIP
LEGAL SECTOR**

Amazing Capabilities
Unified Communications
Incredible Cost Savings
Eliminate Costly Upgrades
Low Call Costs



key drivers for law firms to switch to a cloud phone system & VoIP.

The obsolescence of the copper network aside, law firms making the switch to a Cloud Phone System, VoIP, and increasingly Unified Communications (UC), have as a result, the capacity to exploit the technical capabilities and inherent cost savings to their advantage. Moreover, Smartcom's cloud phone systems can increase a law firm's capability to optimise efficiencies and productivity - and hence improve its competitiveness.

Commercial Considerations

Like most cloud applications, the financial upside has greatly attributed to the rapid adoption of Cloud PBX Phone Systems and VoIP.

- Lower Call Costs
- Elimination of ISDN Connection Costs
- Lower Phone Line Costs
- Nominal Support Costs
- Elimination of Expensive Upgrades: immediate & into the future
- Nominal Implementation Costs of both Cloud PBX Phone System & VoIP
- Cost-Savings & Increased Cash-Flow via OpEx Price Model & Automation

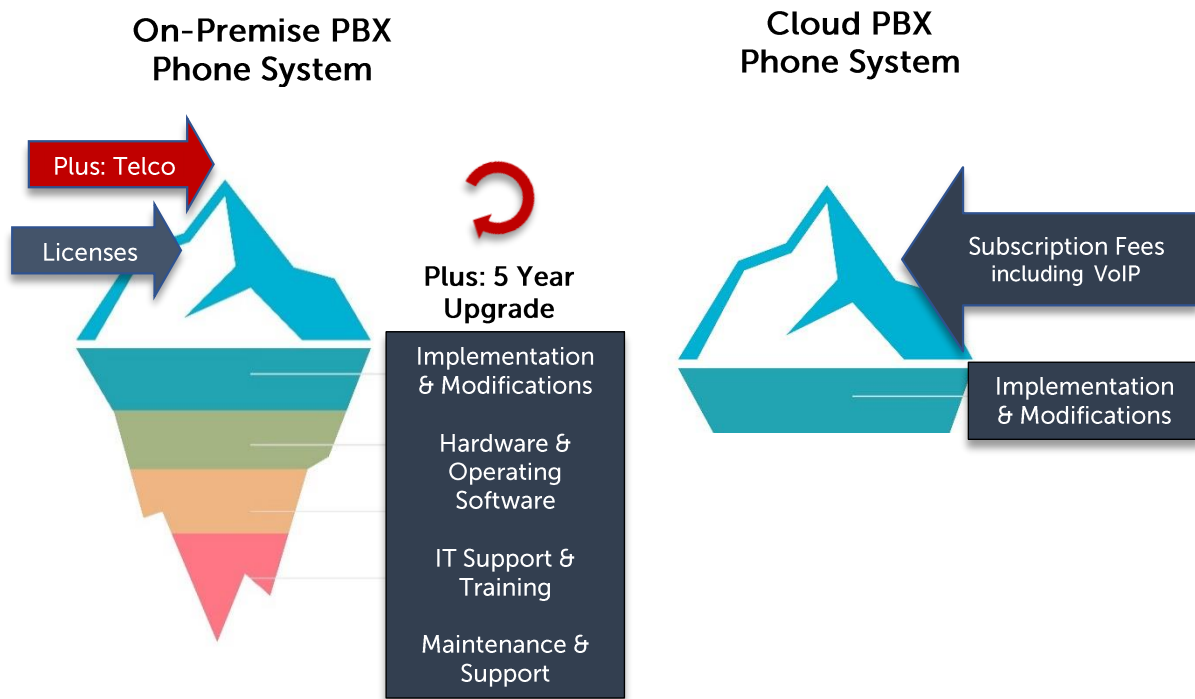


Figure 1: Cost Elements & Comparison of On-Premise v Cloud PBX Phone Systems

Increased Capabilities

Key Features of Smartcom's cloud phone system & VoIP include;

- Virtual Receptionist with Auto-Attendant ie; push 1, push 2
- Inbound Call Management (ACD)
- Handset and/or Softphone Option
- Itemised Billing
- Call Recording
- Mobility
- Customised Routing & Call Forwarding to any Landline or Mobile Phone
- Hunt Groups & Simultaneous Call Ringing
- VoiceMail-to-Email
- Fax-to-Email
- Microsoft 'Skype for Business' & 'Teams' with 'Outlook' integration
- CRM Integration
- Presence

Flexibility & Scalability

- OPEX Subscription Price Model
- Work from Anywhere, on any Device
- Self-Service Change Management Portal
- On-Demand Activation of New Users
- On-Demand Deployment of additional Phone Lines

Continuous Upgrades

- Continuous Upgrades of Cloud PBX to Future-Proof Businesses

cloud pbx phone system.

Smartcom Cloud PBX applications are fully managed, business-grade phone systems with VoIP telephony; and in addition, Unified Communications capability.

For clarity, phone systems are often referred to as a PBX or PABX - which are essentially interchangeable terms. Likewise, Hosted PBX, Cloud PBX, VoIP PBX and Internet PBX mean the same thing ie; a phone system that is hosted in a data centre – as against the traditional phone system with server/s installed onsite.



Quality Polycom and Yealink Handsets

Standard Phone System Capabilities

IP PBX Phone System	✓	Phone Number (DID) Transfer	✓
Polycom and Yealink IP Handsets	✓	Call Recording	✓
Softphones	✓	ACD Inbound Call Management	✓
VoIP	✓	Simultaneous Ring to multiple devices	✓
Voice Mail	✓	Remote Access - @Home & Office	✓
VoiceMail-to-Email	✓	Call Forwarding; Mobile & Landline	✓
Handset 3-Way Conferencing	✓	National 1300 & 1800 Numbers	✓
IVR (Push 1 for Sales etc)	✓	Regular Software Upgrades	✓
Change Management Portal	✓	Local Support	✓

Microsoft 'Skype for Business' & 'Teams' – Additional Capabilities

Unified Communications	✓	Video Conferencing	✓
Collaboration	✓	MS Outlook integration	✓
Contact Centre Capability	✓	Salesforce CRM integration	✓
Online Meetings & Scheduling	✓	MS Dynamics integration	✓
Audio Conferencing	✓	Salesforce Click to Call	✓

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Smartcom Business Communications (Smartcom) is a trusted provider of business-critical telco and cloud services - for start-up to enterprise organisations. Our applications are designed to improve the performance, quality and compliance of customer-facing operations in; Offices, Contact Centres & Virtual Workplaces.

We adopt a simple, yet effective means of doing business; in that we deliver quality, cost-effective services in a timely and accurate manner. Moreover, we fully engage with our clients in order to develop mutually rewarding relationships and quality outcomes.

Smartcom is in relentless pursuit of delivering sustained competitive advantage through our obsession with automation, efficiency, innovation, and continuous improvement. In turn, our clients gain sustained competitive advantage through 'speed to market' of contemporary, business-critical applications.

With our DNA firmly grounded in Australia, Smartcom is attuned to the Australian marketplace, and indeed the challenges of Australian companies expanding into APAC and globally. Moreover, in an increasingly sophisticated and competitive environment of constant change, our flexible commercial models are designed to improve the competitiveness of our clients.

Considering a cloud phone system for your law practice? Contact Us to learn more.

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Free Download:

'The Verdict – Why the Legal Sector is Shifting to the Cloud & VoIP'

<https://www.smartcombusiness.com/media/#csuite>