



Swift IP Hosted

Swift IP is a comprehensive business telephony service that provides a broad range of powerful exchange functions to small and mid size enterprises. Hosted by a broadband operator or service provider, the Swift IP system offers businesses and branch offices a complete state of the art IP telephony service. Telephones; fixed, portable or computer-based, are connected directly to the local area network (LAN) and are provided with advanced private exchange functionality. The administration, e.g. moves-adds-and-changes, is performed with user friendly interfaces, by the end-user. Swift IP provides customers with modern customer-oriented telephony, off-loads the added responsibility of purchasing phone system equipment and lowers the company's total telecommunication cost significantly.

Cost efficiency and Flexibility

Lower cost

With Swift IP companies are offered the opportunity to, quickly and efficiently build a geographically spread telephony system. The Swift IP system provides large savings for companies with dispersed offices through, among other things, free telephony between sites. The costs connected with procuring, installing, maintaining and administrating multiple PBXes do not exist with Swift IP. With a single connection to the telephony system all users are given access to state-of-the-art telecommunication functions.

Efficient operation and user-friendly administration

A company with a traditional PBX is often required to hire in external resources for such simple tasks as moving an extension from one room to another. With Swift IP the company can manage this itself through the use of user-friendly interfaces in the PC. Using familiar Windows or web interfaces, administrators and users can easily implement features and change configurations with a few button clicks. This represents a major potential in lowering telephony operations costs.

Efficient management and control

The system maintains comprehensive call statistics. Reporting and follow-up is generated, enabling telephony/IT-responsible staff to manage and control the whole system efficiently and to follow up on critical telephony costs and call activity.



More flexibility

The service can start with 5-10 extensions and expand to many thousands, as the company grows. It makes no difference if the company is situated in one office, or spread over many sites, including home-workers. All users will have the same functionality irrespective of location.

Traditional telephones or new "Soft-phones"

Traditional analogue telephones are connected to the system through "Media Adapters". Otherwise brand-name IP telephones or Soft-phones can be used. A Soft-phone is a PC program that gives the user a complete system-telephone on the computer screen (this requires a multimedia equipped PC; soundcard and headset with microphone).

Customer care and contact center

Swift IP is a complete business telephony platform, providing advanced contact center functionality for both small and mid size contact centers as an integral part of the service. This means that even the smallest customer oriented organization can implement best of breed customer service, cost-efficiently. For more information on Swift IP Contact Center, see separate data sheet.

Strongest solution the market at a most attractive price

Thanks to the hosted service model, the efficient IP technology, our patented telephony platform, and the best communication partners on the market, the customers are serviced with one of the strongest telephony solutions on the market to a most attractive price.



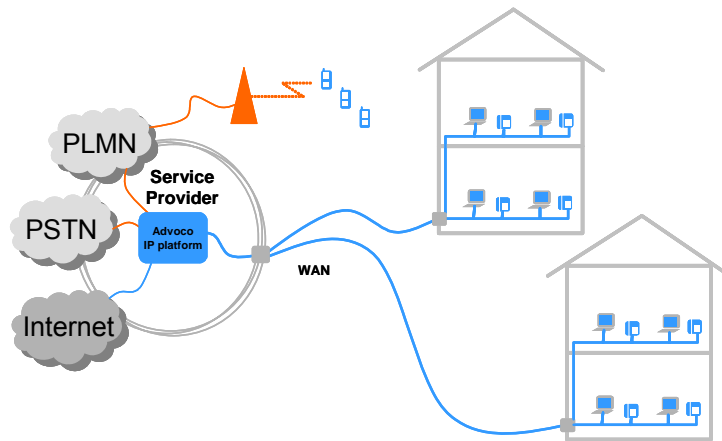
Summary Base functions:

- Telephony user:
 - PC-based Soft-Phone
 - Voicemail
 - Catalogue functions
 - Presence systems (HVD)
- Operator console
 - Catalogue functions
 - Queuing/ACD
 - Presence system
- Administrator
 - PC-based interface for moves, adds and changes of extensions
 - Complete module for statistics for effective follow-up and control
- General
 - Support for distributed locations
 - "Free-seating"
 - "Dial by name"
 - Common number-plan

- Personal number
 - Number presentation (A-number)
 - Group number
 - Transfer to any number
 - Loudspeaker with volume and mute

Add-on functions:

- IP telephones
 - Media Adapter to connect with existing analog telephones and faxes
 - Support for mobile extension i.e. integration with mobile phones into the Swift IP -system
 - Complete Contact Center system for effective distribution of telephone calls and e-mails for helpdesk, order- or support-units (see separate datasheet on Swift IP Contact Center).
 - Integration with Microsoft Outlook 2003
 - Interactive Voice Response system (IVR)



Technical data:

Telephony:

Connection: Ethernet 100 Mb switched
 Protocol: VoIP: SIP RFC 3261
 Coding: G.711 (G.723, G.729)

Terminals:

- Soft-Phone (minimum requirements)
 - Processor: 600 MHz
 - Operating system: Windows 2000 / XP
 - Memory: 512 MB
 - Network: Ethernet, TCP/IP
- IP telephone
 - Certified IP-telephone for direct connection to the LAN
- Analog telephone
 - Analog telephone for connection to the LAN via Media Adapter (ATA)

Premises Networks Management PLC

Premises Networks is a supplier of integrated business-class communications solutions, services and support.

Consulting, designing and implementing tailor-made solutions to fit individual customer needs blending powerful infrastructure to deliver the benefits of voice, mobile and data convergence to businesses.



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