



Scalable calling and collaboration for your organisation

Simplify your IT by using your eir data network for voice calls. You benefit from scalable, cost-effective telephony - and from powerful collaboration tools that save time and money.

eir Peerless UC delivers on the promise of unified communications, offering carrier-grade IP telephony alongside the most tried and tested collaboration tools, like point-to-point video conferencing, instant messaging and presence. Our Cisco certified engineers, based right here in Northern Ireland, have the field experience to help you migrate smoothly to a future-proofed UC infrastructure, minimising risk and leveraging your existing IT investment.

Significant cost savings on calls

Why pay for inter-site calls among your offices? Bring all your sites onto a converged network for voice and data and eliminate call costs among your offices – even to staff mobile devices.

Proven services for migrating to IP telephony

We successfully migrated more than 22,000 Northern Ireland Civil Service end-users to this platform with no loss of telephony service. Our engineers work with your teams and your infrastructure to design and deliver a new telephony system, including dial plans, that's fully functional from day one. We also work with you on roll-out and configuration strategy, to ease end users into the new functionality and maximise user acceptance.

Reduce travel costs with best-of-breed collaboration tools

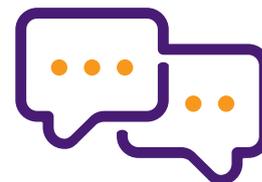
UC tools like desktop audio and videoconferencing, as well as instant messaging and presence, bring your productivity to the next level. It's faster and easier for your people to get the answers they need to keep projects on track, so you can meet customers' demands for excellent service and fast turnaround times. Single number reach makes it easier for calls to get through, ringing on both your landline and mobile device if you so choose: the control is in your hands.

Advanced support for busy contact centres

Whether your contact centre has a handful of employees or hundreds of agents, Peerless UC provides the features you need through the power of Cisco Unified Contact Center Express (Unified CCX). Benefit from sophisticated call routing and comprehensive contact management capabilities, including interactive voice response (IVR), outbound call management, and management of voice, email, web chat, and social media inquiries.

Key benefits are:

- Reduce risk with our proven voice migration service
- Improve productivity with market-leading Cisco collaboration tools
- Make significant savings on calls and line rental, including free intersite calls



Your questions answered...

Where has this service already been deployed in Northern Ireland?

eir Business NI has migrated over 20,000 users to Peerless UC's stable IP telephony platform, including staff in the Northern Ireland Civil Service, Omagh and Fermanagh local councils. We design, project manage and deliver a risk-managed deployment program that preserves existing services (including fax numbers), so end users experience no interruptions to telephony during or after migration.

Can I retain any of my existing telephony infrastructure?

Our engineers work with you if you'd prefer to leverage and reuse your on-site telephony resources, such as an IP-PBX. We also offer on-site, hosted or hybrid models for UC: speak with us about what degree of infrastructure you'd prefer to keep onsite, and we will design a solution to suit you.

How do instant messaging and presence work?

IM and presence help increase productivity, accelerate communication, and enable collaboration with colleagues (or external partners and suppliers). Staff can view the presence status or availability of people they want to communicate with, exchange instant messages with these individuals, and escalate to a voice and video call or a rich collaborative session. IM is an important tool in today's multitasking business environment: it enables personal as well as group chat, so you can quickly connect with individuals or groups and conduct ongoing conversations.

Want to know more?

For more information please:

-  call 0800 039 2000
-  email enquiries@eir.co.uk
-  speak to your Account Manager
-  visit www.eir.co.uk

