

IT
Services.

Simplify your business telephony with a hosted voice solution.

Ricoh's Hosted Voice takes the hassle out of procuring, maintaining, and updating phone infrastructure.



We've answered your call.

Powered by BroadSoft BroadWorks - the industry leading platform, the PBX is located in the Cloud and Ricoh supplied IP handsets can be configured in real time via an IP connection.

Always stay connected

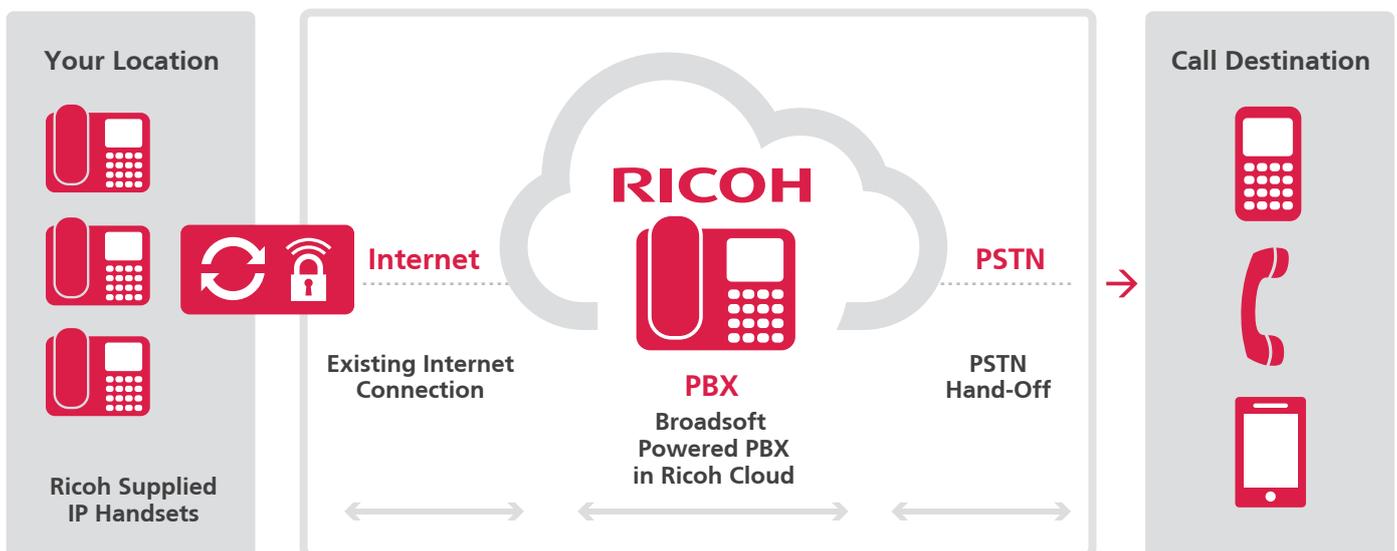
Whether you are a start-up business or well established organisation with your own IT staff, our hosted solution uses an IP network with a web-based configuration thereby reducing complexity and costs in comparison to traditional on-site phone systems.

Employees across your organisation get the same advanced functionality and take ownership of group features by administering changes themselves, ensuring standardisation and eliminating inefficiencies.

With Hosted Voice, your calls are routed digitally over the Internet or Private Network and a simple per-seat monthly fee ensures significant cost savings compared to on premise phone systems.

Best of all, Ricoh's Hosted Voice provides a unified voice solution that lets you focus on your core business by simplifying your communication needs with best of breed functionality with features that include:

- Unified Messaging: Voicemail is a standard, accessible through your phone but with Unified Messaging retrieve voicemail by email so important messages aren't missed
- Web-based administration: Manage your users, assets, and group features via an easy to use portal. Smart features such as Extension mobility mean your staff can use their extensions across any device
- Call control: Enable popular features such as Click-to-Call, Forwarding, and Do not Disturb. Let your users configure calls from their desktop to the appropriate device or user
- Unified Communications: Enable Voice, video, and messaging using the service. Enjoy improved connectivity via instant messaging with presence, desktop sharing and file transfer and finally seamless video calling from the feature-rich handsets
- Mobile phone Integration: Allows desk phone emulation on your mobile phones including seamless passing of calls between fixed and mobile network without hanging up



We hear you.

Handsets for all businesses

Ricoh understands your needs and is able to provide you with the latest high definition (HD) voice enabled Polycom handsets with a wide range of features in order to leverage the features of our Hosted Voice solution.

Starting with an entry-level business media phone VVX 300/310 to full unified communications functionality enabled VVX500, Ricoh can take your voice and video communications to the next level.

Features	VVX300	VVX400	VVX500
			
Screen	Monochrome	Colour	Colour, Touch Enabled
Audio	HD Voice	HD Voice	HD Voice
Lines (Registrations)	6	12	12
Call Recording	-	-	Using USB Connector
Video Conferencing	-	-	With Camera Accessory

Smart Systems Made Simple

Easy web-based management

Hosted Voice leverages the Broadworks Hosted PBX which is the industry leading software PBX. It includes an administrator portal to easily manage adds, moves, and changes to users.

Simple Maintenance

The software-based PBX is in the Cloud and maintained by Ricoh. What this means is that Ricoh will take care of all the maintenance of the server and implement any system updates or upgrades for you.

No Capex, simple per user Pricing

Ricoh supplies you with pre-configured handsets that are ready to be plugged in to your existing network connection. All you pay is a simple per-user monthly fee with no additional capital/equipment or maintenance costs for the duration of your contract.

Enhanced productivity and Collaboration

Hosted Voice enables mobility with regards to your extension and desk phone emulation on your mobile or desktop. With Instant Messaging (IM), presence and video, the benefits of unified communications are realised within your business.

Ricoh & IT Services Capability

Ricoh is a global organisation with proven experience in workplace technology. We own and operate a Cisco powered MPLS network and our partnership with Australia's leading telecommunication carriers ensures a wide selection of Access is available to your business. We back our service with stringent SLAs and support tailored to your unique requirements.

Key Benefits

Flexibility

- Add users or handsets to scale up or plan upgrade
- Minimum IT help required for simple changes
- Enhanced features compared to a conventional on-site PBX

Cost Reduction

- No expensive hardware to purchase or maintain
- Lower total cost of ownership and manageable monthly costs
- Reduced capital expenses, convert to operational expenses

Productivity

- Improved productivity and ease of access for all users, regardless of location

Mobility

- Take your desk phone with you everywhere, enables hot-desking
- Desk phone emulation on the mobile ideal for remote workers and interstate teams.

Central Management

- Online portal for easy network management

Disaster Recovery & Business Continuity

- Built-in, customisable business continuity tools to protect vital communications from outages and natural disasters

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We're the IT
in everything.