Managed Telephone Services

What is the Managed Telephone Service?

Telephony can mean different things to different Institutions and individuals within the University. For some, it is simply ensuring a reliable dial tone when you pick up your handset. To others, it can be a vital part of their operations, e.g. call centres, sales offices, cash point systems, and teleconferencing.

Whatever the need, a standard or bespoke service can be provided at a cost far less than a commercial provider. All solutions include a management suite devolving control of many vital functions directly to your Institution. Further, maintenance, upgrades (as technology advances), access to systems, e.g. voicemail/call logging, and many other features are included in the basic costs.

Features

- Wide range of handsets and other peripherals to suit your individual requirements.
- Flexible suite of applications plus the ability to provide tailored automated voice menus.
- Future proof investment – all upgrades and maintenance included in the price.
- Devolved management to help you help yourselves when convenient – and a dedicated help desk when it is not.
- Voicemail, individual call logging, and other features available as standard.
- Fax to email service – no more wasted paper receiving junk faxes
- Audio Conference service – simple dial-in audio conferences, without the cost

http://www.phone.cam.ac.uk/
Managing Telephones

Managing a telephone system at an Institutional level is challenging and time consuming. Our telephony service is based on market leading products, carefully integrated, to provide an easy and reliable platform for you. We also take away much of the pain of dealing with telephony providers and use the University's size to negotiate better call rates than a single institution could achieve.

If problems do arise, then we are here to assist you in a variety of ways including an interactive management web site and specialised help desk staff available by phone or email.

Finally, we are constantly developing and looking for new ways to support you, e.g. remote working and better management pages, all of which are based on upon your feedback and needs!

Charging

Cost per handset £5/month plus VAT where applicable
Voicemail/Call Billing Included
Help desk support Included
Web management Included
Advanced development £POA

Further Information

Email: helpdesk@phone.cam.ac.uk
Web: www.phone.cam.ac.uk/
University Search: phone
Phone: 37070

Related services from the UCS

Videoconferencing

Managed services for institutions

Calendar – Google calendar with Raven authentication and calendars of University dates
Desktop – central filestore, managed print, application delivery, personal and group web pages
Directory – web- and email-based online directory with delegated management of content
Email – spam and virus filtering, managed mail domains, institutional mailing lists
Hosting – networked rackspace in a secure environment with redundant power, cooling, fire suppression
Consultancy and support – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
Network – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
Search – institutional control of quicklinks and filtered searches, for web and directory searching
Telephony – VoIP telephony with institutional call-logging and billing access
Training Facilities – training booking system for any course provider, bookable facilities, customised training courses
Video – recording, encoding, storing and streaming institutional video content
Videoconferencing – fully equipped central facility, equipment hire, consultancy on institutional facilities
Web – hosted web servers, Wikis and content management system

General contact for managed services: UCS Institution Liaison office
Phone: 34720/48477
Email: institution-liaison@ucs.cam.ac.uk
Web: http://www.ucs.cam.ac.uk/linkpages/managed

http://www.phone.cam.ac.uk/