



ICON Communicate

Faster communication and
more effective collaboration
with a single UCaaS solution

Customer concerns

Ever increasing technology demands on customers:

The need for business' communication systems to integrate smoothly with one another, as well as into continually growing data stores, is more important than ever. With this in mind, it is vital to keep an eye on innovation and one step ahead of the competition. However, finding time to do this on top of day-to-day activities can be challenging.

Handling IT resourcing dilemmas:

Change is inevitable; businesses may have to scale up or down quickly due to expansion or seasonal peaks, for example. IT projects handled inhouse require staff training to support this, which means time out of the office or time spent recruiting contract consultants. This can prove to be expensive, leading to less available resources for other business critical issues or removing dollars from a business's bottom line.

Keeping your business connected in real-time

Business growth can be difficult when teams can't collaborate and innovate.

Geographically dispersed teams, siloed departments, and human latency can create communication gaps that slow employees down and can lead to misunderstandings and mistakes.

Workforce mobility, video and chat are now as relevant as voice. Employees expect to be able to work from any location at any time, which sets a high bar for IT teams to deliver against.



What is ICON Communicate?

Handling these concerns can be time consuming and expensive. ICON Communicate is a cloud solution that can bring simplicity and cost efficiencies back into your business.

Maintel's ICON Communicate is vendor independent and can help you to continually evolve by embracing and integrating innovative new technologies. Amalgamate all your communication requirements such as network, connectivity, collaboration and applications to simplify your estate and act as a one stop shop for all your communication needs.

Inherently secure and compliant, ICON Communicate can meet your regulatory needs, including PCI compliance. With an end-to-end SLA and Flexible Commercial Model, tailor the service to enable you to focus on core business.

Working with Maintel means you have a trusted advisor who can design, deliver and support your ever changing communications needs.



Telephony

Enterprise class telephony capability from multiple technology vendors. Delivered via either an application on the PC, Mac, Smart Phone/Tablet or via a traditional desk phone.



Contact Center

Supports contact center options for customer engagement supporting conditional call routing, real-time reporting and performance analytics.



Unified communications

Enhance ICON Communicate with Presence and Multimedia Messaging, support for multiple devices whether mobile, tablet or laptop.



Upgrades

As a cloud service, ICON Communicate will always be up to date. Maintel provides you with peace of mind that all your key patches and upgrades are handled seamlessly and fitted in around your needs. It also provides additional capabilities such as with the latest security and compliance updates.



Collaboration

Integrates voice, video, tasks, sharing and more into one app accessed anywhere. It provides a simple and effective way to track communications and manage tasks.



Business continuity

ICON Communicate provides 99.999% Core voice availability. Maintel backs this up with contractual availability SLAs and support accessed through a self-service portal or our 24x7 Service Desk. Further critical availability options are available for customers who have a high value placed onto calls, such as blue light services or key financial institutions.



Connectivity

A private network is essential for providing a guaranteed Quality of service and enhanced visibility and control.

Maintel offers a suite of private connectivity services:

ICON Gateway for customers with an existing Wide Area Network (WAN) provider who just Require private access to the ICON Communicate Service ICON Connect, our fully managed Wide Area Network (WAN) service, which offers both traditional Multi-Protocol Label Switching (MPLS) and cutting-edge Software Defined WAN (SD-WAN) technologies.

Avaya Aura Feature Matrix

UC Bundles and Elements	Entry	Standard	Premium
Business Line Features	●	●	●
Voicemail	●	●	●
Spaces Meeting Room	●	●	●
Mobile Application Android & iOS	●	●	●
Space Messaging	●	●	●
File Sharing	1GB	●	●
Online Voice Conference	50 Participants	200 Participants	500 Participants
Desktop Sharing	●	●	●
1-on-1 video calling	●	●	●
Remote Worker	-	●	●
Soft Phone for Mobile/Laptop	-	●	●
Enterprise Single Sign On (Softphone)	-	●	●
Presence/Multimedia Messaging	-	●	●
Online Video Conference (Host)	-	200 Participants	500 Participants
Conference API Support	-	-	●
Conference dial-in Capabilities	-	-	●

Mitel Feature Matrix

UC Elements	Basic IPT	Standard IPT	Entry	Standard	Premium
Business Line Features	●	●	●	●	●
Voicemail	-	●	●	●	●
Basic UC Client, Contacts & Chat	●	●	●	●	●
E-mail forwarding	-	●	●	●	●
Twinning	-	-	●	●	●
Unified Messaging	-	-	●	●	●
Basic UC Client with Presence	-	-	●	●	●
Full UC Client Web or Desktop	-	-	-	●	●
PC Softphone	-	-	-	●	●
Teleworker	-	-	-	●	●
Conferencing & Collaboration	-	-	-	●	●
Mobile Client	-	-	-	-	●
Mobile Softphone	-	-	-	-	●
Call Handoff	-	-	-	-	●
SFDC/Google integration	-	-	-	-	●



Our ICON services

ICON is a powerful suite of flexible, secure and highly resilient managed connectivity and communications services from Maintel. The suite includes Unified Communications as a Service, Contact Centre as a Service, managed security, managed enterprise mobility and telephony and voice services.

Our ICON services deliver the technology and service capabilities you need to fulfill your communications needs and drive productivity across your business.

ICON Communicate delivers 99.999% availability and ensures your communications services are kept evergreen. Updating to our Premium support service gives you further peace of mind, removes management overheads and allows you to leverage the technologies whilst driving efficiencies.

ICON's flexibility allows you to select from a range of extensive options with simple transparent pricing, delivering the capabilities you need. Map the correct service to different service types or departments. ICON Services can also incorporate fully customised options if required, with bespoke design and integration requirements to suit your needs.

Contact us

† +44 (0)344 871 1122

e info@maintel.co.uk

w maintel.co.uk

 twitter.com/maintel

 linkedin.com/company/maintel