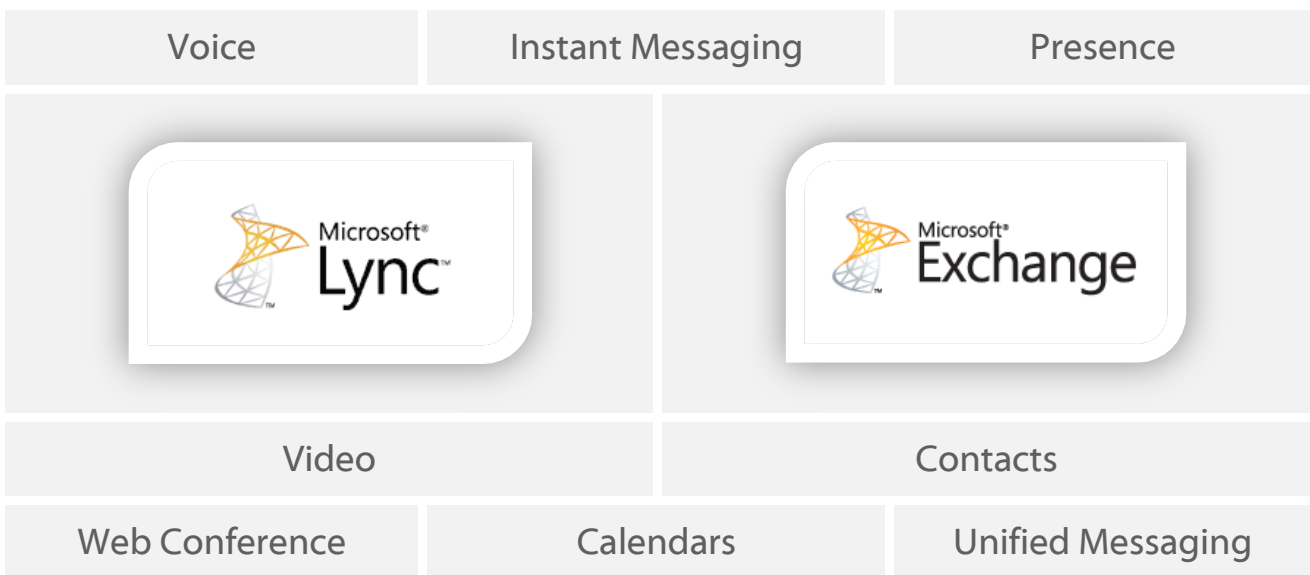


## MyCloud Dedicated Unified Communications (UC) Transforming Business Communications

Businesses need communications tools that make their work easier and are available anywhere, anytime – including within the context of other applications. MyCloud UC provides a single interface that unites all the elements the modern organisation needs to enjoy flexible rich communication with colleagues, partners and customers.



Hosted Microsoft Lync Server 2010, Microsoft Exchange 2010, Cerberus SIP trunks and Cerberus UC-optimised connectivity combine to deliver the most integrated and effective communications platform for businesses of all sizes, and at an affordable price. These services provide an unrivalled end-to-end experience, accountability and joined-up service delivery to enable business to dramatically increase productivity and drive down costs.



### MyCloud UC Benefits

#### Integrated Telecoms & IT

Full PBX capabilities integrated with Exchange 2010 and Cerberus SIP trunks to reduce external call costs.

#### Control Costs

Reduce travel and communication costs by routing calls over your IP network using built-in video and voice conferencing facilities.

#### Improve Productivity

Use presence to see availability of colleagues and choose the most effective way of communicating including desktop sharing in real time.

#### Support mobile workers

Access vital business tools and information through any internet enabled device via Microsoft Lync 2010 without the need for VPNs.

#### Be more responsive

IM and group chat allows disparate groups to communicate instantly, minimising delays when answers to questions are needed quickly.



## MyCloud UC Features

### Unified Experience

Access presence, instant messaging, voice, video and Web conferencing in a single interface.

### Desktop Integration

Communicate from within the applications you use every day, including Microsoft Outlook and Microsoft SharePoint.

### Screen Sharing and Presentations

Collaborate more effectively with built-in desktop and application sharing.

### Enterprise PBX

MyCloud UC delivers Enterprise voice features, giving users the ability to seamlessly work in the office, at home or on the road.

### Managed SIP Services

Full integration with Cerberus SIP trunks for external IP telephony delivering reduced call charges to UK & international numbers

## Full Integration between Lync 2010 and Microsoft Exchange 2010

All users of our Microsoft Exchange 2010 services can experience fully integrated next-generation communications with colleagues and external contacts using Lync 2010. This service provides

- presence to let colleagues see at a glance whether you are free or busy based on Outlook calendar status and user activity
- internal voice and video calling and conferencing
- external telephony using SIP calling

## Cerberus SIP Trunks

Adding Cerberus SIP trunks to your MyCloud UC service integrates external telephony to your UC solution. This reduces the cost of outbound calls and providing flexible inbound call-routing options for groups and individuals including hunt groups, auto-attendant and voicemail delivered direct to your inbox.

Unlike traditional phone lines, SIP trunks are scalable on a per line basis and are not tied to geographical locations. Calls within and between connected sites are free, whilst all other calls use competitive Cerberus voice tariffs, lowering costs even further.

## VoIP and SIP Benefits

### Reduce Costs

Reduce the total number of lines required. Eliminate charges for calls between sites that use the Lync service and enjoy very competitively priced rates for outbound calls.

### Flexible Numbering

Keep existing telephone numbers and add other new numbers in area codes as needed. Inbound telephone numbers follow users wherever they are; in the office, at home or on the road.

### Scalable

The number of active SIP trunks and DDIs can be scaled up or down almost immediately according to demand.

### Simplified Management

Management of telephony and messaging complement a converged network with lower costs and simplified architecture.

## MyCloud UC Optimised Connectivity

Cerberus Cloud Connect services provide the very best connectivity to your hosted communications services.

With a full range of optimised connectivity options for your UC solution, you can be assured that traffic is routed as efficiently as possible, providing consistently high call quality and service availability.

Using dedicated fibre links ensures very high levels of reliability and performance. Fibre connectivity allows expensive ISDN30 lines to be replaced whilst retaining existing service levels.

With speeds up from 2Mbps to 1Gbps available nationwide, Cloud Connect Ethernet provides the following benefits over alternate solutions

- Symmetric bandwidth over fibre to 1Gbps
- Bonded ADSL2+ services offering up to 40Mbps down and 5Mbps up
- Consistently low latency and jitter – delivering traffic directly to your hosted communications services
- End-to-end accountability and joined-up service delivery
- Additional traffic management and QoS profiles to guarantee traffic as required

## Putting you in control, backed by 24x7 Support and Assistance

Cerberus Networks was founded on the principles of mutual trust and excellence in customer service. We support our customers at every turn, from signing up with us to ongoing service.

With Cerberus Dedicated UC, we provide a highly fault tolerant, flexible and scalable application platform and put you in control of managing your users. If you have your own Microsoft Active Directory infrastructure we will join your hosted Lync and Exchange servers to your domain to deliver simple integrated management across your whole organisation.

If you need to resolve a technical issue with the platform or if you wish to take advantage of expert configuration assistance you can contact our 24/7 helpdesk for telephone and email support. You can also use our online support portal to raise and track your issue.

Cerberus customers also benefit from having a dedicated account management and regular service reviews.



## Choose the right MyCloud UC for your organisation

MyCloud Dedicated UC	MyCloud UC
Dedicated servers	Shared server array
Your Domain	MyCloud Domain with Active Directory Sync
Manage users as part of your own AD infrastructure	Manage users and services via Web control panel
Exchange 2010 + Lync 2010	Exchange 2010 + OCS 2007 R2
Per server + Per user charges	Per user charges only

## Flexible and scalable hosted Unified Communications

Services are charged on a simple monthly basis. All services are subject to a minimum 12 month contract.

Hosted Microsoft Lync 2010	Price/Month
Lync Server – Up to 50 Users	£60.00
Lync Server – 51 - 100 Users	£90.00
Lync Server – 101 - 250 Users	£120.00
Microsoft Lync 2010 Standard Instant Messaging, Presence, Group chat	£4.00
Microsoft Lync 2010 Enterprise Standard + Audio, Video, Web Conferencing, Desktop Sharing	£8.00
Microsoft Lync 2010 Plus Standard + Audio, Video, Web Conferencing, Desktop Sharing	£8.00
Microsoft Lync 2010 Enterprise Plus Standard + Audio, Video, and Web Conferencing, Desktop Sharing, Voice Telephony, Call Management	£12.00

SIP Telephony Services	Price/Month
SIP Trunk – 1 Inbound/Outbound External Call	£5.00
DDI x 5 – Geographic Numbers (call charges as per SIP rate card provided separately)	£1.00

Lync and Telephony Setup	Price
Lync Server – Up to 50 Users	£250.00
Lync Server – 51 - 100 Users	£500.00
Lync Server – 101 - 250 Users	£750.00
Call Queue	£120.00
Hunt Group	£40.00
SIP Trunk	£5.00
DDI x 5	£0.00
Number Porting – up to 10 Numbers	£10.00

Hosted Microsoft Exchange 2010	Price/Month
Exchange Server – Up to 50 Users	£40.00
Exchange Server – 51 - 100 Users	£60.00
Exchange Server – 101 - 250 Users	£80.00
Microsoft Exchange 2010 Enterprise Subscription Outlook Access, Pooled Storage, Unified Messaging	£4.00
Microsoft Exchange 2010 Enterprise Subscription Outlook Access, Pooled Storage, Unified Messaging, Outlook 2010 License Subscription	£5.50
100GB Pooled Storage	£20.00
200GB Pooled Storage	£40.00
500GB Pooled Storage	£80.00
1TB Pooled Storage	£150.00

Exchange Setup	Price
Exchange Server	£250.00

Support	Price
Platform Technical Support	
Configuration Support – 6 Incidents per month (15 minute incidents)	£30.00
Configuration Support – 10 Incidents per month (15 minute incidents)	£45.00
Configuration Support – 15 Incidents per month (15 minute incidents)	£60.00
Configuration Support – 25 Incidents per month (15 minute incidents)	£90.00

To discuss your requirements and for further information, please contact our sales team on **0845 257 1333** or via email at [sales@cerberusnetworks.co.uk](mailto:sales@cerberusnetworks.co.uk).