

MyCloud PBX

Next-generation business hosted telephony

IP telephony has transformed how organisations use voice communications. By allowing phone calls to and from anywhere when connected to the Internet, the old constraints of location and equipment have become a thing of the past.

Cerberus MyCloud PBX is suitable for businesses of all sizes. All that's needed is a handset or softphone on a computer or smartphone, and an Internet connection and you are connected to the company phone system. Whether in the office, at home or travelling, users can make and receive calls wherever and whenever they need to.

Users connect to the phone system using a data connection only. Internal calls are free and calls to the public phone network use highly resilient IP connections from the hosted system to the rest of the world.



Enterprise features at an affordable price

MyCloud PBX provides a wide range of business-ready features that make it ideal for all sizes of businesses. All users have a common feature set with no add-on licenses or bolt-ons - just simple all-inclusive licensing. Every MyCloud PBX user gets these and many other great features at no extra charge:

Extension with DDI, voicemail and music on hold	Hunt Groups for distributing calls effectively
Auto-attendants for guiding inbound callers to the right user or team, and call queues*	Conference calling internally and externally including WebMeeting with RTC*
Missed call notification and voicemail delivery by email	Call parking* and Call hold
Integration with Outlook for screen popping and call management	Built-in reporting* and Call logs
Automated call recording on all calls with pickup via management console or via softphone*	Presence, Chat and WebMeeting functions on softphones*
Automated Provisioning of handsets and softphones	Inbound Fax Server*

These additional features are also included for use in contact centre environments at no extra cost:

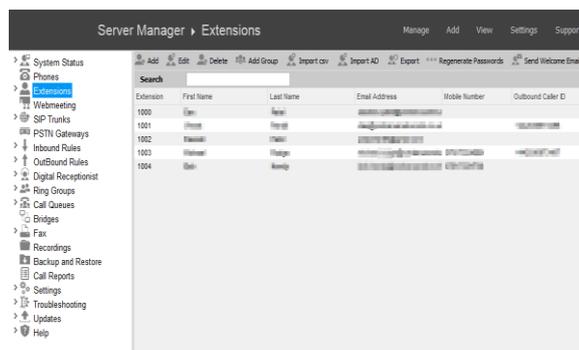
Wallboard application in softphone*	Advanced Queue Strategies and Queue Reports*
Barge In / Listen In / Whisper*	Real Time Queue Monitoring*
Hot-Desking*	SLA alerting/reporting*

All these features are easily configured and managed from the web management console and accessed via the free softphone clients for Windows and Mac.

By providing advanced facilities for inbound routing, queueing, call handling, supervision and reporting, MyCloud PBX enables you to deliver reliable, high quality and efficient service to your clients without relying on expensive 3rd party applications.



Easy management without the IT team



Using MyCloud PBX, administrators can control and manage the whole phone system, including users, numbers, voicemail, hunt groups and auto-attendants all via an intuitive web control panel.

The management console makes tasks like creating users, assigning phones and managing hunt groups and call queues quick and easy, even for non-technical staff. Access can be delegated to users or department administrators to allow managers the control that they need.

Low cost set-up and simple monthly per-channel billing

Provided as a hosted cloud-based service, MyCloud PBX is a powerful business phone system that gives you all the features and flexibility of an onsite solution at a fraction of the cost and with no up-front investment on system hardware. You can choose from a range of a business handsets or use existing hardware if supported and running up-to-date firmware.

As well as handsets, you also have the option to use an advanced softphone on your Windows PC, Mac, iPhone or Android device, for no extra cost. Set-up is a snap with centrally deployed configuration files that connect users in seconds.

Dramatically reduce call costs

MyCloud PBX services provide very cost-effective calling plans. All services include **UK geographical calls free of charge** (subject to AUP) and attractive rates on other destinations.

3 year contracts also include **free calls to UK mobiles** (subject to AUP).

All calls between users on the system are free of charge regardless of location.

Simple and flexible pricing

Pricing for MyCloud PBX services is based on number of concurrent calls, or 'channels' available to users for calls. Packages start with 4 external channels and a total of 8 concurrent calls (suitable for 5–20 users), up to 32 channels and 64 total concurrent calls, suitable for 80-160 users. The rental price is inclusive of the hosted PBX (using the on-premise appliance with Starter Edition), SIP rental, 24x7 technical support and 8x5 management assistance.

Business Continuity and Reliability

One of the great additional benefits of a hosted PBX service is the ability to work seamlessly through disruption at the office. Unexpected events such as snow, floods or strikes won't disrupt business. Because MyCloud PBX sits in the 'cloud', the service provides business continuity features that allow your organisation to carry on making and receiving calls. Any user that has an Internet connection at home can get online quickly and easily.*

If required, Cerberus can quickly redirect all inbound calls to mobiles or to another site allowing users to carry on business until your office is back online. And to maximise the reliability of your service, we provide multiple outbound routes for the call traffic using failover to a secondary SIP SBC.

* Feature not included with MyCloud PBX Starter Edition using on-premise hardware appliance

Fraud Protection

Fraud is an important consideration in modern business telephony. MyCloud PBX addresses the risk of fraud head on with two powerful protections:

MyCloud PBX is secure, only allowing calls from known and trusted Internet locations such as your office. Where possible Cerberus can also provide access to the MyCloud PBX over an encrypted IPSec VPN connection.

Secondly, MyCloud PBX will enforce daily and weekly call-spend limits. So even if you are the victim of an attack, perhaps by a disgruntled employee or other vector, you know that your liability for any fraudulent calls will be strictly limited by our fraud protection service, included as standard.

Attractive Business-Grade Handsets

To complement the excellent features of the MyCloud PBX IP Telephony platform, clients can choose from a range of stylish and intuitive handsets from leading vendors.

Cerberus supplies handsets and support services from preferred hardware vendors Yealink and Snom. However, MyCloud PBX has a wide range of supported hardware from many popular vendors including Polycom and Cisco.

For conferencing applications, MyCloud PBX supports the industry-leading Polycom SoundStation 5000, 6000 and 7000 devices. For other applications, MyCloud PBX supports a number of terminal adapters and door-phones to suite your needs.

For users that prefer to work from their Mac or PC, the MyCloud PBX Softphone client allows you to make and receive using a standard audio headset on your computer, and the softphones for iOS and Android allow you to connect to the service wherever you are.

All handsets supplied by Cerberus are delivered pre-configured and ready to use. If you already have supported handsets that you wish to use with MyCloud PBX, then you are welcome to use them for a small onboarding fee to ensure their full compatibility with MyCloud PBX.

Hot-Desking

Hot Desking allows multiple employees to share the same IP Phone. For example in a 24 hour call centre, multiple agents can share the same desk/IP Phone, at different times of the day. This in turn leads to a more efficient use of office space and equipment. MyCloud PBX supports hot-desking on the Yealink T41P, T42G, T46G and T48G models.

Business-Ready Technical and Management Support

Cerberus provides 24x7 technical support for MyCloud PBX via phone and email. Our team are on hand to assist with any faults with the service or your handsets.

We also include a specified number of 15-minute technical support incidents each month for administration and management support on any part of the system on an 8x5x8Hr or 8x5x4Hr basis. Our team are there to assist with any requirements you have.

Number Flexibility

MyCloud PBX allow clients to use geographical numbers from anywhere in the country as well as to port in existing UK geographical phone numbers from one or multiple sets of lines, wherever they are located.

We also provide non-geographic numbers and International inbound call routing to provide your organisation with a national or global presence.



Pricing

MyCloud PBX Hosted Business Telephony		Price/Month		
Contract Length		12 Months	24 Months	36 Months*
MyCloud PBX Starter Edition – 4 Channels (5-15 users)	4 concurrent external calls. 8 concurrent calls in total. Basic Feature Set On-premise appliance. 4x15-min admin incidents per month, 8x5x8Hr	£70.00	£65.00	£60.00
MyCloud PBX – 4 Channels (10-20 users)	4 concurrent external calls. 8 concurrent calls in total. 4x15-min admin incidents per month, 8x5x8Hr	£150.00	£145.00	£140.00
MyCloud PBX – 6 Channels (15-30 users)	6 concurrent external calls. 8 concurrent calls in total. 4x15-min admin incidents per month, 8x5x8Hr	£190.00	£180.00	£175.00
MyCloud PBX – 8 Channels (20-40 users)	8 concurrent external calls. 16 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£260.00	£250.00	£245.00
MyCloud PBX – 16 Channels (40-80 users)	16 concurrent external calls. 32 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£480.00	£450.00	£425.00
MyCloud PBX – 32 Channels (80-160 users)	32 concurrent external calls. 64 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£775.00	£745.00	£725.00

* 36 Month contracts include a free upgrade to include all UK mobile calls (subject to AUP)

Handsets*	Price/Month
Yealink T19P – 0 line keys, 132x64-pixel display, 2x100BaseT ports	£48.00
Yealink T21P – 2 line keys, 132x64-pixel display, 2x100BaseT ports	£63.00
Yealink T23G – 3 line keys, 132x64-pixel display, 2x1000BaseT ports	£75.00
Yealink T27P - 8 line keys, 3.66" 240x120-pixel display, 2x10/100BaseT ports	£95.00
Yealink T29G – 10 line keys, 4.3" 480x272-pixel colour display, 2x1000BaseT ports, USB	£146.00
Yealink T40P - 3 line keys, 2.3" 132x64-pixel display, 2x100BaseT ports	£84.00
Yealink T41P - 6 line keys, 2.7" 192x64-pixel display, 2x100BaseT ports	£96.00
Yealink T42G - 6 line keys, 2.7" 192x64-pixel display, 2x1000BaseT ports	£118.00
Yealink T46G - 10 line keys, 4.3" 480x272-pixel colour display, 2x1000BaseT ports	£168.00
Yealink T48G – 29 soft keys, 7" 800x480-pixel touch screen colour display, 2x1000BaseT ports	£222.00
Yealink W52P DECT – Base and Headset, including PSU	£89.00
Yealink EXP40 Expansion Module for the Yealink T46GN or T48G	£90.00
Yealink YHS32 Headset (purchase with handset)	£42.00
Polycom SoundStation IP 5000	£399.00
Polycom SoundStation IP 6000	£589.00
Polycom 2-Microphone Expansion Kit for the SoundStation IP6000	£229.00

Set-up Charges	Price
MyCloud PBX System Setup (no programming) – 4 Channels	£240.00
MyCloud PBX System Setup (no programming) – 8-16 Channels	£420.00
MyCloud PBX System Setup (no programming) – 32 Channels	£600.00
Number Porting – 1 Number	£25.00
Number Porting – Up to 10 ISDN/SIP Numbers	£100.00
Number Porting – Up to 100 ISDN/SIP Numbers	£200.00
Onboard Customer Handset (per handset)	£8.00
System Programming and Onsite Deployment	Quote

Prices exclude VAT

*Unless otherwise stated, all handsets are PoE enabled and do not include a PSU. Additional hardware options available upon request.

To discuss your requirements and for further information, please contact our sales team on **0345 257 1333** or via email at sales@cerberusnetworks.co.uk.