

## Open Communications Portal

In today's dynamic and customer-focused economy, the ground rules for competition constantly change. Companies are more collaborative and distributed, relying on an extended network of partners, suppliers and employees.

Propensity OCS is a carrier grade VoIP communication solution, designed to bring together your extended team. Built on the strength of the Siemens OpenScape, OCS is scalable and robust in a way which is of world standard. This new level of IP telephony and business applications, delivers a range of economic and operational advantages.

### Fully managed & hosted, business benefits include:

- Reduce operational costs
- Support of communications environment across the enterprise, office, home office and mobile locations
- Provide tangible improvements to the business, quickly and with minimal pain
- Support advanced applications, such as presence and instant messaging
- Integrate mobile workers into one seamless enterprise network
- Simplify the employees' lives and put them in control of their daily work
- Enable easy integration into the data infrastructure through flexible software architectures
- Maintain high reliability and survivability
- Support a broad array of SIP client devices

## Small Budget - Big Results.

With Propensity's OCP any business, big or small, can benefit from market leading Unified Communications, without having to invest a fortune in hardware. Our Communications as a Service (CaaS) package delivers the world recognised features of the Siemens OpenScape at a fraction of a "traditional PABX" price.

## Hosted & Managed

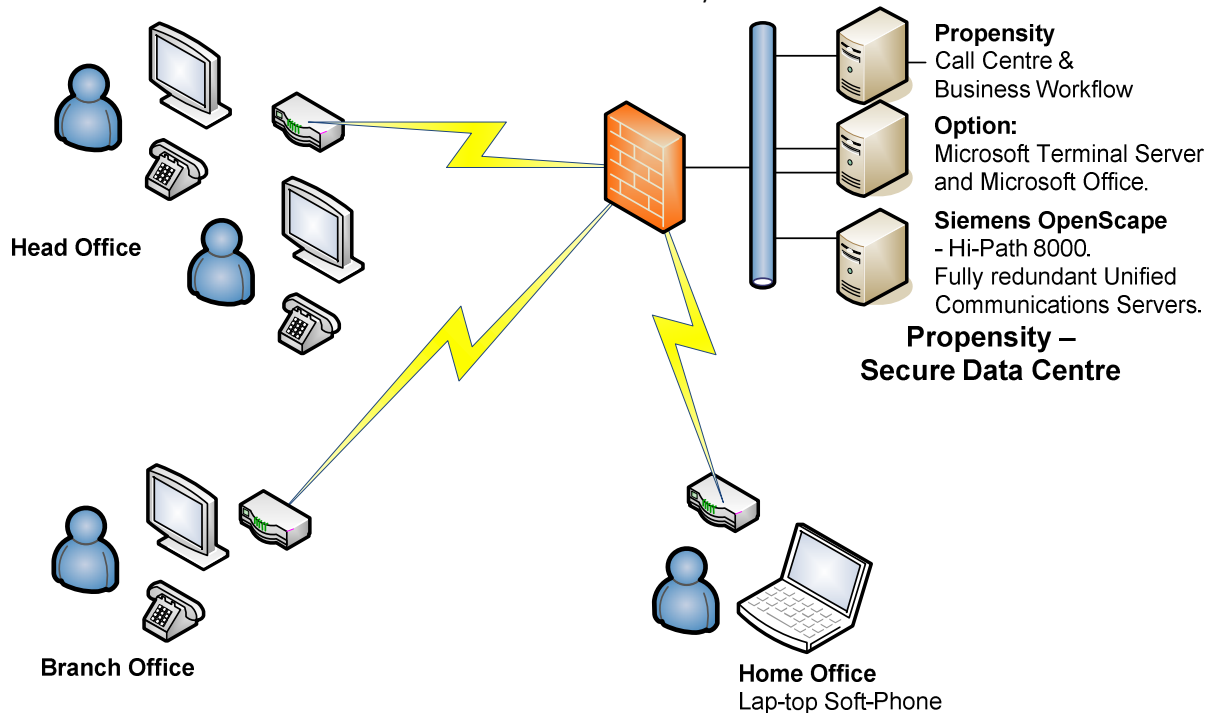
With Propensity OCP you don't need any onsite PABX hardware. The entire solution can be hosted and managed in our secure data centre.

When you select Propensity, your business will benefit from the very first day with; affordable start-up costs, flexibility to grow and change with your business and improved cash-flow – you only pay for what you use.

## Anywhere - Anytime.

Our hosted solution is fast and simple to deploy. Wherever your team is found, they can quickly connect to "your PABX", a truly enterprise phone system, dedicated to your business.

Branch offices, home-office, a rep on the road, can easily connect to the Propensity OCP secure voice portal. No matter how geographically dispersed – your team are in contact with one another, and your customers can always reach them.



### Fully Featured

With Propensity your phone system is configured specifically for your business needs.

With standard features including; voice mail, attendant console, ring-groups, unified messaging.

And with options that range to our fully featured Call Centre and Propensity's business work-flow tools.

### Features at a Glance

- Fully Managed, quick setup, low initial investment and SLA assurance
- A "single" PABX deployed across multi regions. Free On-Net calls between offices Australia-wide
- Customer Service - Appear as one organisation.
- Supported by the full range of Siemens OpenStage IP phone handsets.
- Call Forward to any number; internal, extension, mobile, or landline.
- Voicemail for every extension. Option - Email / Voicemail integration.
- In-dial/Direct-dial available for every extension.
- Online configuration and extension level Call Detail h(CDR) .

### Call Centre Options –

- Automatic Call Distribution (ACD), with real-time agent level reporting.
- Skills based routing.
- 100% agent voice recording.
- Business tailored network IVR

### Deployment Options

Propensity is the first Australian Partner of Siemens Enterprise Communications to be certified to host Siemens OpenScape Voice as an offering for Business, Enterprise and Government clients.

Powered by Siemens HiPath 8000, Propensity's hosted PABX delivers high quality service and the features of this high-end PABX platform - at a fraction of the normal cost.

### On Our Site - Fully Hosted

With Propensity Hosted, you don't need expensive PABX hardware on your site, our PABX is delivered to you, anywhere/anytime, as a service from Propensity's secure data centre. When you select Propensity's Hosted PABX your business will benefit with an affordable and flexible design that grows with your business.

### On Your Site – Fully Managed

For large enterprise customers, Propensity OCP can be located on your site, and supplied as a fully managed service.

In addition, the platform has a full redundancy option, so whatever network topology is selected, full fail-over redundancy and hDisaster Recovery needs can be met .

Propensity Open Communications Portal is a great way for your business to benefit with - improved operational efficiency, reduce costs, and the elimination of unnecessary business expenses.

With the strength of Siemens OpenScape Voice platform, OCP is an efficient communication solution that reduces network & operational costs, including IT/support headcount and other hidden costs of ownership.

To learn more about Propensity Open Communications Portal and to get information on your nearest Siemens reseller, please contact Propensity:

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