

# Unified Communications as a Service

from NTT Communications



# Cloud-based communication services to change the way you work

With Arcstar Unified Communications as a Service (Arcstar UCaaS) from NTT Communications, your business can reduce total cost of ownership, deploy flexibly and enhance employee productivity and effectiveness

## GLOBAL BUSINESS EXPANSION

In the midst of globalization, enterprises are facing communications challenges: geographically dispersed employees, reduced travel and budgets and the need to manage multiple IT and communications infrastructures all make it difficult to share information and seamlessly communicate with each other.

NTT Communications can help you overcome these issues and improve the competitiveness of your enterprise with Arcstar UCaaS. By using a unified communication environment, not only is communication and collaboration improved, but customer care and decision making are more effective, less dependent on time or place. Arcstar UCaaS can be used remotely from any location by using a range of devices, making communication and information sharing seamless.

## ARCSTAR UCaaS

Arcstar UCaaS is a cloud-based unified communications service package designed to facilitate effective collaboration between employees in multiple locations. Voice calls, presence management, voice mail, instant messaging, video/web conferences, and many other communication features are integrated in one instance to speed up information sharing and decision making.



## ARCSTAR UCaaS BENEFITS

### Reduce Total Cost of Ownership (TCO)

You can reduce, or even remove, communications facility investments, operations and maintenance expenses, and costs for data centers. Traveling costs and outbound call charges can also be reduced by using conferencing solutions and Arcstar SIP Trunking features (where available).

### Deploy flexibly

Under Arcstar UCaaS, user profiles can be purchased as needed without any volume commitment. You can evaluate the services to expand the number of users at your pace. Optimize your investment by paying only for the number of users you need.

### Enhance productivity and effectiveness

Arcstar UCaaS allows employees to communicate wherever they are and at any time. Faster agreements on action items and more interactive, real-time exchanges mean employees can better contribute to business success.

### Reduced Complexity

To reduce operational and administrative complexities normally associated with changes to your communications estate, Arcstar UCaaS provides customers with an intuitive user portal. This provides a simplified interface for administrators and end users giving them the flexibility to perform changes to their estate.

# Effective collaboration over secure and high-quality global networks

Unify your communication environment with a variety of tools and features with Arcstar UCaaS from NTT Communications

## SELECT FUNCTIONS

### IP Telephony (Basic/enhanced):

Provides telephony features such as inbound/outbound call, auto forwarding, re-dial, music on hold, speed dial, click to call, multiple line and call back.

### Voice and Web Conferencing:

Facilitate meetings between dispersed and distant locations with a shared desktop view, applications and a whiteboard for a collaborative work environment for participants.

### Presence and Instant Messaging (IM):

Show user presence and availability for a real-time chat.

### Mobile Client for Smartphones:

Supports smartphones as endpoint communication devices for wireless local area networks and/or mobile carrier networks.

## HOW THE SERVICE WORKS

With Arcstar UCaaS, the same tools can be used in every office in a unified communication environment. The service changes the way you work, allowing easy and real-time communications with your business associates in remote locations over secure and high-quality global networks. A unified communication environment can facilitate effective collaboration for increased efficiency and productivity.

### Arcstar UCaaS will help when:

You are waiting for an important call but you may be away from your desk. The Single Number Reach function rings both your desk phone and mobile phone simultaneously, no matter where you are.

You want to set up a teleconference between project members in Tokyo and London. The Presence and Instant Messaging and Voice and Web Conferencing function will provide immediate confirmation of participants availability in both locations and an invitation will be sent to them to join the teleconference using instant messaging. Participants can share meeting documents through web conferencing and reach a quick agreement.

You need to reduce growing voice call expenses at your global organization. While Arcstar UCaaS will reduce internal call costs among global offices, using Arcstar SIP Trunking will reduce external call costs to partners and clients worldwide. Instant Messaging can also reduce the expenses associated with voice calls by facilitating information sharing and decision making without calling at all.

## WHY NTT COMMUNICATIONS ARCSTAR UCaaS?

### Seamless WAN and LAN Network Configuration

Arcstar UCaaS uses both WAN and LAN Quality of Service for optimal voice quality. The call admission control function is also available according to WAN bandwidth.

### Global Coverage

Arcstar UCaaS applications are under-pinned by a highly reliable global MPLS IP-VPN and our cloud-optimized Universal One™ network. These networks cover 158 countries and are managed end-to-end by NTT Communications.

### One-Stop Operation

NTT Communications provides a consolidated operation service for reduced TCO and consistent support worldwide.

Contact Us: [info@ntt.eu](mailto:info@ntt.eu)



[www.eu.ntt.com](http://www.eu.ntt.com)

NTT Communications offices in Europe and the Middle East

NTT Europe Ltd. (Headquarters)

3rd Floor, Devon House  
58–60 St. Katharine's Way  
London E1W 1LB  
United Kingdom

Benelux  
+31 23 569 8340

France  
+33 1 73 02 02 03

Germany  
+49 69 1338 68 000

Spain  
+34 902 250 280

Sweden  
+46 8 27 81 04

United Arab Emirates  
+971 4 426 4866

United Kingdom  
+44 20 7977 1000

Connect with us:



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