CBTS

Technology of People, Innovation and Simplicity

Embracing the Cloud

Next Generation Telephony Solution (NGTS)

Chris Burns - Account Manager - CBTS

A *Wall Street Journal* Bestseller

Now with an A–Z guide to the companies leading the switch

THE BIG SWITCH

REWIRING THE WORLD, FROM EDISON TO GOOGLE

"*Future Shock* for the Web-apps era. . . . Compulsively readable—for nontechies, too—as it compellingly weaves together news stories, anecdotes, and data." —***Fast Company***

NICHOLAS CARR

author of "Is Google Making Us Stupid?"

QCENGLISH.COM

What is NGTS?

- > Cloud VOIP
- > CBTS Hosted
- > State, Local Government
- > K-12, Higher Education
- > 10+ year contract
- > Strength of OARnet

Next Generation Telephony Solution

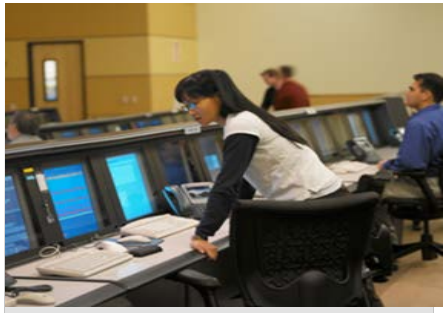
Current State

Online

- 23,000+ users and endpoints
- Over 70 Unique Customers and agencies
- 1.9M calls/mnth

Call Center

- 23 unique call centers
- 500+ agents
- Growing portfolio of enhancements



Staffed

- 15 dedicated resources and growing
- 2300+ change and incident tickets/mnth

Supported

- Csat Rating 4.65 for end user experience
- SLA compliance for ALL contractual elements

*The Bureau of Workman's Compensation reports over **18 months** that they **saved nearly $750K** by leveraging NGTS. OBM reports that over this **18 month** period, the State of Ohio **saved $5.3M**, again leveraging NGTS. - Stu Davis, CIO, State of Ohio*

1873
First independent telephone company formed

1992
First in the nation to deploy SONET Ring technology

1994
First in the nation to deploy Metro Ethernet services

1997
First ADSL installation in North America

1998
CBIS and MATRIXX Marketing merged and IPO to form Convergys

2002
Early IP Telephony adopter

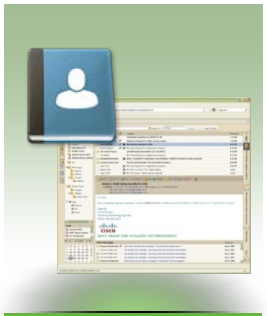
2008
Virtual Data Center is born

2013
Leader in Datacenter business

Cincinnati Bell History

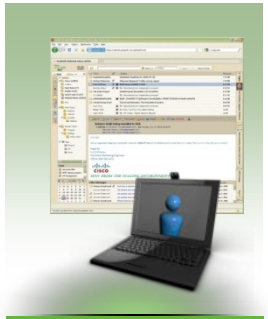
What's in the box

IP Communications



Integrated Voice Mail and Messaging

P2P and Multipoint Video



Audio Conferencing

Contact Center

Mobility

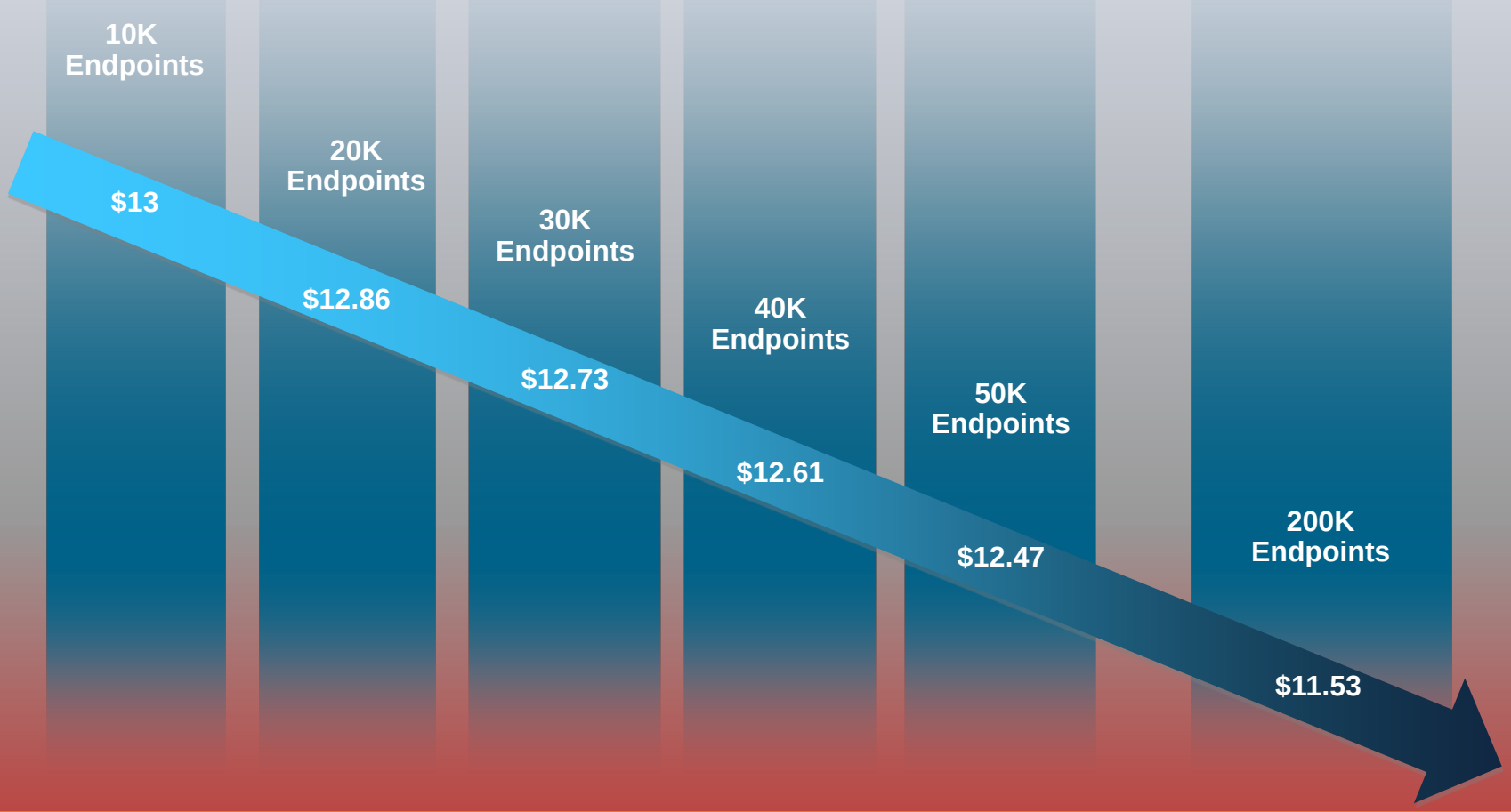
VOICE > MESSAGING > CONFERENCING > CALL CENTER > MOBILITY

Predictable Monthly Cost

- Monthly pricing per endpoint
- Tiered pricing – the more that use it, the lower the price goes for EVERYONE!
- All of Ohio is a local call
- $.012/minute for LD outside of OH
- Basic service includes P2P video
- No install or MACD charges
- Toll Free Offering of $.0135/minute

Tiered Pricing

The monthly cost per endpoint decreases with the number of users



2K Endpoints Deployed as of April 2015

Profiles

Basic

- Voicemail
- Any single device
- Single Number Reach
- Corporate and Personal Address Book
- Speed dial/history
- P2P Video
- Audio conference
- ACD and Auto Attendants
- Encryption

Enhanced

- Multipoint Video
- Informacast Paging
- IP Softphone
- Multi-device / Mobility
- Expressway
- Jabber

Miscellaneous

- Conference Room
- Public Areas
- No voicemail
- No assigned user

Analog

- Support for legacy analog faxing capabilities

Profiles to meet specific needs

Usability and Safety

- ADA Compliance and Accessaphone
- Enhanced 911 and Life Safety Notification
- Informacast Paging
- Verasmart Call Detail Reporting

Call Centers

- Full featured Contact Center
- Basic and Enhanced platforms
- Reporting
- Call Recording

Business Services

- Audio conferencing
- Auto Attendants
- Attendant Console
- Self Service Tools
- Toll Free
- Fax-to-Email

Feature Rich

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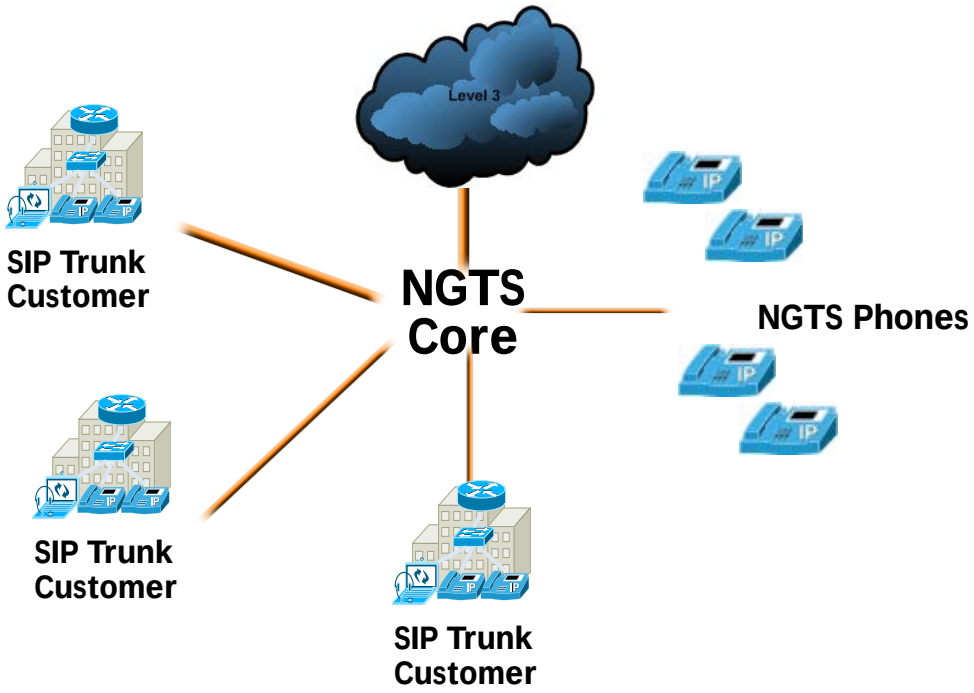
Video Rich Environment

- Rich and immersive hosted Voice and Video
- Multi-vendor inter-operability and support
- Tremendous number of cost savings use-cases

VOICE > MESSAGING > CONFERENCING > CALL CENTER > MOBILITY

SIP Trunk Service

- Provide existing telephony infrastructure with NGTS services
- Extends infrastructure into the NGTS cloud.
- Leverages existing investment
- Bridges the gap



- ✓ **All Ohio calls are Local Calls**
- ✓ **Leverage LD rate**
- ✓ **Share video and collaboration**
- ✓ **Leverage Toll Free offering**
- ✓ **Centralized trunk savings**

It's online now!

Proven

22,000+ users already on the system including multiple state agencies and universities

Expanding

Adding features every day:

- Toll Free
- Fax to Email
- B2B Video
- Cloud Conferencing

Competitive

- Pricing decreases at 30K users and again every 10K users!

Secure

IRS1075 compliant. Passed 2015 IRS audit for security and encryption.

PROVE > POWERFUL > COMPETITIVE > SMART

Dedicated and Embedded Support

FAQs

- What does the service include?
  - Phone ownership
- What's required to get onboard?
  - Cabling, POE switches, QoS, OARnet
- How does this compare apples to apples vs. my current costs?
  - CAPex VS Opex
- Can I use existing phones?
  - Supported models
- What about survivability?
  - SRST

Questions / Next Steps

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