



HOSTED PBX OFFERING FOR PRIVATE LABEL PARTNERS

Hosted PBX is designed to be easy to set up and manage. However, your customers will benefit from the hands-on support from their trusted advisor.

There are many opportunities available to build additional services around hosted PBX - from initial set-up and configuration of phones and service, to ongoing support and maintenance. Additionally, you may find that your customers need to upgrade or enhance current data connections to support VoIP traffic.

Services that you could sell in addition to hosted PBX include:

IP PHONES

Whether your customer is using desktop phones, PC softphones, or mobile clients, each device will need to be sourced and configured with the proper settings. Phone-related billable events include:

- Reselling IP Phone hardware – if you need a supplier, we have a preferred vendor who can offer you a wide range of supported phones.
- IP Phone set-up – each phone will need to be configured with specific user settings for hosted PBX. You can pre-configure phones and ship them to your customers or install on-site.

SERVICE SET-UP

You can build a package for service set-up and support or bill on a per-hour basis. Typical set-up activities include:

- Assigning phone numbers and extensions
- Configuring Voice Menu automated attendant
- Configuring Hunt Groups

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CONNECTIVITY

Since hosted PBX is a VoIP-based service, your customers may need to reconfigure their current Internet connectivity which may include the addition of the following:

- Redundant data connections – your customers may wish to add additional broadband connections to ensure that their phones stay up even if their Internet connection goes down.
- Additional bandwidth – depending on their current Internet usage, your customers may wish to add more bandwidth to ensure their call quality is not impacted by heavy email or web traffic. You can perform a bandwidth test at <http://www.serverdata.net/speed>.

SUPPORT

You have many options to handle the billing of ongoing support and customer moves, adds, changes, and deletes, depending on what works best for you and your customer:

- Add support as a mark-up to the monthly cost on a per-user basis
- Create a hosted PBX support package for the account
- Charge for ongoing support on a per-event basis



For more Information regarding Intermedia's services please contact **Angela Mecca** by phone at **1-800-456-8000 ext 67040** or by email **angela.mecca@ingrammicro.com**

For more information, visit us at **www.ingrammicro.com/seismic** or call the Ingram Micro Services team at **(800) 705-7057, option 5**. For questions about our services, e-mail **saleservices@ingrammicro.com**.