



Redefining IP Communications

www.fuse2.net



Cloud PBX



Cloud Voicemail
and Fax



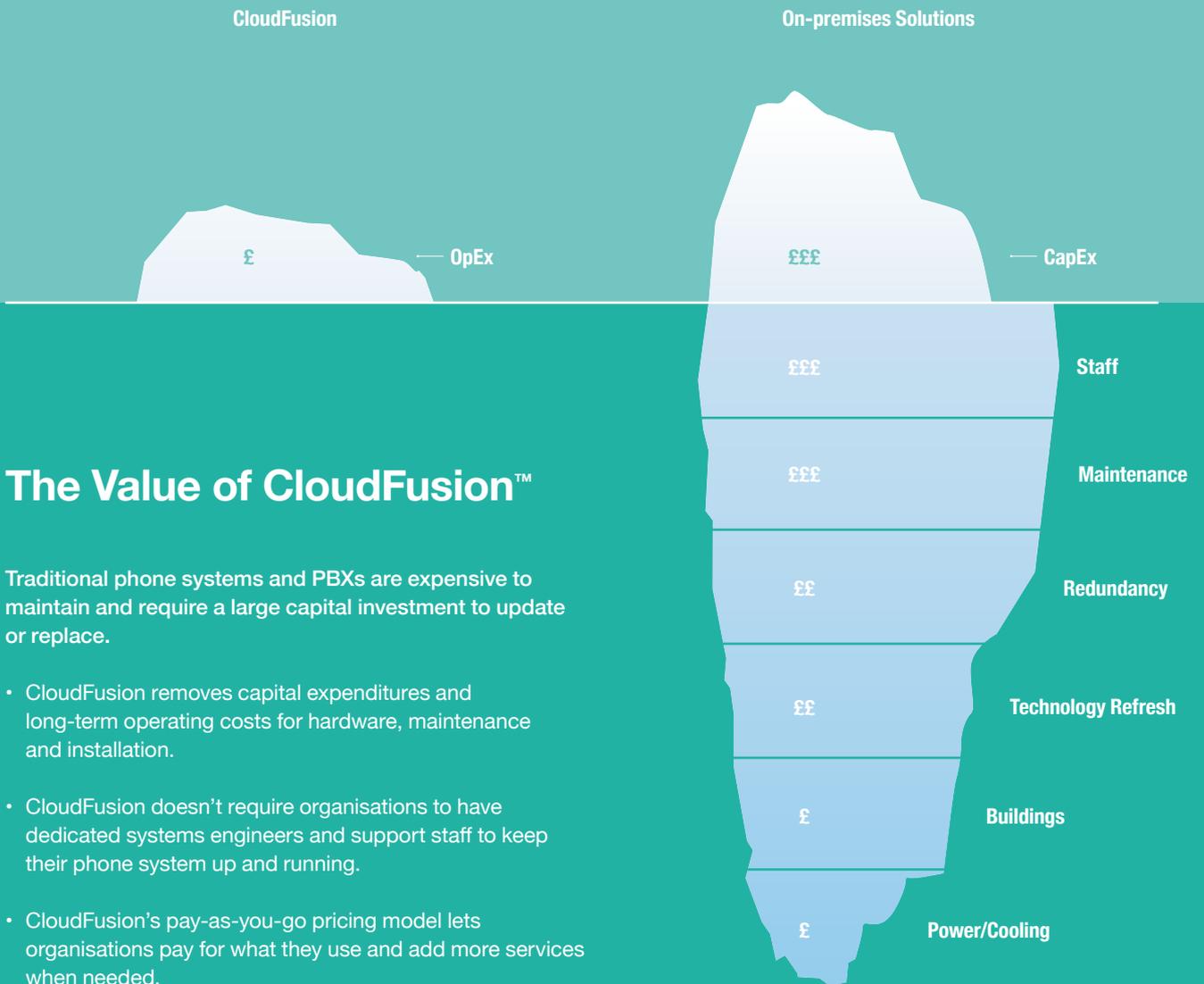
Cloud Collaboration
& SmartOffice

Introducing CloudFusion™

Organisations of all sizes are moving their business-critical services, such as email, ERP, and CRM, to the cloud because it is more cost-effective and flexible. They are moving their phone systems to the cloud too – and they are choosing CloudFusion.

CloudFusion delivers carrier-class cloud PBX and hosted business phone services with all the features organisations expect from a traditional phone system — plus unified communications. Services such as instant messaging, mobile apps, video conferencing and more.

CloudFusion takes all of the guesswork away by offering a cost-effective, pay-as-you-grow, service. It doesn't skimp on quality or features, it won't hurt the bottom line and it will continue to deliver innovative services year after year.



The Value of CloudFusion™

Traditional phone systems and PBXs are expensive to maintain and require a large capital investment to update or replace.

- CloudFusion removes capital expenditures and long-term operating costs for hardware, maintenance and installation.
- CloudFusion doesn't require organisations to have dedicated systems engineers and support staff to keep their phone system up and running.
- CloudFusion's pay-as-you-go pricing model lets organisations pay for what they use and add more services when needed.
- CloudFusion can integrate with an organisation's existing phone system, helping protect their existing investments while layering on new services and features.

The Benefits of CloudFusion™

The right cloud communications solution needs to be incredibly simple to use, and not require IT support. However, making CloudFusion easy to use doesn't mean limiting its capabilities.

From sophisticated mobile services to multi-media contact centres, CloudFusion delivers tools that improve user productivity and customer engagement. It has the scale and administrative tools to support one location or one thousand; offering the same features worldwide.

And CloudFusion is ready for the long haul, built with the same proven equipment that drives millions of lines at service providers across the globe. CloudFusion elements are anchored in geographically redundant data centres, offering piece of mind that CloudFusion is ready for almost anything.



Flexibility

Time – it's you and your team's most important resource. CloudFusion is designed to make users more productive wherever they need to work. In the office, in a home office, a hotel room, an airport or a coffee shop, CloudFusion keeps users connected and makes them more responsive to co-workers and customers.



Mobility

Imagine a unified communications solutions that allows one phone number to follow users wherever they go – accessible from their desk, their smartphone, their tablet, or on their laptop; from anywhere with an Internet connection. This is CloudFusion – your mobile office.



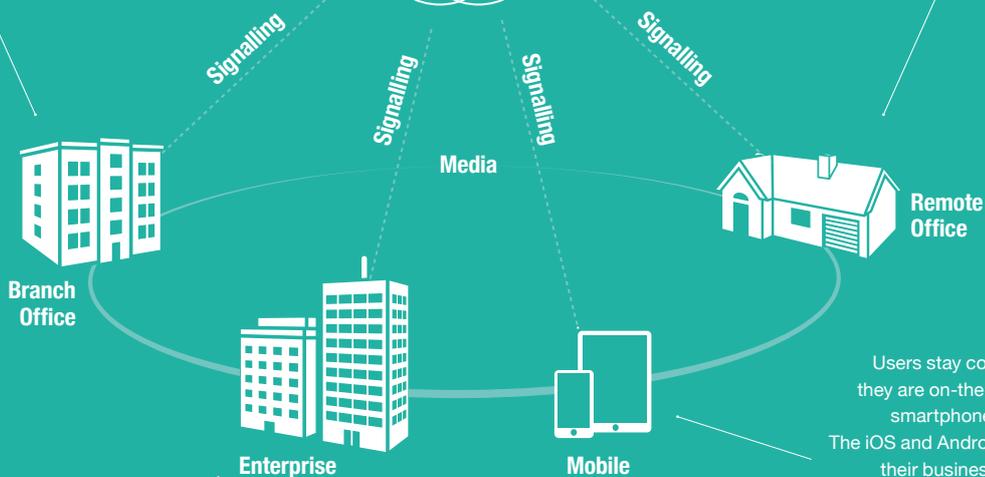
Expandability

With traditional on-premises solutions, you often have to plan and pay for future growth long before you even need it. CloudFusion lets you pay for what you need; adding, changing, moving users as needed. Opening a new office or store? With CloudFusion Cloud UC, there are no hidden hardware costs and you can manage all locations from one account.

Users in branch offices or remote campuses connect to CloudFusion without the need for additional hardware or separate account management.

Teleworks can be connected via telephones, mobile apps, or computer clients, becoming a seamless part of the communications network.

cloudfusion™



From 5, 10 or 10,000 users CloudFusion scales to meet the needs of any size organisation. Geo-redundant worldwide infrastructure makes CloudFusion a smart choice for multi-national organisations.

Users stay connected when they are on-the-go using their smartphones and tablets. The iOS and Android apps act as their business phone using the same number and providing UC features such as presence, instant messaging, conferencing, and more.

CloudFusion™ PBX

Looking for a business phone service that defies the traditional definition by delivering a full suite of communication tools? CloudFusion Cloud UC provides the flexibility you need to jump right into cloud communications or slowly migrate away from your existing solution.

The best part is that CloudFusion does all of this without customers having to install or maintain special telephony equipment and infrastructure. A user-friendly web portal allows organisations to easily add, remove, and update users without special training or IT staff.

Users get their phones, plug them into the network, and are ready to start working. With the same phone number, CloudFusion extends the capabilities of the phone system to smartphones, tablets, Windows and Mac clients, or even a web browser. Users gain the flexibility to choose how they want to use CloudFusion regardless of whether they are in the office, on the road or working from home.



Traditional Business Voice Services:

- HD Voice Quality
- Voicemail
- Find Me/Follow Me
- Assistant Console (Boss/Admin)
- Assistant Support / Boss Controls
- Attendant Console
- Hunt Groups
- Conferencing

Advanced Features:

- Call Grabber
- UC Collaboration
- Audio Conferencing Bridge
- Video Conferencing
- Presence/Instant Messaging
- Smartphone/Tablet Presence & Calling
- Web-based, Computer-Based and Mobile End-User Clients
- SmartOffice Collaboration

The most phone choices

Leverage the power and flexibility of the CloudFusion Cloud Unified Communications service on a wide variety of industry standard, SIP-based business phones. Unlike some of our competitors, CloudFusion doesn't try to lock you in with proprietary hardware or costly licenses; simply choose a SIP-based phone that meets the needs of each member of your team. Select the right device for each work environment: a speakerphone in the conference room, an attendant console for the receptionist, or a video-enabled display phone for an executive. No matter which phone you choose, CloudFusion will make it a powerful communication and collaboration tool.



Works Right Out of the Box

CloudFusion Cloud UC provides Zero Touch Provisioning with supported Polycom and Yealink phones. This means there is no IT requirement when installing phones. Simply provide the phone power and plug it into the network; CloudFusion automatically configures the phone.





Polycom: A Trusted Partner for IP Phones

Not only does CloudFusion Cloud UC support a wide-range of IP phones but we have forged a strong partnership with the market leader — Polycom. This relationship ensures ease of deployment, a quality user experience and support you can count on.



UNiStim - Leverage Legacy Nortel IP Phones

CloudFusion is the only cloud-based unified communications service that supports legacy Nortel IP phones running the UNiStim protocol. Often, 50% or more of a PBX upgrade is tied to phone costs. Organisations can realise the cost-effectiveness and flexibility of a cloud communications service while extending previous investments. Millions of UNiStim phones are CloudFusion cloud-ready, letting organisation migrate to the cloud today and replace phones over time.

Officially Supported Phones

CloudFusion delivers standards-based SIP call control that is compatible with hundreds of brands and models of phones. We simply can't test every brand or model so we focus our interoperability guides on the most popular products. However, we are testing new phones every day.

Have a specific phone that is not in the list below? Contact us and we'll let you know if we've tried it ourselves.

Telephone. 0330 088 0333

Polycom

- VVX Series**
- VVX 1500
 - VVX 600
 - VVX 500
 - VVX 410/400
 - VVX 310 /300

SoundPoint Series

- SoundPoint 650
- SoundPoint 560
- SoundPoint 550
- SoundPoint 335
- SoundPoint 321

SoundStation Series

- SoundStation 7000
- SoundStation 6000
- SoundStation 5000

Yealink

- T19P
- T22P
- T41P
- T46G
- SIP-T48G
- SIP-T42G
- SIP-T21P
- W52P (DECT)

Cisco

- Cisco 7960
- Cisco 7940
- Cisco SPA504G
- Cisco SPA303

Avaya

Avaya 1100/1200 Series

- Avaya 1230
- Avaya 1220
- Avaya 1140
- Avaya 1120

Avaya i2000 Series

- Avaya i2007
- Avaya i2004
- Avaya i2002

SpectraLink

- 8440

Moimstone

- IP255S

Aastra

- Aastra 6867i
- Aastra 6865i
- Aastra 6863i
- Aastra 6757i

LG

- LG 8840
- LG 8830
- LG 8820
- LG 8815



Take the Office with You

CloudFusion Cloud UC not only delivers carrier-class telephony throughout the office and enterprise, it also enables employees on-the-go to stay connected. Feature-rich apps for both iOS and Android connects smartphones and tablets to CloudFusion's telephony, conferencing, and collaboration services providing an in-the-office experience from virtually anywhere.

One Phone Number Simplicity

The demand for mobile enterprise communications is growing at record speeds as more of the workforce is working on-the-go or from remote offices. It's hard for organisations to keep users connected, to provide quality phone services and deliver advanced collaborative tools. CloudFusion solves this communication gap by giving organisations the ability to deliver feature-rich telephony and unified communications services directly to smartphones and tablets over Wi-Fi and 3G/LTE. With CloudFusion, users have just one phone number that can simultaneously be used by a desktop phone as well as clients for Windows, iOS, and Android – making it easy to work from anywhere.

One Business Directory with Presence & IM

CloudFusion provides a single business directory that provides presence information and instant messaging. Easily see who is online, on the phone, away, or offline. Presence is built into every CloudFusion smartphone app, making it easy to see everyone's status and send them an instant message or make an audio or video call with just one touch.

Call Grabber: Take Your Call with You

We have all been in the situation where we are on a phone call at our desk but needed to leave and either had to leave the call, missing important information or had to be late for the next appointment. Call Grabber lets users take the call with them. One click and the call is grabbed from the desk phone and transferred to the Nteract app, quickly and seamlessly. Easily grab the call again from your desk phone or other CloudFusion client.

Easy Conference Calls

The CloudFusion iOS and Android apps are integrated with the CloudFusion MeetMe conferencing service. Any time you host a call you'll see the names or caller-ID of each participant that joins (or leaves) the conference. You'll never wonder if someone is quietly listening in or waste your time taking a roll call or find out that "Bob" has dropped only after calling his name five times.



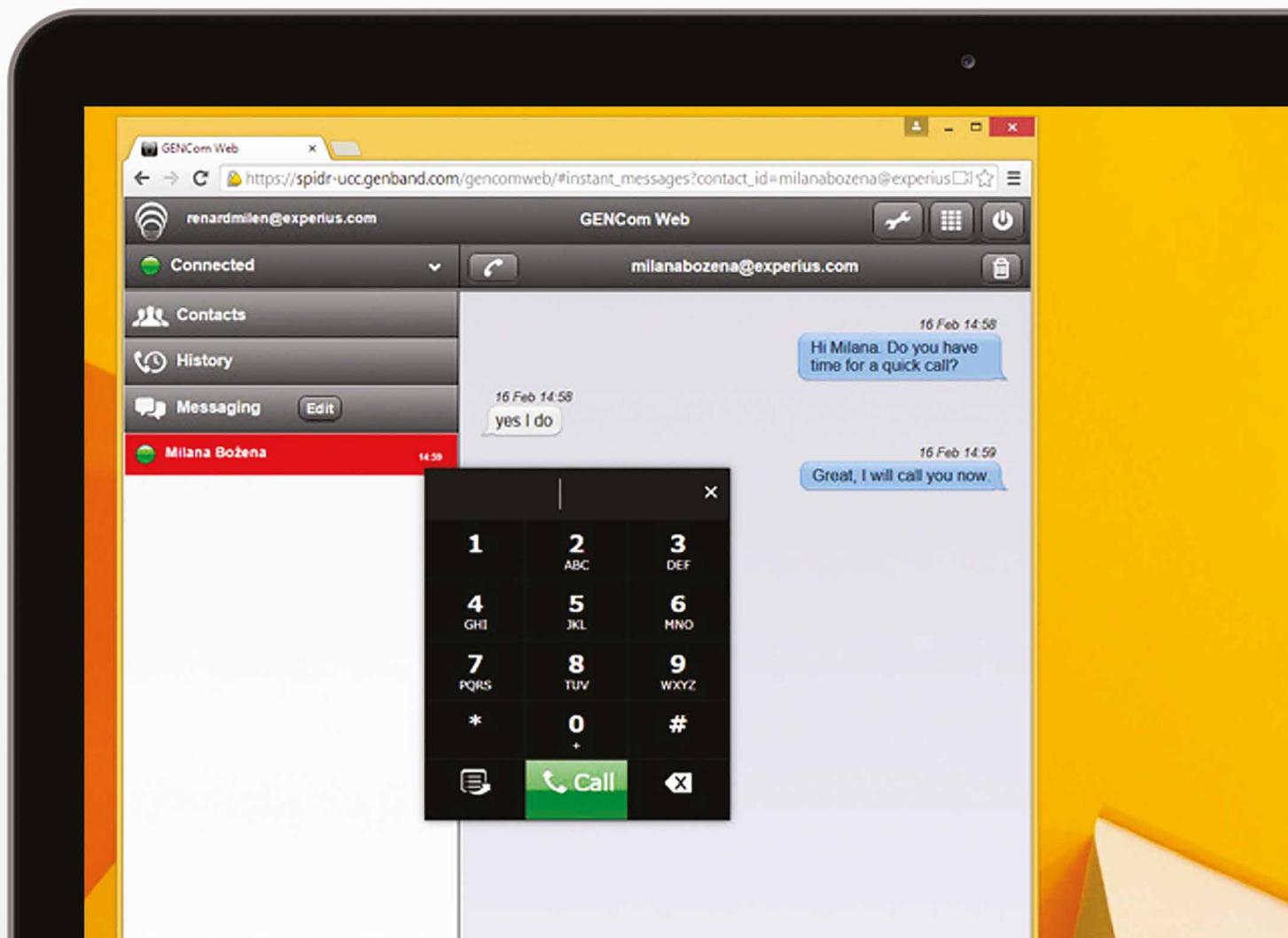
Phone and UC Services Without the Desk Phone

CloudFusion PC and Mac clients can replace or complement a traditional business phone. Use them in the office, in a home office or on the road; anywhere you have your computer and Internet access you have a complete unified communications experience (an office VPN connection is not required). Find co-workers using the built-in corporate directory, see their presence status, send/receive instant messages and make/receive voice and video calls. The client shares your business phone number, even if you also have a desk phone and/or a mobile client. The Windows client also includes a communication toolbar for Outlook and is supported on Windows tablets with touchscreen interfaces.

Unified Communications with Just a Web Browser

Web Real-Time Communications (WebRTC) is the web's hottest communications technology, driven by Internet powerhouses like Google and Mozilla (Firefox). CloudFusion leverages this innovation to bring our UC services to the billions of devices that already support a WebRTC compliant web browser. Just browse to our website and enter your CloudFusion credentials, in seconds your CloudFusion communication services are connected.

Make and receive voice/video calls from your office number, search the company directory, see a co-worker's presence status and send instant messages. With CloudFusion and WebRTC technology, you'll feel like you are using a separate application but it is simply a web page. You're used to logging into to email from anywhere – now the same concept is applied to the rest of your office communications.



Bring Teams Together in Real-time from Anywhere

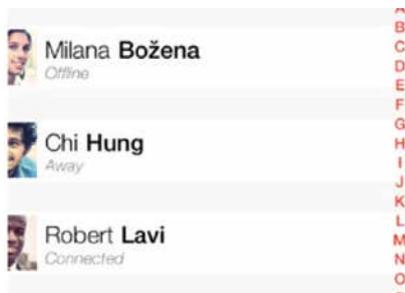
Even as we all carry more connected devices it can be harder than ever to get your team together to share information and get decisions made. CloudFusion helps cut through the clutter with simple tools that anyone can use to collaborate with co-workers and business partners.

CloudFusion communications clients provide transparent access to your office phone number on popular PCs, Macs and mobile devices. Presence shows who is available and the MeetMe Conferencing Service is always ready to host a collaboration session. CloudFusion provides a unified directory and integrated access to conference services so it doesn't take longer to start a conference than to discuss the topic at hand. As the host you'll see who has joined and left the conference without constant interruptions. CloudFusion helps you get more done.



Conference Calls Made Easy

CloudFusion MeetMe Conferencing is a breath of fresh air; every user gets their own dedicated access code that is always ready to use – no scheduling steps, no rotating access numbers. Better yet, MeetMe is tightly integrated into all CloudFusion clients so moderators can see who is joining and leaving their call; no distracting announcements (can be enabled as a preference), no unannounced listeners.



Real-time Presence Information

CloudFusion clients and apps can help your organisation reduce delays and increase productivity by providing real-time presence information of users. By seeing if their colleagues are “Available”, “On the Phone”, “Out of the Office”, or “Offline” users can take the most effective approach to contacting them.



Have a Quick Chat with IM

Sometimes users need to ask each other quick, time-sensitive, questions but don't want to risk them getting lost in an email or voicemail black hole. Other times, users need a clear back channel to share information without interrupting a phone call. CloudFusion's desktop, smartphone, and tablet clients not only provide quality communications services, directory services, and presence information, but also allow users to instant message quickly and easily.



Real-time Presence Information

People can't always get their point across with just words. Your unified communications solution needs to support video. CloudFusion Cloud UC and the CloudFusion Ntreact apps offer one-click video conferencing letting your users communicate visually. They can easily switch between instant messages, voice calls, and video conferences.

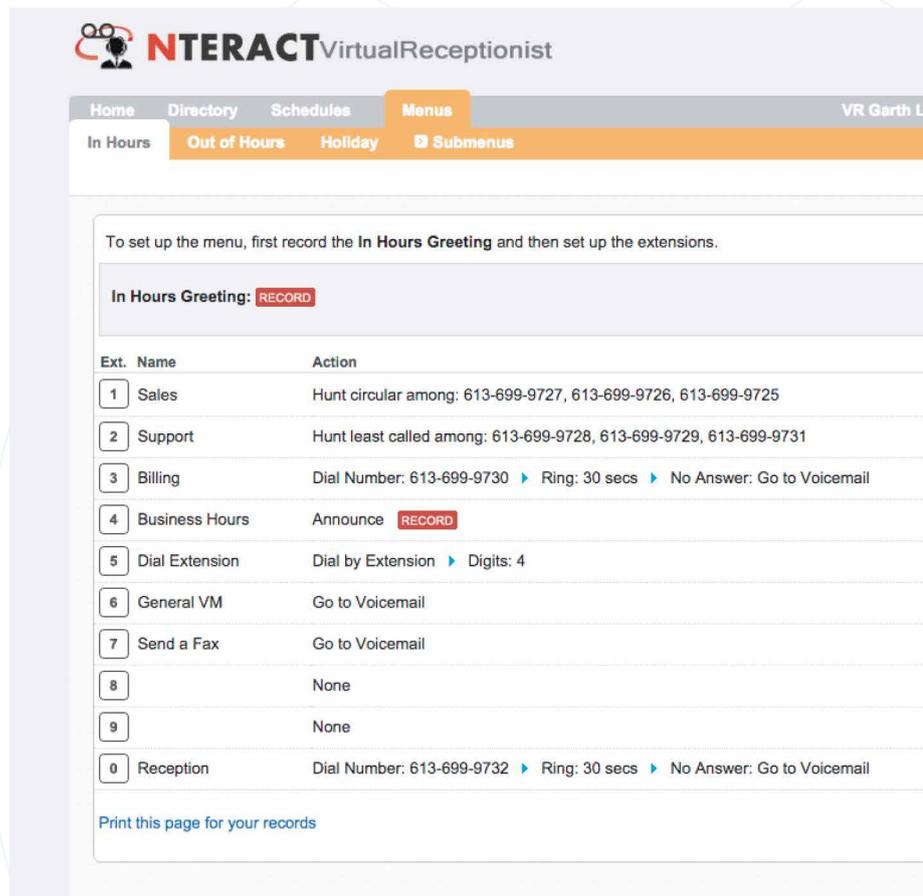
Nteract Virtual Receptionist

Be Sure Every Call to Your Business is Answered and Routed Efficiently, Day or Night.

The Nteract Virtual Receptionist can be your organisation's primary answering point or supplement a live receptionist; ideal for high-volume call environments or after-hours and over ow call routing.

An intuitive web portal makes it easy to define menu structures and routing selections. Multiple schedule options simplify call management at different times of day, day of the week and during holidays.

The Nteract Virtual Receptionist can easily manage large volumes of incoming calls and provide multiple levels of call handling for any business environment.



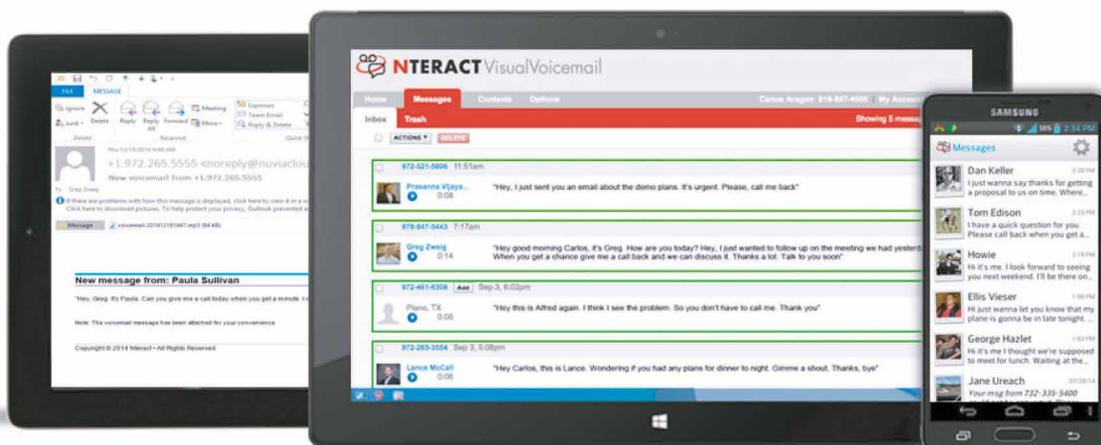
Stay Focused – CloudFusion Will Take a Message

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CloudFusion Smart Office™

Igniting a new age of mobility and productivity

Today's knowledge workers are highly mobile, leveraging a mix of their own (BYOD) or work-supplied smartphones and tablets to stay connected everywhere, redefining the meaning of being "in the office." Businesses are being driven to adopt new technologies that help employees collaborate effectively from anywhere, from any device, increasing the speed of business.

Consumer oriented Over-the-Top (OTT) services may be seen as a quick and cheap fix for feature-rich, cloud-based, collaboration services. Unfortunately, they lack the kinds of controls and consistency required to deliver enterprise-class, organisation-wide solutions. They fail to address appropriate management controls, security, interoperability and consistent services. CIO and IT managers, need simpler, safer, and more cost-effective means to unify communications.

CloudFusion's Smart Office solution is a Unified Communications solution that has been designed for a mobile world; revolutionising the way employees interact in the workplace. It is ready for work on a tablet, a smartphone, even on a WebRTC enabled browser. Smart Office allows enterprises to consolidate and simplify their employees' communications experience; making them more accessible and more productive. Smart Office can be rolled out as a hosted service from a service provider (UCaaS), deployed inside the enterprise or in a private cloud. Finally, one solution that increases collaboration and reduces decision making times as it simplifies integration of BYOD devices and mobility.

Smart Office contains multiple, high value services:

Clients

Choose clients for the way you work. PC, Mac, iOS and Android as well as WebRTC-enabled browsers. Just point and click to connect and collaborate. Manage IM, presence, group chat, voice, video and screen share from a single place. Use a unified enterprise directory to connect one or a dozen peers. Work from anywhere, don't wait to get back to the office to get more done.

Voice and Video Conferencing

Reservation-less conference services from anywhere. Skip the dedicated room and convoluted set-up, be ready to address that important discussion that closes deals and resolves issues. Just point, click and decide.



Screen Sharing

Share desktop content to large audiences, even invite guests in seconds. Escalate a call or video conference into a fully interactive sharing session. Improve productivity and avoid unnecessary travel.

Call Grabber

A fixed-mobile convergence service. Users can seamlessly grab a live call and move it from one device to another and move it back. No need to wait in the office for a call to end – grab it from a smartphone, or even a plain mobile, and take it along.

Intelligent Messaging

Increasing productivity can be as simple as prioritising work. Intelligent Messaging keeps employees connected even if they can't collaborate in real time. A feature rich mail service with visual messaging that can be accessed from a mobile application, web browser, traditional phone or email. Unified Messaging also includes speech-to-text message transcription and auto attendant features.

IM – Presence – Group Chat – Voice – Video Conferencing – Collaboration – Screen Share

CloudFusion Smart Office provides rich user experiences from a single client, avoiding the complexity and expense of purchasing disparate collaboration tools. Easily start a conversation with a simple IM and finish with multiparty video conference and screen share.

Smart Office goes beyond standard Unified Communications by providing WebRTC-based services that eliminate the need to deploy and manage device specific clients. Smart Office's RESTful APIs enable integration with enterprise applications and third party developers



Smart Office is powered by CloudFusion's market-leading Application Server solution, a full-featured telephony and multimedia applications server with millions of active subscribers, servicing mobile, VoIP and IMS networks worldwide. The CloudFusion Application Server provides consumer and business services, SIP trunking as well as Unified Communications for Mobile, Fixed, Broadband and Cable Operators as well as large enterprises.

The CloudFusion Application Server can be deployed in an enterprise premises, in a private cloud or as a hosted service in a service provider network. Regardless of deployment, the end user experience is the same.



In Partnership with GENBAND



GENBAND, a global leader in real time communications software solutions for service providers, enterprises, independent software vendors, systems integrators and developers in over 80 countries. CloudFusion is sold exclusively through a global network of authorised partners. The solution is built on the same carrier-class elements that support millions of IP lines and billions of minutes of use at Genband customers worldwide. CloudFusion infrastructure is designed for 99.999% uptime; all of the elements are redundant and all of the infrastructure

is deployed in geographically redundant datacenters. CloudFusion is designed and built to support organisations of all sizes. It includes the management tools required to maintain large, multi-site organisations.

CloudFusion leverages GENBAND's unified communications, mobility and embedded communications solutions that help its customers connect people to each other and address the growing demands of today's businesses for real time communications wherever they happen to be.

Find out more

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