

# *DBX*

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FULLY INCLUSIVE PHONE SERVICE

THE FUNCTIONALITY OF ON-PREMISE  
WITH THE FLEXIBILITY OF THE CLOUD

## What is DBX?

*DBX* is powered by M12 Solutions' next generation network - Gigaset - and SpliceCom's communication platform. Offering both private and shared Cloud and on-premise VoIP services, *DBX* is a new breed of hybrid solution. With a range of IP handsets or choice of softphone, integration with iPhone and Android devices, as well integration with CRM systems such as Salesforce and Dynamics, *DBX* is resilient, flexible and scalable to your needs.

## Hosted vs. On-Premise

Which option to choose? Hosted or Cloud based solutions offer the ability to quickly flex both capacity and features, and provide business continuity as the service is not tied to a physical location. That said, concerns over security, performance and compliance (such as call recordings) mean the on-premise option still has its place.

The good news for customers that want the benefits of both options, is that they can now have them, with *DBX* (Dynamic Bridged eXchange) from M12 Solutions.

### CLOUD



### ON PREMISE



### HYBRID



## Capex vs. Opex Funding

As-a-Service pricing models make perfect sense, only pay for what you need, when you need it. This works brilliantly for companies experiencing rapid growth or a changing technology landscape. However, companies with a more stable workforce and defined functional requirements may be better off purchasing a solution and depreciating it over time.

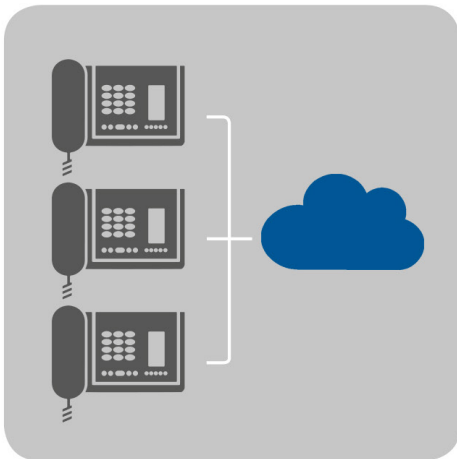
## Flexible funding from M12 provides lowest TCO

In addition to hybrid architecture, *DBX* also offers hybrid finance. The solution can be deployed on a purely rental basis – charging per feature, per user, per month, or as a capital purchase. Additionally, *DBX* can combine both approaches if required, ensuring lowest cost for the Business As Usual requirement, with the ability to flex capacity and features for seasonal fluctuations and Proof of Concept with minimal financial commitment and no legacy costs.

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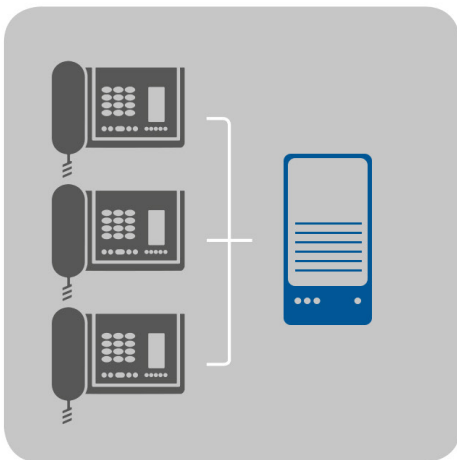
[www.m12solutions.co.uk/dbx](http://www.m12solutions.co.uk/dbx)

[sales@m12solutions.co.uk](mailto:sales@m12solutions.co.uk)



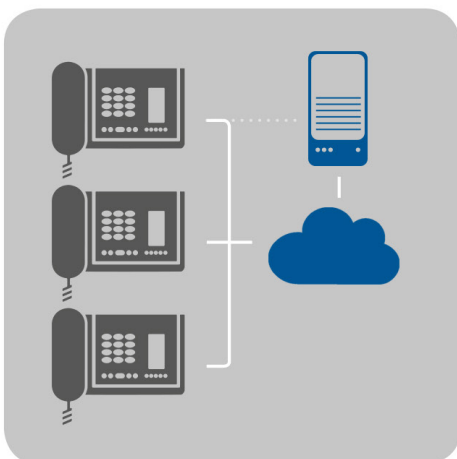
### Cloud (Most Popular)

- No on premise voice platform required
- Minimal upfront charges
- Pay monthly subscription service
- Access to new features/software levels at no additional fee
- Cloud based Business Continuity/DR options
- PSTN Service access via single or mixed SIP services, ISDN2/ISDN30 trunking



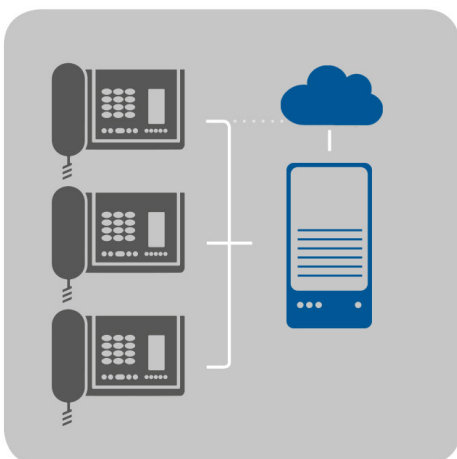
### On Premise (Traditional)

- Take advantage of your existing virtual server/IT infrastructure
- Dedicated on premise server options
- Pay monthly subscription service, or outright purchase options
- Access to new features/software levels at no additional fee
- PSTN Service access via single or mixed SIP services, ISDN2/ISDN30 trunking
- Greater flexibility for high density data management - Call Recordings, etc.



### Cloud with On Premise Failover (Hybrid 1)

- Main voice applications located in the cloud
- Ability to combine Disaster Recovery with on premise local survivability (typically main sites) for advanced Business Continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on premise



### On Premise with Cloud Backup (Hybrid 2)

- Main voice applications located on premise
- Cloud based Survivable Gateway
- Ability to combine cloud based Disaster Recovery with on premise local survivability (typically main sites) for advanced Business Continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on premise

## Introducing *DBX* - the best of both worlds

*DBX* stands for Dynamic Bridged eXchange. In short, *DBX* offers the functionality, performance and reliability of an on-premise phone system, combined with the flexibility and economy of a cloud based hosted solution.

*DBX* allows you to bridge cloud and on-premise; to bridge all your sites if you have a branch network; to bridge your home users and tele-workers with your office-based staff. An on-premise telephone exchange (PBX) offers control, visibility and manageability. *DBX* couples this with latest generation cloud technology, which offers in-built Business Continuity, lower running costs and complete flexibility. This hybrid approach allows you to concentrate on the development and growth of your business, whilst *DBX* provides a feature rich, cost effective communications solution to support you all the way.

## Who can benefit from *DBX*?

**Start Ups/Rapid Growth**  
  
Allows for growth and changes in functional requirement

**Multi-Site Companies**  
  
Join all sites together, provide local resilience and autonomy

**Mobile & Home Workers**  
  
Smartphone and softphone apps make it seamless

**Telephony Intensive Companies**  
  
Cloud gives DR, on premise gives local survivability

**Established Companies**  
  
Will gain cost savings and cost certainty

## Benefits for you

In addition to providing a feature rich, scalable telephony solution, *DBX* also includes:



- Choice of contract term
- Fully scalable
- Fully flexible and resilient
- Call recording
- Voicemail to email
- Hunt groups
- Multiple divert options
- Collaboration & visibility
- Full directory integration
- Easy to manage
- Simple set up - plug & play
- If you move, everything can move with you. Your phone system, licenses, phone numbers and contract.

## What else is included?

- Professional project management
- Dedicated engineering set-up
- Your own named account manager
- Project co-ordination
- Service to port-in your existing numbers
- Provision of new numbers
- Free rental of numbers
- Fault handling
- Mobile integration
- Hotdesk set-up if required
- Home worker set-up if required
- Full e-phone and app call handling

## What our customers think

"We needed a cost-efficient, expandable telephone system and didn't want the cost or hardware associated with a more traditional system. M12 listened to our requirements and offered an expandable, cloud-based solution, which is completely transparent to our team and our customers, works effectively and will provide the necessary platform as our business grows."

**Founder & Director,  
Evolution Management**

"If we've ever had any issues it's always been simple to pick up the phone, speak to someone and get an answer. Always very helpful. Nothing M12 can improve on, we're very happy."

**Office Manager,  
Aaron Partnership**

## Integrations and bolt-ons

DBX can also integrate to business applications to improve your customer experience and reduce your operational costs.

- Outlook integration
- UC: Advanced profile enables integration to 20+ popular CRM systems including Salesforce and Dynamics, plus integration with Skype for Business (*Requires DBX managed*)
- Smartphone application for full mobility integration
- Call logging to generate useful reports
- Call recording, for improving message handling, transactions, HR and call security

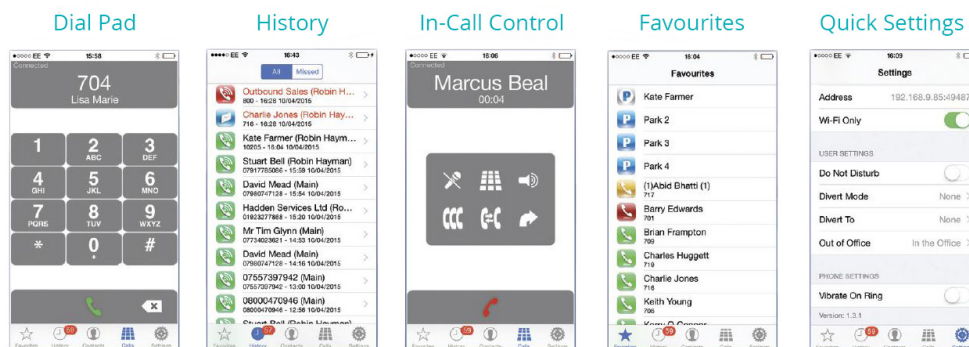
## Apps

With SpliceCom's apps, you can manage calls on your smartphone, tablet or desktop pc, not just on your telephone handset.



**Simply log-in to your device of choice - in any office throughout your business - and it will take on your complete profile.**

This ensures consistent operation across locations and devices. It allows your personal attributes to be automatically set and DDI calls, departmental hunt group calls and voicemail to be delivered to you wherever you choose to work, totally independent of geographical location and/or the device you choose to handle your calls on.



**SpliceCom's iPCS app is packed with useful features, enabling smartphones and tablets to be utilised as high specification telephone extensions.**

### Terms & Conditions

Pricing, features and availability are subject to minimum users and contract term. More advanced functionality including hybrid operation and UC Advanced profiles, require DBX Managed and minimum of 10 identical profiles. Quotation on request. Prices correct at time of print. E&OC. Terms and conditional apply. See [www.m12solutions.co.uk/terms](http://www.m12solutions.co.uk/terms)

## DBX Pricing

With prices starting from £12 per user, per month, *DBX* is a cost effective solution for small or medium sized businesses. Pricing varies according to your requirements:

	IP Lite	Telephone	UC: Starter	UC: Standard
From (per user, per month) <sup>2</sup>	£3	£12	£14	£18
Dedicated Number (DDI)		•	•	•
UK Calls (Local/National/Mobile) <sup>3</sup>	Limited	•	•	•
PBX Features	•	•	•	•
Voicemail	•	•	•	•
Call reporting	•	•	•	•
Follow-me			•	•
Navigate Client			•	•
Audio Conferencing	3-Party	3-Party	3-Party	10-Party
Outlook Integration			•	•
Call recording <sup>4</sup>	S			•
Softphone				•
iOS/Android App <sup>5</sup>				•

<sup>1</sup>UC Advanced is only available on DBX Managed. 10 profiles minimum.

<sup>2</sup>Prices based on an example of 20 identical profiles on DBX Managed on 36m term.

<sup>3</sup>Fair use policy applies

<sup>4</sup>Feature enabled, storage is charged extra

<sup>5</sup>App shares main extension (not additional extension)

<sup>6</sup>Included for schools

## Phones & Prices

Choose from a range of low-cost SIP handsets, more advanced proprietary IP handset, Windows softphone, or iOS/Android App. See our featured IP handsets and cost to buy or rent below:

(Phone rentals only available for 3 year contracts)

	Basic	Standard	Premium
			
	(PCS542 - Mono)	(PCS553 - Mono)	(PCS563 - Colour)
Purchase	£128.00	£172.50	£226.00
Support p/m (Next Working Day Replacement)	£0.47	£0.61	£1.00
Rental p/m (For 3 year contracts. Inc. support)	£4.00	£5.00	£7.00
			
	(T19P- Mono)	(T53W - Mono)	(T46S - Colour)
Purchase	£46.67	£126.00	£152.67
Support p/m (Next Working Day Replacement)	£0.23	£0.43	£0.73
Rental p/m (For 3 year contracts. Inc. support)	£2.00	£4.40	£7.00

## Connectivity Services

Good connectivity is key for success. With voice only, converged voice and data or MPLS services for your *DBX*, you can be assured of the most appropriate solution. Provided by Gigaset or your provider at first.

## SIP Trunks

Lower call charges with 5,000 free minutes to UK landlines and mobiles, for every 5 extensions. Disaster Recovery routing options, fraud monitoring, protection, free new DDIs and number portability.

## Cloud Hosting

A range of virtual servers in the cloud (vMAPs) for *DBX* and core system applications all included, plus DR options.

## On-Premise Survivable Gateway

Deployed with *DBX* to provide advanced local on-site resilience and local call breakout over SIP or ISDN trunks or separate SIP account on a back-up connection.

## Legacy Analogue and ISDN Gateways

Integrate your legacy services and devices with the cloud using our Intelligent ISDN and Analogue Phone Gateways, which support door entry systems too.

## On-Premise Platforms

A choice of standalone MultiApp Platforms (MAPs) for deploying *DBX* using Splicecom's voice platform applications, with an optional cloud-based instance for resilience.

## Portal Based Management

Multi-level access control providing configuration and management access for system admin, helpdesk staff and Splicecom Specialists. This gives you speedy control and flexibility.

## Operator Console

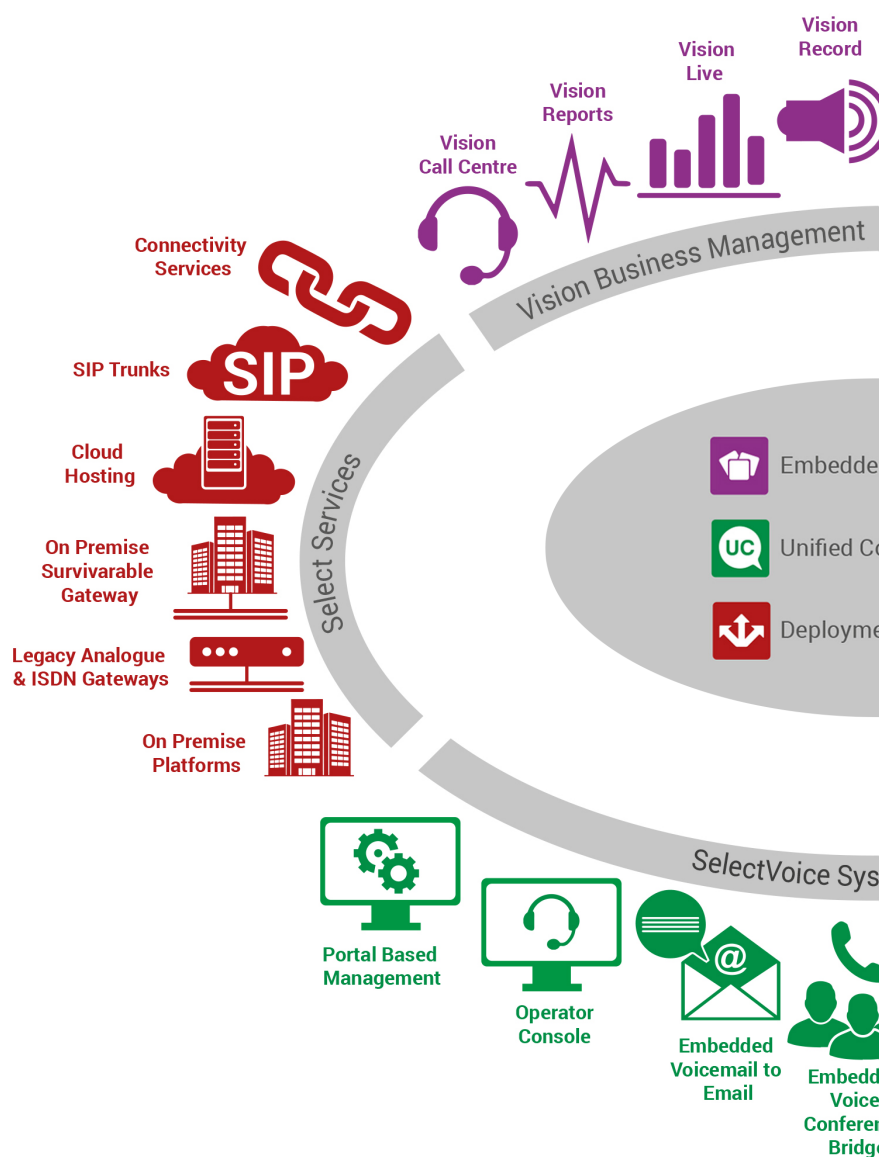
Elevates productivity and enhances the image created at the main point of customer contact, through quicker handling, better visibility and control and ultimately better service.

## Vision Call Centre

Delivers an extensive range of inbound call centre capabilities for all requirements, to improve efficiency of your call handling teams.

## Vision Reports

Easy-to-view reports show you what's going on in your business. Browser-based so you can view on any device. With scheduled reports sent to your inbox.



## Embedded Voicemail to Email

Receive all your voicemails in your email. Integration with our system Contact Directory provides easy caller identification and message search for prioritised response.

## Embedded Voice Conference Bridge

Easy-to-setup voice conferencing greatly improves project management, issue resolution and business development.

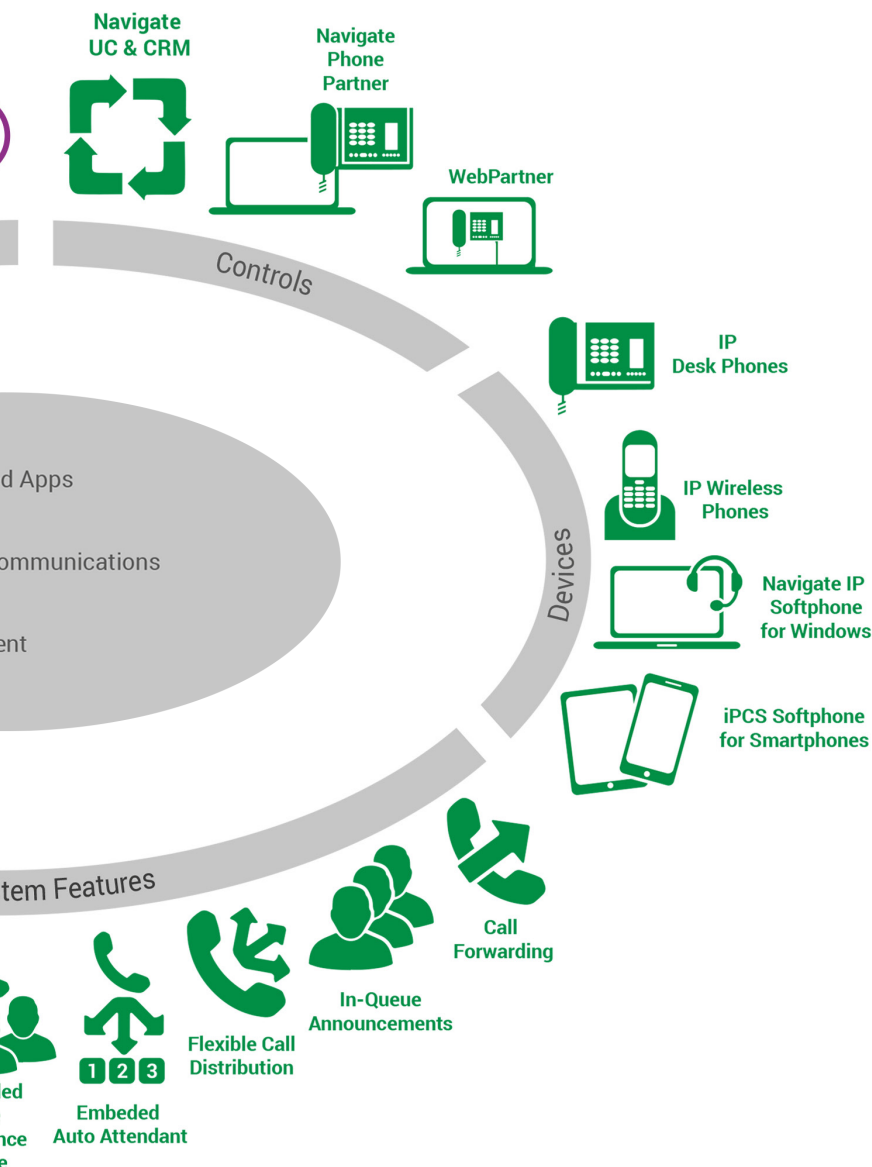


## Vision Live

Real-time information direct to your wallboards or PC. View business-wide, departmental or individual performance.

## Vision Record

Record calls for compliance/quality monitoring.



## Embedded Auto Attendant

Give callers the ability to choose which department they want to talk to, ideal for avoiding switchboard congestion.

## Flexible Call Distribution

Unlimited Hunt Groups, Call Presentation options, time of day routing and CLI identification ensure efficient customer service.

## Navigate UC and CRM

Voice enables Skype for Business and Outlook integration, then adds support for all the leading CRM and market specific databases.

## Navigate Phone Partner

PC based call control for your Splicecom IP Desk Phone.

## Web Partner

Browser based call control for Yealink, analogue and smartphones as well as Splicecom's IP Desk Phones.

## IP Desk Phones

Splicecom phones provide access to highly desirable features in a consistent manner. Yealink phones are ideal for everyday use, or where budgets are tight.

## IP Wireless Phones

A wide range of IP Wireless devices, ideal for Office Mobility, are supported.

## Navigate IP Softphone for Windows

Delivers Splicecom desk phone features in a Softphone on your PC. Reduces costs, frees desk space and encourages headset working.

## iPCS Softphone for Smartphones

Splicecom's iPCS Smartphone apps provide core desk phone features on your smartphone, over WiFi/3G/4G connectivity.

## Call Forwarding

Route calls to your device of choice, or have office and mobile phone ring simultaneously.

## In-Queue Announcements

Simple pre-set announcements greatly improve overall customer satisfaction.

## Optional Integration

Use DBX to telephony enable your Skype for Business users and collaborators. DBX becomes your voice gateway. Voice enable your CRM system and introduce intelligent call routing to find the right person based on your rules.