

# Freedom from the desktop with Mobile Twinning



**There are now more solutions than ever that promise to help us work remotely. But sometimes they just cause new problems. However, we believe it shouldn't be more difficult than working from your desk.**



## Overview

### Benefits for you

- Improved contactability and responsiveness for remote workers
- Easier communications for all employees
- More professional image with just one number to call
- Simplicity of one supplier for multi-product solutions

### The solution

- One number for desk phone and mobile
- Single, converged voice and mobile data device• Simultaneous call routing to ring desk and mobile phones together
- One voicemail that can be accessed from desk phone, PC or BlackBerry

## The problem

Many of us couldn't live without our mobiles, but it's almost made it harder to track people down and leave messages for them.

Think about it. There's someone you urgently need to speak to, what do you do? You call their desk phone; they're not there so you leave a message. Then you ask around or look up their mobile number. You make another call, they don't answer so you leave another message. Or perhaps they are one of the 40% of business mobile users who don't have voicemail activated.

So after all that you've wasted time and incurred additional call costs, but you still haven't made contact and you don't know if they're picking up their messages. It could have a serious impact on your business, resulting in project deadlines being missed and business decisions being delayed.

## Mobile Twinning solution

Mobile Twinning can really help improve communication for remote workers and callers. Simply by linking your converged mobile device with your office phone system you can seamlessly access all the features and functionality you need. Just one number, one converged device and one voicemail, all from one supplier.

## Benefits to you

The benefits for your business are broad and include:

- **Improved contactability** – Easy for people to contact you and others
- **Simplicity** - All communications on one device, through one number
- **Increased efficiency** – Get through on the first call
- **Improved productivity** – Reduce time spent contacting colleagues
- **Increased responsiveness** – Allow others to easily call or leave a message where you can retrieve it easily
- **More professional** – Clients and suppliers can contact you seamlessly on one number
- **Reduced costs** – Less calls required to leave or retrieve messages
- **Added resilience** – A single NGN number can be easily rerouted if required

## How Mobile Twinning works

### One number

You can have a single number for both your desk phone and mobile. This can be either a geographic number or an NGN for additional disaster recovery functionality and consistency across the business.

### One mobile device

With today's converged devices there's no need for separate mobile voice and mobile data devices. Increase efficiency by having your voice and data on a single mobile device; it's simpler, more cost effective and simplifies fleet management and IT control.

### Simultaneous call routing

When a call comes in, it's routed straight to the Mitel 3300 switch. This then uses follow-me routing to call both the desk phone and the mobile at the same time. If the person is available they can answer the call at either location.

### One voicemail

If unavailable, the caller just needs to leave one voicemail. The message is stored on the Mitel system and can be easily accessed from the desk phone. In addition the message is also converted into a .wav sound file which is automatically sent to the users email inbox and can be picked up either from the PC or the BlackBerry.

## Make Alternative Networks your convergence partner of choice

Alternative Networks are experts in supplier and technology convergence. We've been growing our broad product portfolio organically over the last 12 years and have expertise across all areas of voice, mobile, NGN, data and telephone systems solutions. That's why we can test and put together these innovative, cross product solutions.

And it's not just about the product expertise. We offer free consultancy to help businesses choose the right solutions and take the first steps towards technology and supplier convergence. Our expert Project Managers will then work with you to implement this seamlessly within your business.

Supplier convergence is the vital first step. Finding a single company you can trust to provide advice and support on all your solutions, a single point of service and support, and a single bill.

Speak to Alternative Networks about how you can use a one number, one device, one voicemail solution to improve the way you communicate.

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