

### Who is Tadiran Telecom

### Owned by Afcon Holdings

- Well established, publicly traded company
- Proven success and specialization in infrastructure, electromechanical systems, control and automation, and communication projects

### Global player

- Offices in USA, China, India, Israel
- Over 50 years in the business
- Achieved success in vertical markets
- Has been recognized by TMCNet since 2015 as a leader in the UC and Cloud arenas
- www.tadirantele.com





### **Vertical Markets & Innovations**

#### **POWER**



Aeonix Dispatch Console – Control Rooms Redundancy – No single point of failure Integration with CCTV, Alarms, Integration with Radio Systems

#### **HEALTHCARE**



Code Blue Solution
Redundancy – No single point of failure
Integration with CCTV, Alarms, Public Announcement Systems
Aeonix Contact Center

#### **TRANSPORTATION**



Aeonix Dispatch Console – Control Rooms Redundancy – No single point of failure Integration with CCTV, Alarms, Public Announcement Systems

#### **GOVERNMENT**



Longstanding supplier to the Veterans Benefits Association (VBA)

#### **EDUCATION**



Campus Security Solution CCTV and Radio Integration Door Control

#### **ALARM**



Central Station Application
High Availability in all system components, System recovery
Integration/certification with main manufactures – BOLD, SGS





### What is Aeonix4Cloud?

### Aeonix4Cloud is a UCaaS Platform

 Multi-Instance Solution – all Aeonix UC platform benefits delivered from the Cloud

#### Aeonix4Cloud is Secure and Reliable

- Hosted in 2 Data Centers (private cloud)
- Ensures High Availability in a distributed data center
- High level of Security

### Aeonix4Cloud is based on proven Aeonix on-premises UC platform

- Proven Performance
- Robust Capabilities
- Scalable



### Aeonix4Cloud is a Turnkey Solution

- Logistics, operations and billing are handled by a dedicated portal
- Office workers
- Digital Natives and Mobile Workers
- Contact Centers



# Aeonix4Cloud Unique Advantages

- Simplified user models
- Fully enabled, true enterprise features
- Attractively priced
- Simple design
- Easy to manage and scale
- Easy to learn and use



# Aeonix4Cloud Unique Advantages

- Powerful, flexible call routing and handling to improve customer service
- Monitor and data reporting tools designed to optimize business performance and superior customer experience
- Advanced capabilities without expensive upcharge
- Delivered and supported by a certified expert Tadiran partner for exceptional service and support



# Simplicity, Control and User Adoption

- Simple administration and user control
- High user adoption which enhances employee productivity and engagement
- Improved Customer Experience
- Rich mobile user experience



# **Aeonix Endpoints**









T19P

TAD1G

T31G

T43U









T48U

T58V



### **Aeonix Touch**



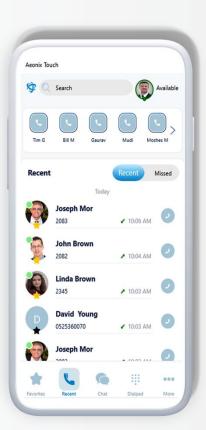






### **Aeonix Touch**

- State of the art client communications manager
- Advanced mobile communications, saving time and money
- Enterprise communication tool that improves productivity and employee engagement
- Mobile & Desktop Applications with a modern look and feel
- Voice/Video/Messaging secure enterprise communication
- Advanced Enterprise Features:
  - Call/Message history
  - Instant Messaging
  - Camp on
  - Multi party audio conference
  - Presence and status indicator and messages
  - Secure, High quality video calling
  - Public and Private Directory

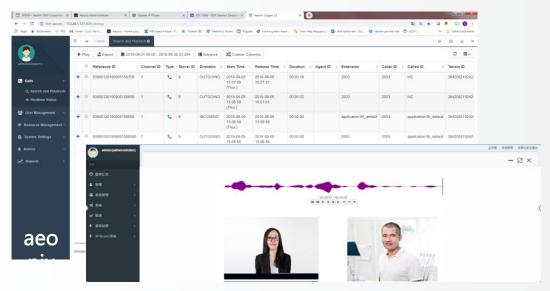






## Call Recording – Aeonix4Cloud Logger

- Pure IP solution based on SIP active recording that allows recording of any endpoint and logical entity (conference bridge, trunk group etc) in the system
- Technology:
  - Platform VMWare / CentOS 7 64bit
  - Web Based HTML5 / HTTPS
  - Database MySQL , MSSQL, Oracle
  - Recording Encryption AES256
  - Connection to Aeonix SIP
  - Restful API





# **Unified Messaging**

### Voicemail

- Unlimited number of users
- Unlimited number of ports
- Message Waiting Indication

### Integration with E-mail server

- Fax / Voice in the e-mail
- Outlook

### **Auto Attendant**

- Departments
- Rules
- Personalized routing

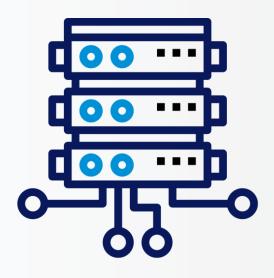
### **IVR**

- Unlimited algorithms
- Scripts

### Redundancy

- Duplicate nodes
- Synchronization

### **Different Languages**





## **Aeonix4Cloud Dispatch Console**

Solution for customers who demand simplification and optimization of daily dispatch communications and emergency operations



### **Functionalities:**

- Touch Screen
- Presence
- Group Division of Users
- Priority Answer
- Silent Alerts to Dispatcher
- Managed Group Call
- Zone Page
- Mobility

### **Applications for:**

- Utilities
- Transportation
- Finance
- Control Rooms
- Campus Security Systems
- Code Blue Hospital System



# **Aeonix4Cloud Audio Conferencing**

- Up to 250 participants simultaneously
- 3-Way Conference
- Meet Me Conference
  - With or without password protect
- N-Way Conference (add on)



### **Aeonix4Cloud Contact Center**

- Better Customer Engagement and Service
- Improved Customer Satisfaction and Loyalty
- Improve Agent Morale
- Low Total Cost of Ownership
- Better Business Process Decisions supported by high quality information



- Fast ROI
- Easy and Fast Deployment 5 Days 50 Agents
- Easy to Operate
- Easy to Administer and Maintain
  - Supervisor can choose relevant reports
- High Availability
- Open Platform
- Active Recording
- Multi Channel
- Resides on a single Server
- Web Based Agent
- Web Based Reporting Historical and Real Time



# Aeonix4Cloud Contact Center Role Based

#### **ADMIN**

- Leverages Easy-to-use Wizards
- Flexible Configuration of Routing Rules
- Define Business Hours, Overflow and Interflow Rules
- Manage Email, Web and Voice Through Common Rules
- Provide IVR Functionality to Callers
- Manage Agent and Supervisor Profiles
- Define Skill Sets and Priorities

#### **SUPERVISOR**

- Real-time reporting
- Agent and interaction monitoring
- Service level visibility
- Customer interaction visibility
- Analytics Reports
- Business data for informed decisions
- Contact center performance analysis
- Inbound, Outbound, E-mail and Web data
- Detailed call-log data



#### **AGENT**

- Multimedia Handling
- Inbound and Outbound Voice, Fax, E-mail & Web
- Customer Visibility
- In-queue windows
- Screen Pops
- PC less capabilities
- Interactive handling icons





## **Aeonix4Cloud Extended SIP Features (ESF)**

- Forward All \*\*
- Do Not Disturb (DND)\*\*
- Auto Provision from A4C GUI
- Flash Mode
- Camp on busy
- Silent Monitor
- Call Deflect
- Port forwarding at remote site not required
- Call Park display
- Automatic version upgrades

- Auto Conference Features
  - Mute, Un-Mute
  - Raise Hand
- Contact Center (PC Less)
  - Login, Logout,
     Release / Resume
  - Display number of calls waiting
- Phone interaction while on active call





# Why Tadiran and Aeonix4Cloud?

Global Industry Leader
Recognized for Technology
Innovation for more
than 50 Years

Superior Customer
Satisfaction Experience
from an Accountable
Local Expert

Simple to Use and Manage, resulting in User Adoption, Engagement and Business Productivity

Highly Secure and Reliable with Inherent Disaster Recovery

Advanced Enterprise
Capabilities not found in
Standard Offers from other
Cloud
UCaaS Providers

Flexibility in Phone Choice to Suit a Variety of User Needs



# **THANK YOU**

