



Reduce your IT costs by half with our Hosted Desktop solution.



RTW  Voice
INTEGRATED TELEPHONY SOLUTIONS

Basic overview of hosting:

RTW Hosting provides integrated hosted business solutions to over 500 clients worldwide. Delivering remote access and secure unrestricted 24x7 access to your key business applications using virtually any mobile device over the cloud. Few businesses rely solely on Microsoft Office to function and that is why we host the entire business IT infrastructure ensuring full integration of your systems from Hosted Desktop, Exchange hosting with Mail and Mobility, VoIP telephony services with Hosted Voice and Hosted Applications from key vendors.

RTW Hosting's hassle free and on demand software as a service (SaaS), hosted solutions and applications pool on the Road To Work® platform are delivered by a unique dashboard interface and provisioning system which can be used on a month by month basis with no contract enabling true on demand cloud computing.

- Benefits**
- Integration with RTW Hosted applications
 - "Click to dial" from any application
 - Dictate emails on the move.
 - Integrate with back office systems
 - Reduced monthly phone costs
 - Scalable from 1 user to 10,000 users
 - Home and remote working easily deployed

RTW Hosting "A Vision"

Reduce cost, complexity and operational overhead of traditional IT infrastructures, by providing hosted integrated desktop solutions to any company using enterprise class technology that is secure, resilient and affordable.

The Future of RTW Hosting

RTW Hosting has invested in a world class infrastructure backed up by world class services and support so that you can be confident it will deliver on its promise. The future holds many challenges for today's businesses, but at RTW Hosting, we are already developing the next generation of Road To Work®.

The Road To Work® Platform

At the heart of the RTW Integrated Hosted Solution is the Road To Work® platform. This platform was developed using enterprise class hardware and software the countries most secure and resilient data centres. Each hosted application as well as on-premises servers data sits on this platform, this ensures that disaster recovery, business continuity, back-up and security comes as standard.





RTW Hosted Voice (VoIP)

RTW Hosting for Voice provides secure integrated hosted telephony services, enabling businesses of all sizes to realise the benefits of communication systems that are only normally available to much larger enterprises. Reducing the investment and maintenance needed for separate voice and data networks could save you over 40 % compared to traditional systems.

Consolidating the voice infrastructure onto a managed platform is the first step towards unified communications. With the ability to integrate the voice with RTW's Hosted desktop, Hosted Mail and Mobility and Hosted Applications it will enable true unified communications.

Hosted Telephony

Hosted Telephone Systems are a single source for all your Hosted Voice and Business Telephone System requirements. We are able to offer fully integrated and managed Hosted Telephone Systems specifically tailored to your individual business requirements and needs.

We have over 5 years knowledge in this market place and offer a professional and reliable approach to Voice over IP (VoIP) and Hosted Telephone Systems.

Hosted Voice Features:

- Basic hosted user license
- Voice Recording for specific users
- Script based call routing
- Conference Facilities
- Local Number Presence
- Management reporting
- DDI
- Voice Mail per User
- Hunt Groups
- Call Monitoring/Intrusion
- Existing numbers
- Fax to Desktop
- Voice Over



Data Centre

Using state of the art data centres as the core of our Integrated Hosted Business Solutions has enabled RTW to scale and deploy rapidly in some of the most resilient and secure data centres in the UK, the following is a brief overview of the data centre infrastructures:

Security

- Full electronic access control system,
- CCTV monitoring and recording of all access points and circulation areas
- 24x7 local monitoring and logging of environment alarms and conditions
- Full perimeter under-floor leak detection linked to building monitoring system

Mains Power

- Maximum site power: 20 MVA
- Dual-redundant 20MVA, 33kV dedicated underground mains feeds
- 4x 11kV supplies from ring supplied from two substations
- Three (five ultimate) x 3.8MVA 11kV diesel-driven emergency power generators.

UPS

- 3 separate systems of five x 625kVA Hybrid Rotary UPS modules providing 2500kVA output each with N+1 redundancy
- Total facility UPS capacity: 7500kVA N+1
- 15-minute battery autonomy per UPS module

Connectivity

- Level 3, Colt, BT, C&W, Interoute, 51 Degrees, Thus, Fibrenet, Energis and Tiscali/Nets

Environment

- Cooling Criteria: 750W/m², 21 degrees C +/- 2 degrees C, 50%RH +/- 10%
- N+1 Perimeter down-flow chiller water cooling units
- 13x1100kWr Air-cooled package chillers giving 12,100kWr with N+2 redundancy

Fire Strategy

- Very Intelligent Early Warning (V.I.E.W.) detection - above and below raised floor