



TELUS Integrated Voice Solutions

hassle-free communications services

maintain control, delegate the details

Delivering voice services within an organization sounds straightforward. You know it isn't. High-quality voice communications demand time-consuming attention day in and day out. Not to mention the required resources – management, staff and capital budget.

There is a hassle-free, cost-effective alternative. TELUS Integrated Voice Solutions give you control over your voice communications while allowing you to delegate the operational details. TELUS Integrated Voice Solutions can lower your costs and enhance your business performance. With our unbeatable service, you rest assured that your voice technology is working at its best. Your staff will have the time to concentrate on your strategic business issues. Companies like yours are already reaping the benefits of having essential voice services from a single provider: efficiency, end-to-end monitoring and management, plus a single point of contact and accountability for your voice infrastructure.

TELUS Integrated Voice Solutions are part of our suite of Managed Voice solutions, which address the key connectivity needs of our clients. They enable you to connect profitably with customers, suppliers or employees – via voice, video or data – anywhere, anytime.

empower your business

TELUS Integrated Voice Solutions are seamless, integrated voice solutions that can empower your business. They deliver clear business value:

Reduce costs. Our solutions are tailored to meet your needs, ensuring an optimal price/benefit for your business. You will realize cost savings, particularly when TELUS manages your entire voice infrastructure.

Enhance service. Our end-to-end monitoring of the voice network ensures reliability. Your business gains a high-performance network, quality implementation, and an unprecedented ability to monitor and manage your voice solutions. With our maintenance component, TELUS provides assurances on time-to-repair and parts availability.

Ensure scalability. Because any number of voice solutions can be deployed under an Integrated Voice Solution configuration, your business needs can easily be met today and in future. New services are deployed quickly and easily. TELUS assumes responsibility for delivery, assurance and customer satisfaction.

Transition to convergence. Considering a move to IP telephony? A TELUS Integrated Voice Solution is a solid foundation for your future migration into IP telephony. As a leader in both voice and data communications, TELUS is the ideal systems integrator. Our IP expertise and knowledge of your infrastructure will help you to seamlessly migrate to converged voice and data over the TELUS IP network.

Gain a single point of contact. When you purchase a TELUS Integrated Voice Solution, we identify a single point of contact for support of all elements of your package solution. One call to a single number within TELUS will activate the necessary resources to address any problems.

Focus on your core business. TELUS Integrated Voice Solutions deliver assurance of service quality and availability at low cost, freeing your organization from day-to-day operational concerns so you can focus on your core business.

As a leader in voice communications, TELUS is your ideal voice network partner. Our equipment and network solutions come from the top vendors of voice technology, ensuring performance, flexibility and scalability to meet current and future requirements. TELUS voice solutions run on our world-class National Network – we continually optimize its capacity to keep performance levels at their maximum. That's why TELUS Integrated Voice Solutions deliver assured reliability and availability.

integration makes sense

TELUS Integrated Voice Solutions open the door to a wide range of advanced communication capabilities that can streamline and enhance your business operations. While voice is the key solution, there is no limit to the range of services that we can provide to your business under a single-source arrangement.

We have the critical technology and top-notch technical expertise to ensure that your infrastructure is optimized. The more voice services you have with TELUS, the more you save and the greater the benefit in terms of problem resolution. When TELUS manages your essential voice services, we have views into each component of your voice infrastructure – from equipment through to the greater telecommunications network. This allows our technicians to proactively monitor and manage all aspects of your solution, enabling a quicker repair/resolution time.

Proactive monitoring and fast problem resolution free you from the day-to-day management of your voice system and give you more time to concentrate on important business issues.

follow-up support

Successful implementation of your TELUS Integrated Voice Solution is not our endpoint. For your on-premise equipment, TELUS has a full suite of maintenance and management solutions for ongoing support. You choose the level of service that is right for your business. Our services range from basic on-site replacement of parts through to a complete outsourcing of voice systems. TELUS has a national team of support technicians and operations centres to provide round-the-clock service.

The key to top-notch performance and reliability is in-depth knowledge and best-of-class technology. TELUS has the technology and the know-how to build an integrated voice solution that meets your needs and ensures optimal cost and maintenance savings.

TELUS is the premier provider of end-to-end integrated voice solutions – delivering enhanced service assurance, reduced cost of ownership, and a consultative approach to IP telephony. You can count on the TELUS team to work closely with your organization to create high-performance voice solutions that support your business needs.