



### Facilitating the design, deployment, management, and support of your voice infrastructure

SITA IP Telephony is a fully managed service that addresses the challenges faced by customers to provide and manage telephony or unified communications for their end users across multiple sites globally.

#### BACKGROUND

Avoiding the **increased risks** and **maintenance costs** linked to obsolete technology.

**Reducing** telecoms and technology management **costs**.

**Improving operational efficiency** by using heterogeneous platforms to manage a dispersed workforce.

Managing and supporting a complex and changing end user environment, often with **limited resources** and **demanding service levels**.

#### SOLUTION

##### Professional services

SITA's engineers and consultants assess your requirements and help you adopt an IP technology architecture that best suits you.

##### Integration services

SITA helps you buy, test, configure, ship, install, maintain and monitor your equipment globally. Our end-to-end management ensures a high-quality service with a single, integrated solution that eliminates multiple vendor complexities. SITA also ensures your IT systems have minimal downtime and remain fully updated.

##### Network services

SITA IP Telephony integrates with SITA Voice Services to provide carrier-grade connections over a Virtual Private Network (VPN), offering a real-time class of service.

#### BENEFITS

##### Cost optimization and increased ROI

- Avoid maintenance costs and outage risks of using obsolete TDM telephony technology
- Converging data and voice over SITA Connect brings significant cost reductions and simplifies technology management

##### Enhanced end user experience

- High quality, easy-to-use and consistent level of service for all types of users and sites globally

##### Operational efficiency

- Improved operational efficiency of the global workforce using new collaboration tools
- One account team and one contract for all SITA services

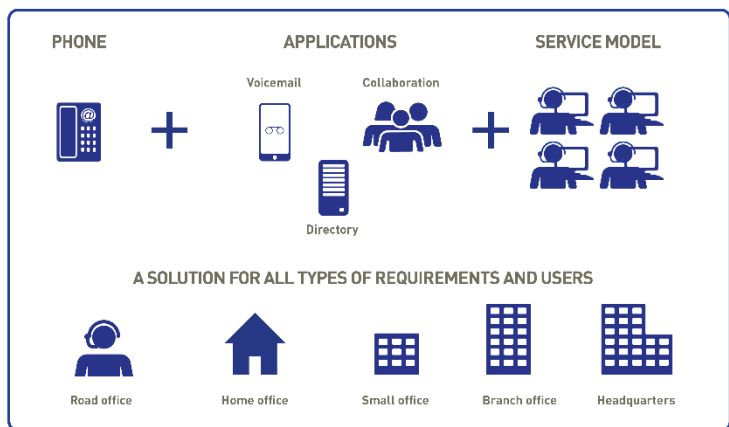
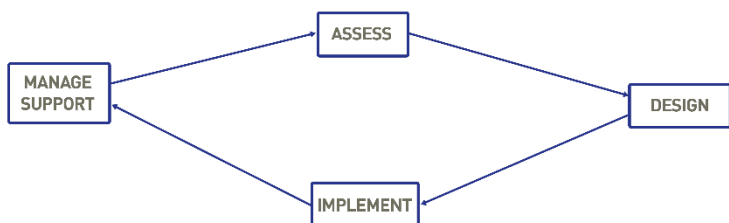
**Future-proof and ready for new technologies.**

#### RESULTS

**25,000+**  
**corporate telephony users supported by SITA**

## How does it work?

### IP TELEPHONY SERVICES LIFECYCLE



### SOLUTION COMPONENTS

SITA will provide the full lifecycle of services, from initial assessment to support. Depending on what capabilities are needed, major savings can be made, with a fast ROI due to the low CAPEX requirements.

- 1. Assess:** We will assess your situation; help you define goals and build the business case. We will review the needs of your different users and offices to design a solution that is purpose-built for you.
- 2. Design:** We design the best solution for you with a secure transition path from legacy systems, before recommending a complete solution. SITA provides both on-premises and cloud-based 'as-a-service' options. This gives you the most suitable and flexible technical solution to address your business needs.
- 3. Implement:** We will implement and manage user migration to the proposed solution, working in close partnership with you to ensure minimal disruption.
- 4. Manage and support:** SITA Global Services will provide operational management and support for our customers' complex and fluid end-user environments with global Service Level Agreements (SLAs). We will provide a 24/7/365 global service desk with this service. Our air transport specialists serve over 2,000 airports and 2,800 customers, providing continuous service management, service reporting, improvement, and innovation.

### CASE STUDY

A Tier 1 Middle Eastern airline needed to find an IT partner that could provide accelerated and reliable network optimization. They needed help replacing an unwieldy mix of legacy and IP links. This included around 400 legacy, low-speed connections and 50 IPVPN connections.

The airline chose to outsource its entire communications, telephony and desktop activities to SITA. Thanks to SITA's IP-based solutions, they were able to take advantage of total scalability and network integration. This meant they could meet business requirements at any of their locations for data, voice and video. They could also avoid the 'per use' charges common for legacy and IP links, replacing them with a flat fee.

Major savings were also made on international telephone charges thanks to SITA IP Telephony and the airline's connection to the SITA network.

For more information please contact us at [info@sita.aero](mailto:info@sita.aero)