

UNIFIED COMMUNICATIONS

CORPORATE TELEPHONY: COMMUNICATE MORE EFFICIENTLY THROUGHOUT YOUR ORGANIZATION

SITA can help you as an airline provide consistent and quality voice services to the sales team, front desk users and call center agents while controlling your telecommunications costs

ISSUES

Outdated IT Systems

Competitiveness is hindered by declining legacy IT systems capabilities as today's business processes are highly dependent on IT system performance.

Uncontrollable Costs

Overall system opacity prevents strict cost control creating financial risks.

Limited Resources

Your internal clients are expecting improved service levels but your resource allocation is already stretched beyond capacity.

Declining Service Levels

Too many vendor relationships and juxtaposed technologies are straining your organization resulting in poor management of the voice service.

SOLUTION

SITA integrates managed IP Telephony with Voice over IP services into a unified communications solution to help our customers improve operational efficiency and user experience.

Our solutions:

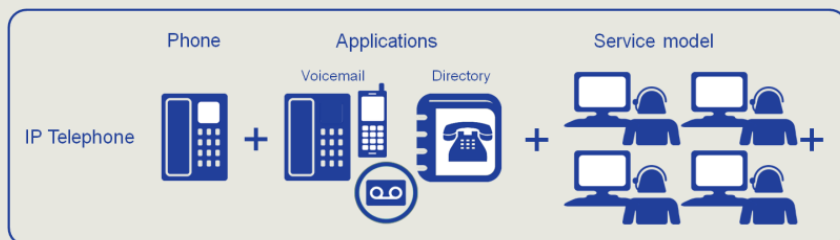
- Give customers leading edge IT systems capabilities based on proven technologies from leading vendors, such as Cisco, Avaya and Microsoft.
- Provide total cost transparency with customer access to the SITA central billing system via a customer portal.
- Spare your internal resources and ensure consistent service levels with SITA project management, operation and service teams complying to best industry practices.

BENEFITS

- Greater transparency, business collaboration and efficiency across your organization.
- Cost visibility and control dashboards allow you to manage costs in real time to improve profit monitoring.
- Delivery of greater operational efficiency through rationalization and simplification of your overall voice communication platform.
- No more gaps in your service levels through the implementation of one global end-to-end SLA structure.

Over
46,000
users worldwide
are supported by
SITA

HOW DOES IT WORK?



Voice over IP

Voice over IP traffic

IPVPN Bandwidth

SOLUTION COMPONENTS

1. Voice over IP

SITA enables the convergence of data and voice over the global IP VPN communications infrastructure.

There are two flavors to suit different customer needs :

- Managed Voice Service which is sold as voice channels over IP VPN Gold bandwidth and supports Off-net traffic
- Unmanaged Voice Service which is sold as IP VPN platinum bandwidth

This solution provide secure, resilient voice service that is optimized to inter-work with platforms from leading IPT vendors: Cisco, Avaya and Microsoft.

2. IP Telephony

SITA delivers a single, customized, complete telecommunications solution with end-to-end management and support.

SITA offer these main components in each solution:

- Vendor agnostic technology infrastructure which is built using equipment like PBX, media gateways, IP phones from leading IPT vendors such as Cisco, Avaya, Microsoft and Sonus.
- End-to-end service management providing 24x7 service desk, remote operational support and onsite field services.

CASE STUDY 1

In 2012, Air Malta outsourced its IT operations to SITA.

The corporate telephony components are :

- The creation of a global communications infrastructure including converged data and voice
- IP Telephony technology refresh to standardize call management systems and upgrade the Avaya IP Telephony systems to the newest OS release to support :
 - More than 500 IP phones
 - Unified Communications and IP Telephony integration with MS Exchange and Lync provided from ATI Cloud

CASE STUDY 2

SITA is the single provider that transformed and manages Hapag Lloyd IP Communication platform.

The corporate telephony components are :

- A global communications infrastructure including converged data, voice and video
- Transformed telephony infrastructure to IP Communication platform including consolidating Telephony and Contact Center infrastructure using Cisco's Unified Communications systems and technologies to support
 - More than 8,000 users across 130 sites
 - More than 1000 agents across 40 Contact Centers

For more information please contact us at info@sita.aero

SITA

Create success. Together