

The next-generation telephone system.

nfon.com



NFON
Cloud Telephone System



Welcome to NFON.

NFON AG with headquarters in Munich is a leading global provider of high end cloud-based telephone systems. The company offers high-quality products and services as a complete single-source solution. NFON has a client base of over 10,000 customers, including companies ranging in size from 2 to 249,000 employees.

NFON's business phone system meets the highest security standards and is fully compliant with European regulations operating from georedundant and high performance data centres.

More than 150 intelligent functions are kept up-to-date through regular and free updates. Furthermore, with the NFON cloud telephone system, separate phone lines and on-premise equipment are no longer needed.

And because of charges based on actual use of the extensions, up to 50 per cent of the costs can be saved compared to conventional telephone systems. For further information about NFON visit nfon.com.



The cloud-based telephone system by NFON.

Today, many things are stored in the cloud as a matter of course. There we store our data, share our music and edit documents in real time together. Only the good old telephone system remains hidden somewhere in a dark corner in many businesses.

The solution: simply outsource your telephone system. With a cloud-based telephone system by NFON you will always be up-to-date with business communication. Our cloud-based solution, made in Germany, guarantees optimal voice quality and failure protection, and has been inspected by the TÜV (Technical Inspection Association) through redundant operation and geographically separated data centres in Germany.

You don't only save space but secure even more benefits without having to give up any of your current conveniences. On the following pages we would like to inform you about these benefits in detail.

For further information visit nfon.com. Or even better, contact us directly so we can talk to you about a specific solution for your business on 0203 740 6740.





In theory, NFON has
unlimited benefits.

And it's no different
in practice.

NFON saves us
a lot of trouble
and up to 50%
on our phone bill.





It is that simple to half your telephone costs with NFON.

When parting from your old physical telephone system you also get rid of a lot of unnecessary costs at the same time. For example, no investment costs in hardware for your system apply. The only hardware you need are handsets and you can make use of your extra space. Billing is only calculated as per actual expenditure. You only pay for the number of extensions that you use on a monthly basis.

And another positive financial influence for your accounts is all calls between your locations are free of charge, globally. In comparison to conventional telephone systems, you can save up to 50% of costs overall. A point that is not only going to make your controller happy; you too can shine with this in your next meeting about telephone system solutions.

A small calculation example for a company with 100 employees and extensions:

	Conventional	Cloud
ACQUISITION		
Telephone system with 100 extensions incl. phones	35,000	11,400
CTI and voicemail features	15,000	—
TOTAL COSTS	50,000	11,400
ANNUAL COSTS		
CTI and voicemail features	—	1,200
User fee	—	10,560
Conference service usage	1,200	—
On-site maintenance and service	6,000	—
Changes: Moves, adds, changes	1,200	—
Reserves for re-investment / updates	7,000	1,700
Connectivity	3,120	1,188
Electricity costs	860	430
Total costs p.a.	19,380	15,078
5 year service life	96,900	75,390
TOTAL COSTS	146,900	86,790
SAVINGS		60,110

The perfect telephone system for 2 to 249,000 employees.

Long-term commitment can be great but not with your telephone system which is why there is no minimum term of contract with NFON. We want you to be 100% satisfied with us, but not bound to us through a 3 to 5 year contract.

Furthermore, in almost any industry the demands for flexibility are increasing: newly opened branches, a project that requires 10 new employees from one day to the next, expansion into other countries, and so on.

You will always be able to perform with NFON, whether your company is planning for 2 or 249,000 employees. Quick adjustment to extensions and other communication needs is no problem and very easy to achieve. It only takes approximately 10 minutes to set up an extension and the new workstation is ready to use. Our cloud solution is compatible with the majority of existing hardware and is therefore easy to integrate in existing telephone systems for most cases, if so desired.



Long-term commitment
is for marriages.



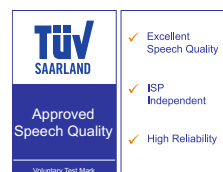
Even if you get
your wires crossed,
you'll hear each
other perfectly.





The voice quality of NFON makes most telephone systems look out dated.

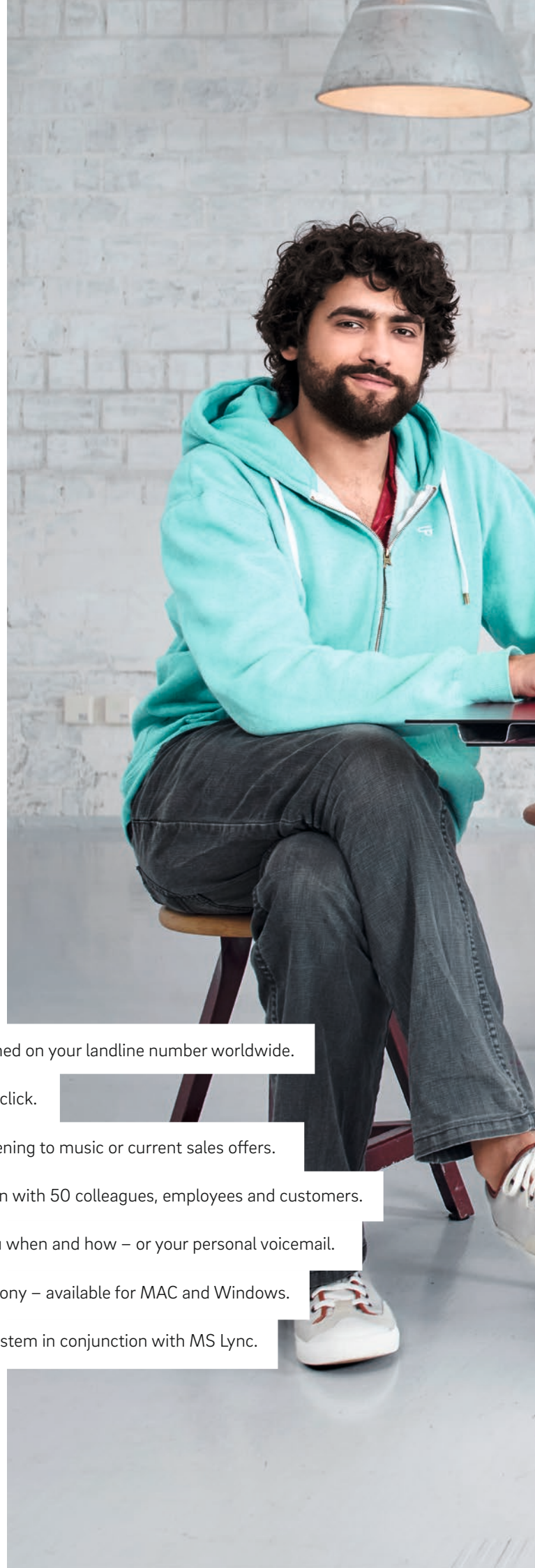
If you can't understand your colleague that is really not our fault. We promise. A misconception that we often hear is: "Cloud telephony is great, but then I will have to make trade-offs with voice quality." Maybe 5 years ago and maybe with other providers. We can guarantee optimal voice quality but don't just take our word for it as independent specialists, such as the TÜV, have inspected our cloud telephone system and certified it for voice quality. If you are still not convinced then try it yourself! Make an appointment with us and we will let you hear for yourself.



Always one step ahead.

It's often said that new technology is out of date the moment it's purchased so to prevent this we provide you with regular new updates for life completely free of charge. This means your new NFON telephone system is always kept up-to-date, no matter what is happening in the market.

Do you have to give up any features with our cloud solution that you might be used to from your conventional system? Quite the opposite. You have 150 intelligent features to choose from, which are always improved as the technology evolves. To introduce all of these 150 features here would burst this brochure. For this reason we are only highlighting a few as examples that might interest you in particular. But as already mentioned: We can introduce you to all 150 during a meeting.



- › **FMC** Easily incorporate a mobile phone: Now you can be reached on your landline number worldwide.
- › **Multiple sites** Set up any number of extensions with just one click.
- › **On hold** Customers wait for the next available agent while listening to music or current sales offers.
- › **Virtual conference rooms** Have a team meeting by phone, even with 50 colleagues, employees and customers.
- › **Time controlled call routing** You determine who can reach you when and how – or your personal voicemail.
- › **NCTI** Combine Outlook, Lync or CRM solutions for your telephony – available for MAC and Windows.
- › **MS Lync** Now also use the powerful NFON cloud telephone system in conjunction with MS Lync.

A modern workspace featuring a laptop on a desk, three stools, and industrial-style lamps against a brick wall. The desk is a dark red color with a silver metal frame. The stools have wooden tops and dark red frames. The lamps are silver with a yellow glow. The background is a white brick wall. A person's hands are visible typing on the laptop. A blue and yellow cabinet is on the right.

So many features.

So easy to use.



German engineering
where you need it
most in business.



Better to have servers in Germany than the US.

We admit it. Even as a world-leading cloud telephone system provider we think very German in some respects particularly for issues relating to security. Because of this our entire development takes place in Germany where our data centres are also located. We are also meticulous in our attention to detail when it comes data security, toll fraud prevention and detection and failure protection. One example of this is through our redundant operation in 2 geographically separated data centres you have double the protection. And with respect to data security, your conversations are more tap-proof with SRTP than they are for some leading politicians.



Business from face to face. Turn Lync or Skype for Business into a phone extension.

Whether you are using Office 365 with Lync/Enterprise Lync or Skype for Business, you can use the same familiar Lync interface to make and receive calls and benefit from over 150 enterprise-grade PBX features and functions of the NFON Cloud telephone system.

Your Benefits:

- Completely intuitive for users familiar with the Lync environment on desktops and mobile devices
- Call control directly from Lync interface
- Full call management including IVR, queues, voicemail, missed calls, etc
- Flexibility comes as standard with our 30-day rolling contract
- Ideal for hybrid organisations that don't have a business case for switching all their users onto Lync

Is your hardware as up to date as you think?

While we are on the topic of interaction: NFON is compatible with the majority of terminal equipment, but sometimes the new cloud telephone system for our customers is also an incentive for them to think about their hardware telephone equipment. We can also support you for this: From system telephones to DECT devices or conference devices all the way to soft phone solutions for your MAC or PC, when you want to go without hardware entirely. Gain a better overview at nfon.com or call us.



Strong partner for
your cloud-based
telephone system



What do our customers say anyway?

Unfortunately we cannot print each of our 10,000 customers comments here. For this reason we have only included three typical statements which we hear over and over again. From a cross-section of our customers - from trade to real estate and IT to local authorities. Who knows, maybe next time we will print a brochure with all 10,000.

“When we explain the commercial proposition to customers against what their traditional system is costing with line rental, call charges, maintenance, support, and hardware replacement, it makes a very compelling case.”



Martin Bacon

Managing Director, Chess ICT

“We’ve achieved consistent high quality communications across more than 500 employees with minimal capital costs and barely any user training, but it’s the long-term vision for communications that made NFON the standout choice.”



Michael Cloete

Head of IT, Prodrive

“NFON were able to demonstrate a strong background, and a robust network supported by multiple data centres to protect against failure or downtime. This is crucial for our business. Ultimately, NFON is offering a broader product feature set than other suppliers. It does everything we need it to.”



Mark Stringer

IT Manager, Pinnacle Computing

Tested and rated very good.



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