Cerberus Networks

MyCloud PBX
Next-generation business hosted telephony

Business communications have changed enormously in the past few years, with traditional telephone systems struggling to accommodate hybrid working or to integrate with collaborative tools such as Microsoft Teams.

IP telephony allows phone calls to and from anywhere when connected to the Internet, making the old constraints of location and equipment a thing of the past.

With a handset or softphone on a computer or smartphone, and an Internet connection you are always on the company phone system. Whether in the office, at home or travelling, users can make and receive calls wherever and whenever they need to.

Internal calls, calls to UK landline and mobile numbers are all included with MyCloud PBX. International call rates are significantly below that charged for ISDN-based systems.

Enterprise features at an affordable price

MyCloud PBX provides a wide range of business-ready features that make it ideal for organisations of all sizes. Every user gets a common feature set with no add-on licenses or bolt-ons, just simple all-inclusive licensing.

Every MyCloud PBX user gets these and many other great features at no extra charge:

Extension with DDI, voicemail and music on hold	Hunt Groups for distributing calls effectively
Auto-attendants for guiding inbound callers to the right user or team, and call queues*	Conference calling internally and externally including WebMeeting with RTC*
Missed call notification and voicemail delivery by email	Call parking* and Call hold
Integration with Outlook for screen popping and call management	Built-in reporting* and Call logs
Automated call recording on all calls with pickup via management console or via softphone*	Presence, Chat and WebMeeting functions on softphones*
Automated Provisioning of handsets and softphones	Integration with Microsoft Teams

These additional features are also included for use in contact centre environments at no extra cost:

Wallboard application in softphone*	Advanced Queue Strategies and Queue Reports*
Barge In / Listen In / Whisper*	Real Time Queue Monitoring*
Hot-Desking*	SLA alerting/reporting*

All these features are easily configured and managed from the web management console and accessed via the free softphone clients for Windows and Mac.

By providing advanced facilities for inbound routing, queueing, call handling, supervision and reporting, MyCloud PBX enables you to deliver reliable, high quality and efficient service to your clients without relying on expensive 3rd party applications.
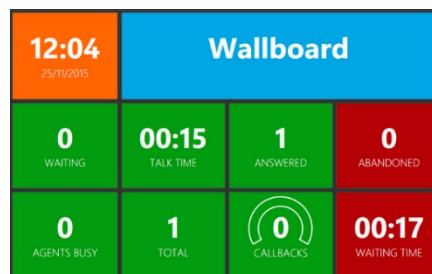
Easy management without the IT team
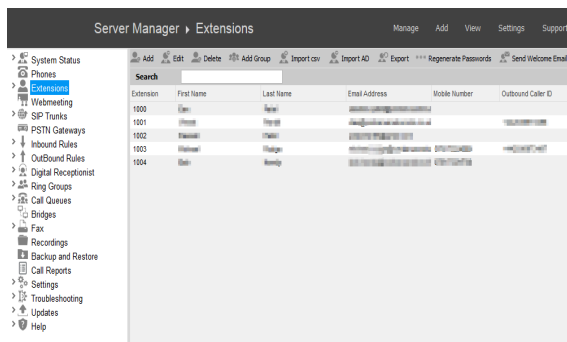
Using MyCloud PBX, administrators can control and manage the whole phone system, including users, numbers, voicemail, hunt groups and auto-attendants all via an intuitive web control panel.

The management console makes tasks like creating users, assigning phones, managing hunt groups and call queues quick and easy, even for non-technical staff. Access can be delegated to users or department administrators to allow managers the control that they need.

Low-cost set-up and simple monthly per-channel billing

Provided as a hosted cloud-based service, MyCloud PBX is a powerful business phone system that gives you all the features and flexibility of an onsite solution at a fraction of the cost and with no up-front investment on system hardware. You can choose from a range of a business handsets or use compatible existing hardware.

As well as handsets, you also have the option to use an advanced softphone on your Windows PC, iPhone or Android device, for no extra cost. MacOS users can use the Web client.

Set-up is quick and easy with centrally deployed configuration files that connect users in seconds.

Dramatically reduce call costs

MyCloud PBX services provide very cost-effective calling plans. All services include **UK geographical calls free of charge** (subject to AUP) and attractive rates on other destinations.

3-year contracts also include **free calls to UK mobiles** (subject to AUP).

All calls between users on the system are free of charge regardless of location.

Simple and flexible pricing

Pricing for MyCloud PBX services is based on number of concurrent calls, or 'channels' available to users for calls. Packages start with 4 external channels and a total of 8 concurrent calls (suitable for 5–20 users), up to 32 channels and 64 total concurrent calls, suitable for 80-160) users. The rental price is inclusive of the hosted PBX, SIP rental, 24x7 technical support and 8x5 management assistance.

Business Continuity and Reliability

One of the great additional benefits of a hosted PBX service is the ability to work seamlessly through disruption at the office. Unexpected events such as snow, floods or strikes won't disrupt business. Because MyCloud PBX sits in the 'cloud', the service provides business continuity features that allow your organisation to carry on making and receiving calls. Any user that has an Internet connection at home can get online quickly and easily.

If required, Cerberus can quickly redirect all inbound calls to mobiles or to another site allowing users to carry on business until your office is back online. And to maximise the reliability of your service, we provide multiple outbound routes for the call traffic using failover to a secondary SIP SBC.

Full Integration with Microsoft Teams

MyCloud PBX includes native Microsoft Teams integration offering a cost-effective alternative to Microsoft calling plans. The integration allows Teams users to call out via MyCloud PBX, offering a seamless unified calling experience for all users.

MyCloud PBX contact centre features elevate Teams users to the next level with call queues, advanced reporting, website live chat, Facebook messenger integration, and more**.**
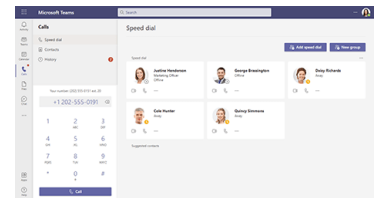
Fraud Protection

Fraud is an important consideration in modern business telephony. MyCloud PBX addresses the risk of fraud head on with two powerful protections:

MyCloud PBX is secure, only allowing calls from known and trusted Internet locations such as your office. Cerberus can also provide access to the MyCloud PBX over an encrypted IPSec VPN connection.

Secondly, MyCloud PBX will enforce daily and weekly call-spend limits. So even if you are the victim of an attack, perhaps by a disgruntled employee or other vector, you know that your liability for any fraudulent calls will be strictly limited by our fraud protection service, included as standard.

Fully featured Handsets

To complement the excellent features of the MyCloud PBX IP Telephony platform, clients can choose from a range of stylish and intuitive handsets from leading vendors.

Cerberus supplies handsets and support services from preferred hardware vendor, Yealink, and for meeting rooms, MyCloud PBX works with the Poly SoundStation range of conference phones.

MyCloud PBX has a wide range of supported hardware from many popular vendors including Fanvil, Yealink, Polycom and Cisco. To further enhance compatibility with legacy devices, a number of terminal adapters and door-phones are available.

Hot-Desking

Hot Desking allows multiple employees to share the same IP Phone. For example, in a 24-hour call centre, multiple agents can share the same desk/IP Phone, at different times of the day. This in turn leads to a more efficient use of office space and equipment.

Business-Ready Technical and Management Support

Cerberus provides 24x7 technical support for MyCloud PBX via phone and email. We also include pre-packaged 15-minute technical support incidents each month for administration and management support on any part of the system on an 8x5x8Hr or 8x5x4Hr basis. Our team are there to assist with any requirements you have.

Number Flexibility

MyCloud PBX allow clients to use geographical numbers from anywhere in the country as well as to port in existing UK geographical phone numbers from one or multiple sets of lines, wherever they are located.

We also provide non-geographic numbers and International inbound call routing to provide your organisation with a national or global presence.

Pricing

MyCloud PBX Hosted Business Telephony	Price/Month
Contract Length	**36 Months**
MyCloud PBX – 4 Channels (10-20 users) 4 concurrent external calls. 8 concurrent calls in total. 4x15-min admin incidents per month, 8x5x8Hr	£108.00
MyCloud PBX – 6 Channels (15-30 users) 6 concurrent external calls. 8 concurrent calls in total. 4x15-min admin incidents per month, 8x5x8Hr	£144.00
MyCloud PBX – 8 Channels (20-40 users) 8 concurrent external calls. 16 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£192.00
MyCloud PBX – 12 Channels (30-60 users) 12 concurrent external calls. 24 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£252.00
MyCloud PBX – 16 Channels (40-80 users) 16 concurrent external calls. 32 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£312.00
MyCloud PBX – 24 Channels (60-120 users) 24 concurrent external calls. 48 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£432.00
MyCloud PBX – 32 Channels (80-160 users) 32 concurrent external calls. 64 concurrent calls in total. 6x15-min admin incidents per month, 8x5x4Hr	£540.00

* iIncludes a free upgrade to include UK mobile calls (subject to AUP)

Set-up Charges	Price
MyCloud PBX System Setup (no programming) – 4-6 Channels	£325.00
MyCloud PBX System Setup (no programming) – 8-16 Channels	£480.00
MyCloud PBX System Setup (no programming) – 24-32 Channels	£625.00
Number Porting – 1 Number	£30.00
Number Porting – Up to 10 ISDN/SIP Numbers	£125.00
Number Porting – Up to 100 ISDN/SIP Numbers	£250.00
System Programming and Onsite Deployment	Quote

Prices exclude VAT

To discuss your requirements and for further information, please contact our sales team on **0345 257 1333** or via email at **sales@cerberusnetworks.co.uk**.