

- BUSINESS TELEPHONY SERVICES
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# DATASHEET

# AUDIO & WEB CONFERENCING

## Redstone Telecom Remote Worker Services

*An increasing number of organisations are implementing remote worker strategies, keen to achieve benefits such as increased productivity, improved staff retention, reduced overheads and the opportunity for a better work/life balance. Redstone Telecom offers a portfolio of products and services for the design, implementation and support of*

*remote worker solutions. From the initial infrastructure to specific products and services available through the Redstone Telecom Account Card, Redstone Telecom is committed to delivering innovative, robust, cost-effective and secure systems to organisations with home, mobile and international travelling workforces.*

## Product overview

Redstone Telecom's Audio and Web Conferencing Service, developed with specialists Genesys Conferencing, provides a fully automated interactive and integrated audio and web meeting facility for business users. The service, which is easy to use, secure and flexible, is available in both the UK and abroad. When used overseas, Redstone Telecom's International Voice Access service can be used to reduce the cost of the international call made to begin the conference call. This service is delivered via the Redstone Telecom Account Card.

## Typical implementations

The Audio and Web Conferencing Service is particularly suitable for organisations with remote and/or home workers and business travellers. Callers can join a meeting quickly and easily, using any phone for the audio conference and a standard Internet connection for the web conference. The service can be employed for a wide range of meetings, including project management updates, client presentations, sales reviews, product updates, client liaison and account team briefings.

## Key features & benefits

- Advanced audio management controls including sub-conference rooms, waiting room management, mute and automated dial out.
- Integration with Microsoft Outlook and MSN Messenger, making it quick and easy to send out meeting invitations.
- Share any application running on your computer. Work on budgets, drawings or plans at the same time and allow participants to see each other's changes.
- Ability to pass control of the meeting from one participant to another to handle specialist subjects.
- Ability to conduct web tours, create surveys and conduct online voting.
- Optional multi-point desktop video using a desktop web camera which allows participants to see each other during the meeting.
- Choice of security level to cover access, networks and content.
- Interactive chat facility.

## Return on investment

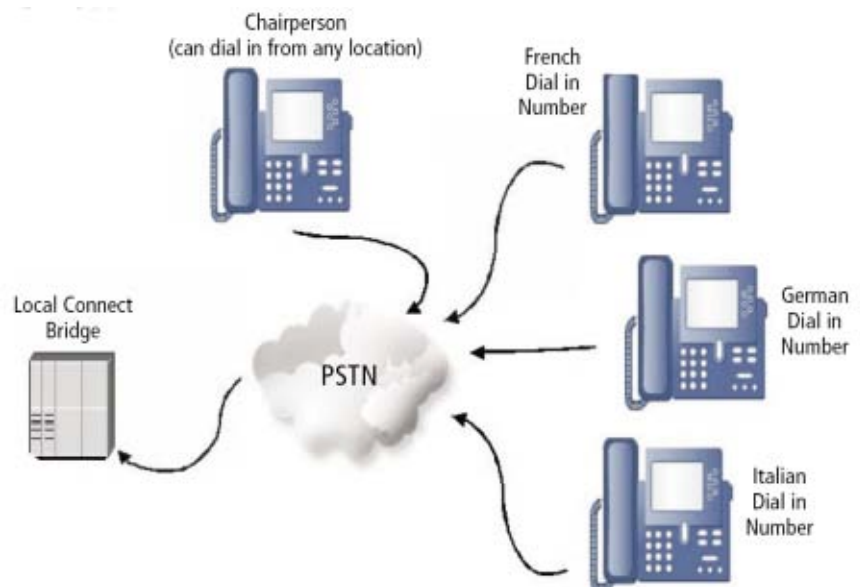
Audio and Web Conferencing is increasingly being adopted by organisations as an efficient, instantaneous, low-cost alternative - or addition - to traditional face-to-face meetings. The Redstone Telecom service dramatically reduces time and money spent on travelling. There is no requirement to invest in either hardware or software to access the service and there are no set-up costs.

Audio and Web Conferences are charged at a per minute/per participant rate, which covers both audio and web access. For maximum cost control and ease of management, Redstone Telecom produces a single itemised bill each month which can be sent either to the organisation or to individual members of staff and includes such information as the service used, its duration and the number of participants in the call.

## Ongoing support

First line support is provided by Redstone Telecom's Customer Services Department, with more detailed technical or functional enquiries being channelled, seamlessly, to Genesys who will then handle the queries direct with the customer.

Users requiring help can contact Client Relations 24/7, by dialing 68856565 or pressing \*10\* during a conference call.



## Why Redstone Telecom?

*Redstone Telecom's Account Card provides the focal point for the company's expanding portfolio of innovative remote worker solutions of which the Audio and Web Conferencing Service is a key component. Users can be confident that the Service, developed by Genesys Conferencing and delivered by Redstone Telecom, provides a secure, low-cost and easy to use solution for 'virtual meetings'. It seamlessly integrates with other services available via Account Card to provide organisations with a comprehensive, cost-effective remote worker solution.*

[www.redstone.co.uk](http://www.redstone.co.uk)

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Redstone Telecom provides high quality and reliable telephony network services to the private and public sector. Our portfolio includes Business Telephony, Line Rental, Non Geographic Services, SMS and Premium Rate Services. Redstone Telecom has a strategic relationship with BT Wholesale guaranteeing service quality and availability. This is complemented by customer-focused services including Implementation, Account Management and Customer Support.