



The functionality of
on-premise, with the
flexibility of the cloud

Powered by



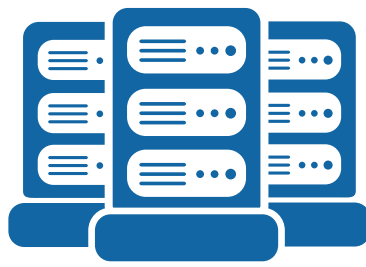
Hosted vs. On-Premise

Which option to choose? Hosted or cloud based solutions offer the ability to quickly flex both capacity and features, and provide business continuity as the service is not tied to a physical location. That said, concerns over security, performance and compliance (such as call recordings) mean the on-premise option still has its place. The good news for customers that want the benefits of both options, is that they can now have them, with DBX (Dynamic Bridged eXchange) from M12 Solutions.

HOSTED



ON PREMISE



HYBRID



Introducing DBX - the best of both worlds

DBX stands for Dynamic Bridged eXchange. In short, DBX offers the functionality, performance and reliability of an on-premise phone system, combined with the flexibility and economy of a cloud based hosted solution.

DBX allows you to bridge cloud and on-premise; to bridge all your sites if you have a branch network; to bridge your home users and tele-workers with your office-based staff. An on-premise telephone exchange (PBX) offers control, visibility and manageability. DBX couples this with latest generation cloud technology, which offers in-built Business Continuity, lower running costs and complete flexibility. This hybrid approach allows you to concentrate on the development and growth of your business, whilst DBX provides a feature rich, cost effective communications solution to support you all the way.

Capex vs. Opex Funding

As-a-Service pricing models make perfect sense, only pay for what you need, when you need it. This works brilliantly for companies experiencing rapid growth or a changing technology landscape. However, companies with a more stable workforce and defined functional requirements may be better off purchasing a solution and depreciating it over time.

Flexible funding from M12 provides lowest TCO

In addition to hybrid architecture, DBX also offers hybrid finance. The solution can be deployed on a purely rental basis – charging per feature, per user, per month, or as a capital purchase. Additionally, DBX can combine both approaches if required, ensuring lowest cost for the Business As Usual requirement, with the ability to flex capacity and features for seasonal fluctuations and Proof of Concept with minimal financial commitment and no legacy costs.

Start Ups/Rapid Growth



Allows for growth and changes in functional requirement

Multi-Site Companies



Join all sites together, provide local resilience and autonomy

Mobile & Home Workers



Smartphone and softphone apps make it seamless

Telephony Intensive Companies



Cloud gives DR, on premise gives local survivability

Established Companies



Will gain cost savings and cost certainty

What is included?

In addition to providing a feature rich, scalable telephony solution, DBX also includes:



Integrations and bolt-ons

DBX can also integrate to business applications to improve the customer experience and reduce operational costs.

- Outlook integration
- Integration to 20+ popular CRM systems including Salesforce and MS Dynamics
- Smartphone application to deliver the desk phone to a mobile
- Call logging and call recording

About M12 Solutions

M12 Solutions provides a one-stop telecoms solution. Providing multiple services enables us to minimise costs and our joined up approach delivers great customer service, which is reflected in our numerous awards and industry leading Net Promoter Score of +63. We aim to build long term relationships with our clients by providing prompt and attentive service and giving honest, straightforward help and advice.

Recent Awards



Associations



Customer Testimonials

“We have found M12 to be polite, knowledgeable and efficient whilst treating us like human beings and valued customers.”
Russ Mynott, Chelmsford Citizens Advice Bureau.

“Telecommunications is the most important tool for our business, if it doesn't work nor do we. M12 provide us with depth of knowledge and service and they deliver this with efficiency and courtesy. They are an extension to our in-house technical team.”
Darren Lock, World Wide Leisure Group.

“If we've ever had any issues it's always been very simple to pick up the phone, speak to someone and get an answer. Always very helpful. Nothing M12 can improve on, we're very happy.”
Sonia Vaughn, Aaron Partnership.

