

UNIFIED COMMUNICATIONS

CORPORATE TELEPHONY: COMMUNICATE MORE EFFICIENTLY THROUGHOUT YOUR ORGANISATION

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Outdated IT Systems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:

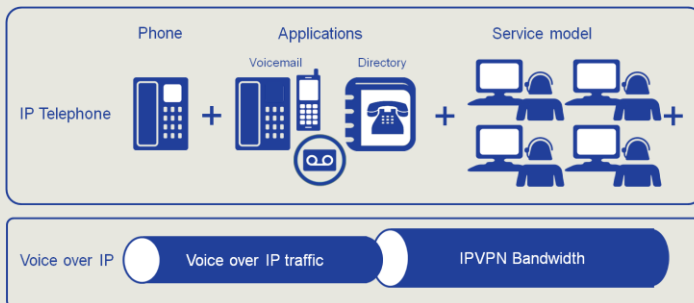
- Give customers leading edge IT systems capabilities based on proven technologies from leading vendors, such as Cisco and Avaya.
- Provide total cost transparency with customer access to the SITA central billing system via a customer portal.
- Spare your internal resources and ensure consistent service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

BENEFITS

- Greater 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
35,000
users worldwide
are supported by
SITA

HOW DOES IT WORK?



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: Alcatel, Avaya and Cisco.

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.
- End-to-end service management providing 24/7/365 service desk, remote operational support and onsite field services.

CASE STUDY

In 2012, Air Malta is outsourcing 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

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