

# IPDYNAMICS

Your partner for tailored telecoms and contact centre solutions for any platform



# Company profile

- ▷ Independent telecommunications systems vendor
- ▷ Established in 2005
- ▷ Head office: Hamburg
- ▷ Additional offices in Frankfurt am Main, Stuttgart, Munich, Herne and Hannover (July 1st, 2012)
- ▷ 60 employees
- ▷ 160 active customers
- ▷ Direct decision-making procedures and insourcing guarantee quick response time

# Technology partnerships



# References



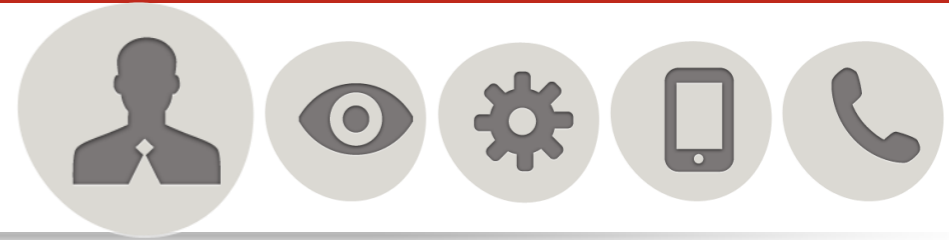


# Our range of services

- ▷ Contact centre solutions
- ▷ Voice over IP (VoIP) and conventional telephony systems
- ▷ Unified communications

## Core activities:

- ▷ Software development, integration
- ▷ Quality assurance



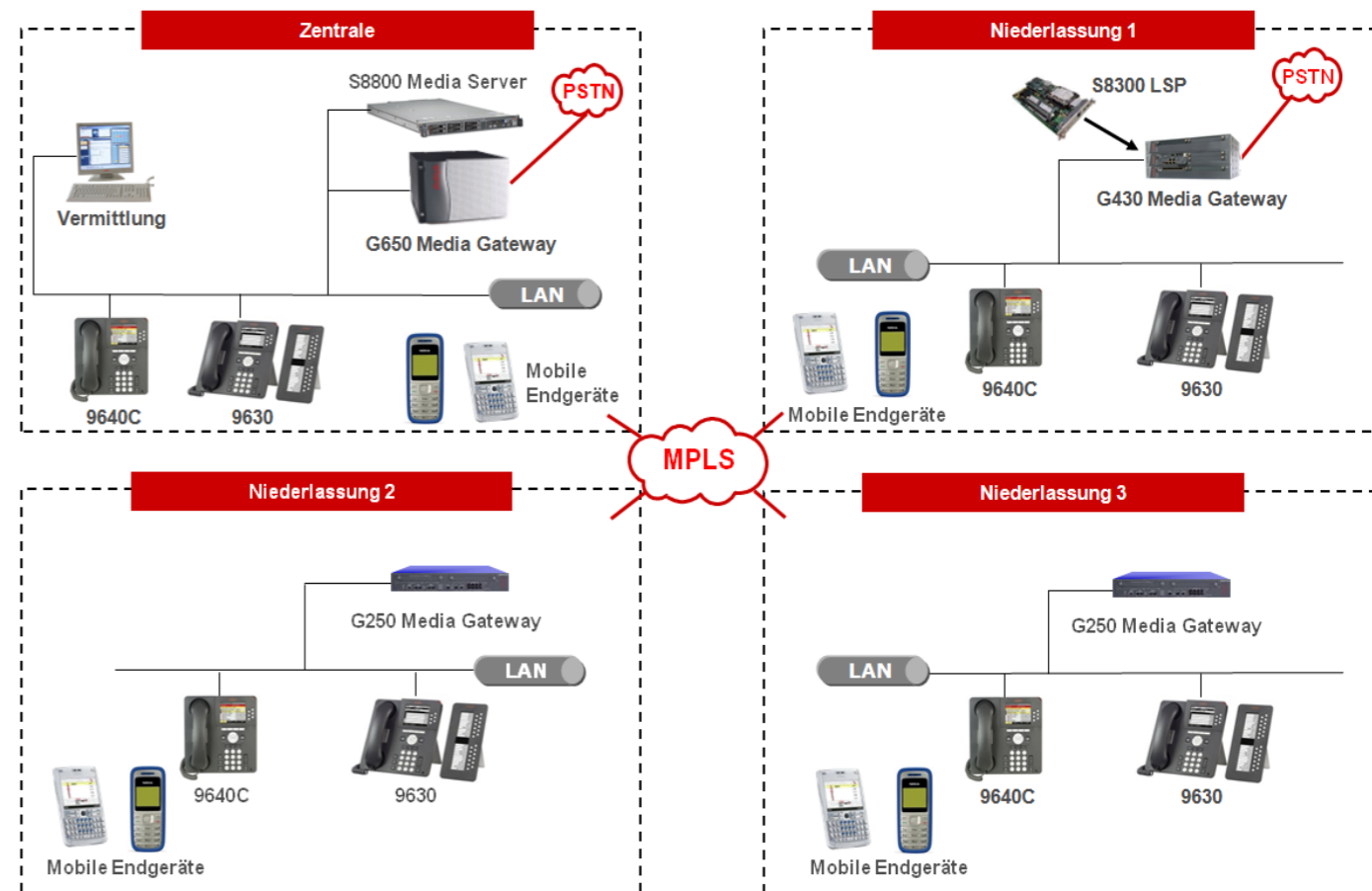
# Contact centre services

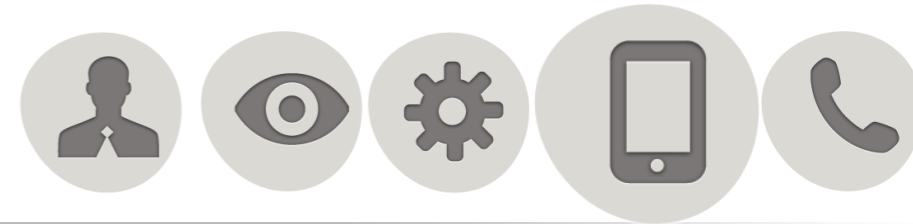
- Expertise and experience in the design of complex, distributed contact centres
- Video agents for better customer access: adding video features to existing contact centres
- Reliable integration of contact centres into existing IT landscapes (CTI)
- Development of high-performance, tailored contact centre clients
- Real-time ads and statistics delivered precisely to your specifications
- Customising voice recording systems
- Boosting inbound efficiency: IVR/voice portals
- Enhancing outbound productivity: dialers



# IP telephony

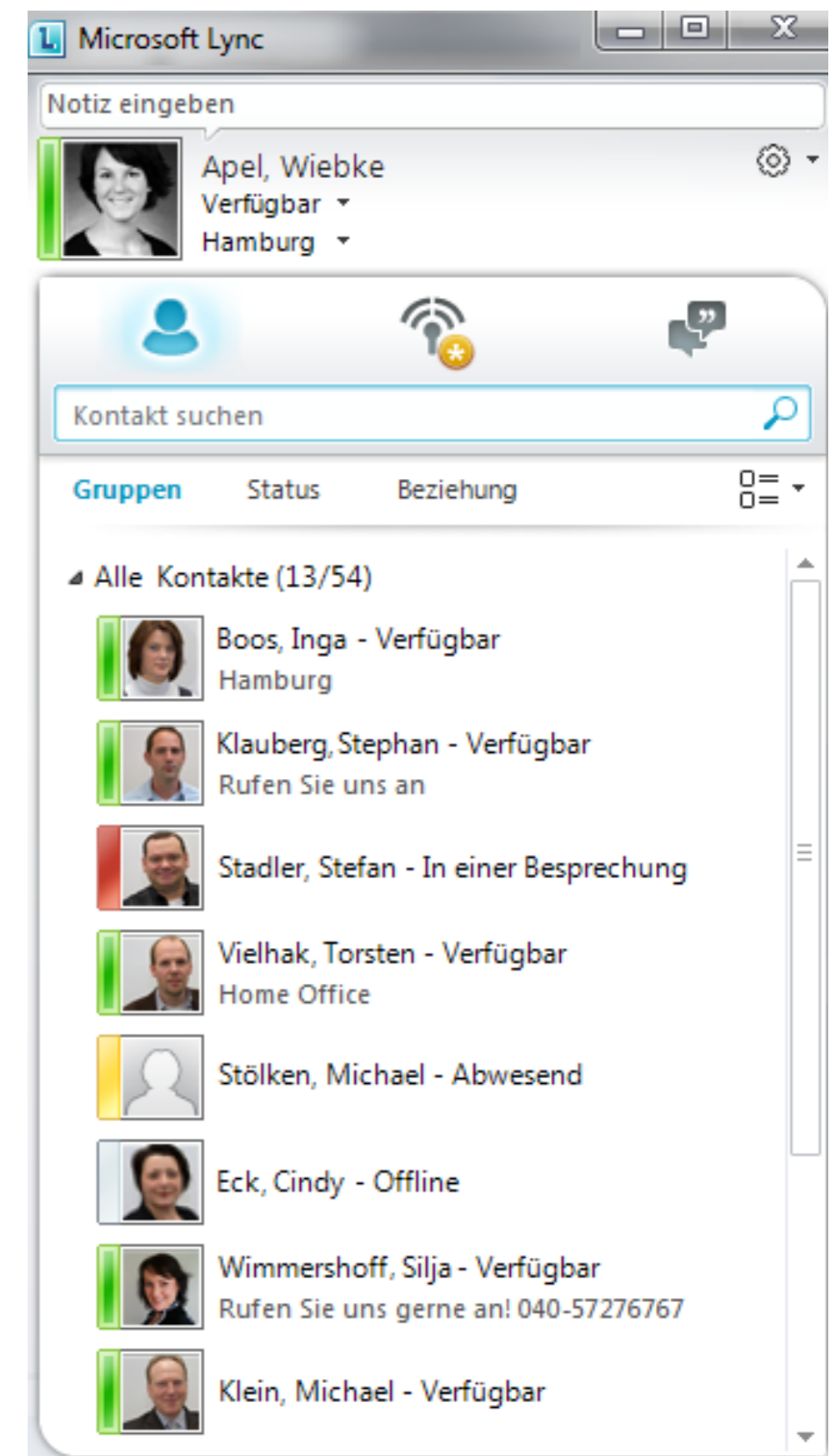
- Designing and implementing voice over IP (VoIP) networks
- Value added for VoIP networks
  - Integrated applications
  - Individual software development using technologies such as Microsoft .NET (C#), Java, XML
- Quality assurance
  - Analysis of existing networks for VoIP suitability and assessment of voice quality
  - Load testing and measurement of VoIP systems already in use





# Unified communications

- Implementation and customisation of conventional and current UC solutions
- Integration of spoken messages and faxes into Outlook and Lotus Notes
- Teamwork solutions: audio, video and Web conferencing, presence management
- **Solutions for mobile end-user devices**
- Telephone system features on mobile phones and BlackBerry/iPhone devices
- One-number service
- **Focus on Microsoft Lync**
- Microsoft Lync as a standalone installation
- solely as a UC client which also controls the telecoms system telephone



# Service

- Customer service centre and network operation centre in Hamburg and Stuttgart
- Management of over 30,000 ports
- Comprehensive field service
- Critical spare parts always in stock
- Execution of individual service levels, including 24/7
- Concepts for managed services**
  - Active monitoring of telecoms systems and servers
  - Moves, adds and changes
  - Port price models



# Benefits of IP Dynamics service

- ▷ Local customer service centre (CSC) in Germany
- ▷ High level of technical expertise starting at CSC
  - ▷ Immediate in-depth investigation when faults are reported
  - ▷ No time lost between fault reporting and beginning of interference elimination
- ▷ Service portal provides transparency during servicing
  - ▷ Tickets opened and progress tracked through the service portal
  - ▷ Changes in processing status actively notified
- ▷ Personal service
  - ▷ Direct access to indexed service staff
  - ▷ Support from a service manager

# Why choose IP Dynamics?

- Secure investment
  - Long-term support guarantee
  - Applications for any telephone system
  - Constant improvement through technology upgrades
- Future solutions can be independently selected (manufacturer-independent product portfolio)
- Extensive experience in quality assurance: load testing, measuring and assessing voice quality, and functional tests on solutions
- Entire project handled in-house using our own staff (no subcontractors)
- Outstanding expertise in the development and integration of software applications

We appreciate your consideration!

**We look forward to hearing from you on:**

Telephone +49 40 5727 6767

Alternatively, e-mail your local office:

[hamburg@ipdynamics.de](mailto:hamburg@ipdynamics.de)

[frankfurt@ipdynamics.de](mailto:frankfurt@ipdynamics.de)

[stuttgart@ipdynamics.de](mailto:stuttgart@ipdynamics.de)

[muenchen@ipdynamics.de](mailto:muenchen@ipdynamics.de)

[herne@ipdynamics.de](mailto:herne@ipdynamics.de)

IP Dynamics GmbH

Billstrasse 103

D-20539 Hamburg

Germany