Vodafone One

Vodafone One integrates all your fixed, mobile and desktop environments in a single IP-based solution – so you can manage your communications in a simple and cost-effective way.

End-to-end IP

Vodafone One is a fully IP-based platform – right through to the core of our mobile network. The result is a richly featured experience with advanced quality and reliability.

Leading communication and collaboration tools

Vodafone One provides access to an extensive suite of communication and collaboration tools across your mobile phones, desktop devices and integrated soft clients. Introduce new ways of working to your organisation with desktop sharing, conference calling, webinars, desktop video calling and more.

Converged mobiles and landlines

Our advanced 'extension mobility' component means that calls to desk phone extensions automatically connect to users' mobiles – even on standard GSM phones. Users can also intuitively switch between their desk and mobile phones during calls.

Single partner, single helpdesk

We provide all the fixed and mobile elements of your Vodafone One solution under a single contract that's managed by a single service desk – so you don't have to waste time managing multiple supplier relationships.

One monthly bill for fixed and mobile

We analyse your organisation's fixed and mobile voice usage and create a compelling flat rate monthly usage bundle that simplifies the way you manage your telecoms budget. We provide one monthly bill, and include detailed reporting capability that helps you reconcile invoices.

Fully assured service

We deliver Vodafone One as a fully assured service to give you total peace of mind. Our team of experts manage and proactively support your solution during rollout and in-life.

Benefits

Improve **speed and effectiveness** of communication

Increase **responsiveness** to customers

Reduce management complexity
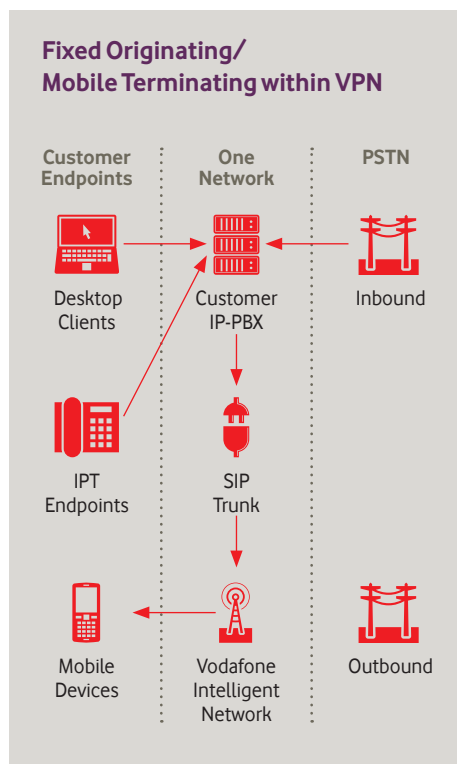
Enhance productivity

Cut administration time

Features

Fully assured **all-IP platform**

Seamlesss fixed/mobile **convergence**

Advanced communication and **collaboration tools**

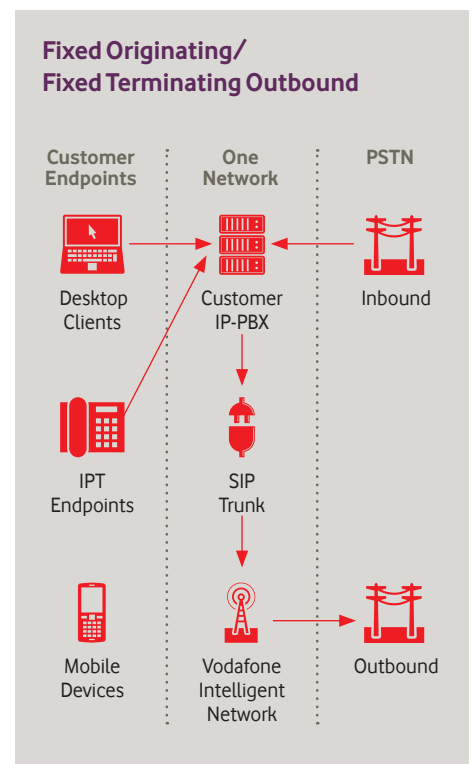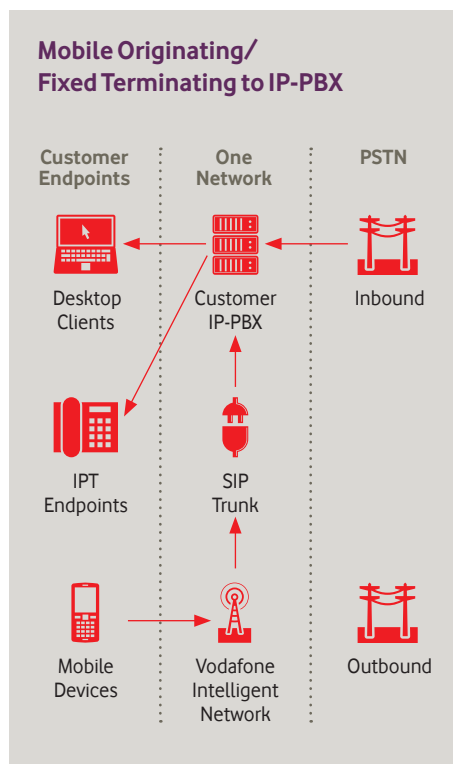Single contact **support**

One monthly bill

Product in detail

Vodafone One is a complete fixed and mobile communications solution that encompasses your IP-PBX, mobile devices, desk phones, soft clients – as well as a SIP link from your IP-PBX to our intelligent IP-based mobile network.

Fixed Originating/ Mobile Terminating within VPN

Customer Endpoints	One Network	PSTN
Desktop Clients	Customer IP-PBX	Inbound
IPT Endpoints	SIP Trunk	
Mobile Devices	Vodafone Intelligent Network	Outbound

Mobile Originating/ Fixed Terminating to IP-PBX

Customer Endpoints	One Network	PSTN
Desktop Clients	Customer IP-PBX	Inbound
IPT Endpoints	SIP Trunk	
Mobile Devices	Vodafone Intelligent Network	Outbound

Fixed Originating/ Fixed Terminating Outbound

Customer Endpoints	One Network	PSTN
Desktop Clients	Customer IP-PBX	Inbound
IPT Endpoints	SIP Trunk	
Mobile Devices	Vodafone Intelligent Network	Outbound

All inbound fixed originated calls route into the customer IP-PBX

The customer's IP-PBX is integrated with the Vodafone network utilising SIP over a dedicated managed Ethernet connection. This SIP trunk carries both outbound traffic from the IP-PBX and inbound traffic from the Vodafone mobile network, as can be seen in the call-flow diagrams in this document. The SIP trunk utilises the Vodafone Intelligent Network IMS (IP Multimedia Subsystem) platform to route calls and hold a unified dial plan alongside the IP-PBX. The IMS platform controls all calls that pass through it and routes calls either to the mobile network, to the customer IP-PBX or to Vodafone's global telephony interconnects as required.

The Vodafone IMS is an all-IP platform, so regardless of the origin of the call – fixed, mobile or extending – Vodafone One users benefit from a more stable voice quality, reduced post-dial delay and fewer dropped calls versus traditional IP to TDM conversion products. The network-based dial plan means that end users can be equipped with cost-effective mobile devices and still enjoy features like extension mobility and extension dialling without a smartphone client.

Product in detail continued

A fully assured solution

— When you deploy Vodafone One we project manage your implementation from design stage to rollout and deliver the changes your environment requires. We also provide a 24/7 helpdesk, 365 days a year – and we proactively monitor the health and performance of your solution through its entire lifecycle.

Integrated by our experts

— We manage the delivery and maintenance of your IP Telephony infrastructure. This includes the IP-PBX and communication applications such as voicemail, presence and IM. We also deploy handset and IP endpoints (such as conference phones and video installations) and integrate them seamlessly into your system.

Unique IP network capability

— Our network is unique among UK mobile operators because we have an all-IP network built on an IP Multimedia Subsystem (IMS).

— With Vodafone One, your IP-PBX is integrated with this intelligent network using SIP over a dedicated managed Ethernet connection (the SIP trunk carries both outbound traffic from the IP-PBX and inbound traffic from our mobile network).

— The result of our unique solution is that mobile users can benefit from enhanced features on standard GSM mobiles. Users also benefit from more stable voice quality, reduced post-dial delay and fewer dropped calls versus traditional IP to TDM conversion products. And the business as a whole benefits from a centralised, streamlined inbound, outbound and mobile voice architecture.

System requirements

— Vodafone One requires the deployment of a certified IP-PBX. We currently support Avaya Communications Manager (V.6.0) and Cisco Unified Collaboration (V.8.5). If you have a different PBX system you will need to migrate to a managed Avaya or Cisco system. If you have an existing Avaya or Cisco system, we will need to upgrade your platform to the required software version.
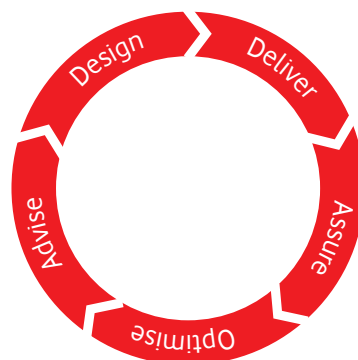
"We quickly saw that Vodafone One met all our requirements. It makes teamwork faster by providing employees with one telephone number, voicemail and directory, which are all easy to use."

Ian Robinson
IT Director, McLaren Group

Service Lifecycle

We support your Vodafone One solution with a comprehensive range of services. Our approach provides expert assurance throughout the entire lifecycle of your product and is configured to meet the individual needs of your organisation.

Services available for Vodafone One

Advise	Design	Deliver	Assure	Optimise
Discovery Workshop	Audit and Survey	Installation Services	Support Services	Service Delivery Management
	Design Services	Project Management	Service Transition	

Summary

One of the key challenges for organisations today is to simplify and integrate all forms of communications to support a more productive working environment. The goal is to optimise business processes, reduce response times, increase collaboration and eliminate device and media dependencies.

With Vodafone One you can achieve your goals in one smooth transition. Our end-to-end IP capability delivers a fully unified environment that is richly featured, reliable and delivers the quality of service you demand. Our professional services ensure your service is fully assured and integrated. And with our simple billing and support model — you can guarantee that you'll cut your management and administration, while also consolidating your costs.

To find out more, please contact your Account Manager or call us on **08450 840 157**

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