

" Computer Telephony Solutions - Low Cost of Ownership "

Our commitment is to designing and building solutions that are Open and Manageable, so you make savings on:

Save Time Specifying System

- Modular Building Block Architecture, together with rich supply of functional modules, means solutions are easily defined
- Include standard modules from Chelston including, Audio Conferencing, Voice Mail, IVR (Interactive Voice Response), FAX-on-demand, CRM, Call Centre Solutions, Distance Learning, Least Cost Routing, Audiotex, Internet accessibility - Web 'Call Me Back', text to speech, voice recording, PBX connect etc. etc.
- Microsoft COM Object Model means that 100's of thousands of Engineers worldwide are creating off-the-shelf solutions that may fit your needs.

Get to Market Faster!

- Choose from rich selection of standard Modules available from Chelston
- Use Analogue or Basic Rate ISDN Telephony Cards to prototype for ISDN Primary Rate solutions
- Build your applications fast via our pre-configured products which incorporate graphical drag-and-drop configuration tools, or specify a customised version to suit your special needs, or develop your own solutions using our function rich developer packs and APIs
- Use high productivity tools such as Microsoft Visual BASIC to prototype solutions fast!
- Use Chelston standard templates to build own custom solutions
- Integrate easily with existing PBX and LAN/WAN Computer networks and databases through the use of open standards systems architecture

Save Cost on Type of Engineers Required

- Microsoft COM Object model used for all CallHandler solutions, so applications can be written in any language and you don't need to employ expensive telecommunications experts, or C++ programmers
- Customisation can be achieved via Microsoft Windows NT COM object programming interfaces that support Visual C/C++, Visual Basic, JAVA etc
- Standard NT Architecture used for all CallHandler solutions, so can use IT related Staff with this type of skill-set.

Save Equipment Cost

- Low cost Compaq NT Server PC's can be used
- Wide availability of reasonably priced components
- Aculab and Pika Telephony cards offer high functionality at reasonable prices
- Chelston Software priced attractively
- Can start with small configuration, and expand as business grows, using the same application software.
- Scale easily with options for 4 to 2,000+ lines per chassis - analogue and/or ISDN, with options for many thousands via clustering technology. Start small and then grow big keeping original application software

Save on Installation Costs

- All software is Install Shield enabled providing for rapid installation and upgrade paths so can install systems quickly yourself if required
- Extensive configuration and set-up tools available which can be operated over the LAN/WAN
- Through choice of purchase options, which include complete, installed and tested, or software only supply

Save Operational Costs

- Find faults fast! using in-built tools and extensive multi-level event logging technology
- Flawless operation 24 hours a day, seven days a week
- Check operational parameters easily using extensive in-built tool-set
- Management systems effectively over LAN/WAN via browser based configuration and status Controls
- Upgrade modules easily on-the-fly without shutting the system down
- Add additional functionality quickly using additional modules while keeping the system live
- Using Open Architecture, Future proof technology

Save on Support Costs

- Purchase your own hardware and get local support - especially cost-effective if using Compaq Servers where 7-day 2-hour call-out support is very reasonable cost.
- Chelston use PC Anywhere via dial-in line, so expensive call-out costs are can be eliminated

