



CallPort Mobile

CallPort Mobile is 8el's Fixed Mobile Convergence (FMC) solution. FMC provides the capability to use both WiFi LAN and mobile networks to provide voice services from a single mobile device whilst presenting one number to callers. This dual network capability of routing calls via the WiFi or GSM networks provides business benefits in terms of superior call handling and cost reduction.

CallPort Mobile is suited to both large and small businesses, providing a simple solution for 'always on' communication. An increase in flexible working, along with a rise in an external workforce has driven the requirement for an FMC solution that encourages staff productivity and keeps the lines of communication clean between businesses and the end user.

The CallPort Mobile solution is easy and quick to implement, reduces costs and ultimately provides you with a mobile phone that is an extension of an office desktop phone, giving all the features you would come to expect regardless of whether you are in the office or out in the field.

How does it work?

A WiFi enabled mobile phone provides you with a tool to bridge the gap between the traditional fixed PSTN and mobile GSM networks. It also enables you to have one device for email, applications and telephony services both in and out of the office. Calls can effectively be routed via your mobile to either a WiFi network off to the PSTN or via the normal SIM operation.

To enable this service all that is required is appropriate bandwidth to support calls and the migration of telephone numbers from your BT or other lines into 8el's VoIP network.

Why CallPort Mobile?

CallPort Mobile is an add-on feature to CallPort, the IP PBX alternative for business telephony. The philosophy being that the FMC capability is network and software based, saving capital investment in dedicated servers and IP PBX capabilities. This, along with associated line rentals, provides a flexible, cost effective solution for businesses looking to embrace the benefits of FMC in a secure and controlled manner.

Easy adoption

The mobile client, once connected to the WiFi network, is transparent to the mobile user other than an icon notification visible on the screen, making adoption low risk and instantaneous. The transition from a known WiFi hotspot to GSM is automatic and seamless with a small beep to notify the user that the call is switching to GSM.

Ease of setup

Device setup and installation is simple being it is provisioned via a combination of web downloads and SMS messages.

A text message will be sent providing the registration details. Once entered, the mobile is registered to the 8e/ CallPort network and users can commence calling activity with all of the features you would expect including transfer, hold and call recording.

The devices capable of supporting the client include Windows media phones and the Nokia E51, Nokia E71, Nokia E65, Nokia E66 and Nokia N95. Both Blackberry and iPhone versions are on the roadmap, to follow shortly.

Security and Control

The 8e/ CallPort Mobile solution only allows the soft client to be provisioned to known GSM numbers and registration to the network is controlled by both SIP registration passwords and a DTMF login. In addition, the 8e/ network is protected from unauthorised access by a series of Session Border Controllers.

What are the benefits?

Call continuity enables the caller to make or receive calls using their mobile via any available network be it WiFi or GSM. The calls will seamlessly switch the two technologies dependant on the call experience that the 8e/ core system automatically monitors.

This delivers various benefits:

One number

In essence, a user is contactable on one single number via one single device regardless of the network type or location.

CallPort Mobile also enables users to carry on promoting their local BT numbers and make them truly transportable rather than having to divert traffic from a site. This is beneficial for both business continuity and in terms of reducing line rental charges.

CallPort Mobile encourages staff productivity by enabling 'always on' communication. The use of one office number rather than multiple mobile numbers provides for a corporate feel user experience, enables office cover regardless of the location of the call receiver, simplifies call handling and increases the ease and effectiveness of number marketing and advertising.

Increased productivity

CallPort Mobile improves customer experience by providing a seamless telephony solution regardless of location, making it the ideal choice for those consistently on the move.

CallPort mobile integrates the various communications devices available to an employee today, into one consolidated offering.

Call cost reduction

Calls from mobiles to other mobiles are often lower cost than calls from a fixed line network to a mobile. The CallPort Mobile client has the ability to route calls to the most cost effective route. For example, a caller dials an international number from a mobile or from a home office, the billed tariff is often expensive compared to using 8e/'s CallPort solution.

Users dialing from abroad often generate significant calling charges when subjected to international roaming tariffs. By routing the calls via the Internet back to the UK so that the calls can be delivered via the CallPort solution, the savings can be significant.

Reduced hardware costs

Multiple user devices for office, home and mobile working are forcing ever increasing procurement, support and management costs on businesses, small or large. CallPort Mobile addresses this problem by consolidating all devices into one WiFi enabled mobile phone, lowering both CAPEX and OPEX costs.