Postal Address: PO Box
10578, The Falls, 1522
Phone: +27 11 849 5607
Fax: +27 86 641 2473
Cell: + 27 72 197 8581

Physical Address: Pretoria Road
122, Benoni, 1501
Email: info@tyrmida.com
Website: http://www.tyrmida.com
Vat Reg No: 4800216899

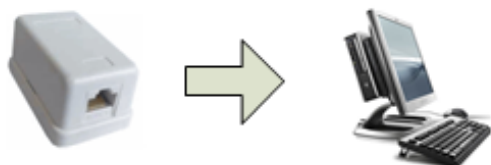# Why a Tyrmida **IP**-PBX?

1. Competitively Priced

Our **IP**-PBX product has been designed with the ideal in mind to provide all the features and functionality of the enterprise system for the SME's budget. We also have monthly Service Level Agreements available to ensure a low total cost of ownership.

2. No Cabling Required

Because we use VoIP phones only, our IP-PBX utilises the existing network cabling infrastructure in the office. Generally where there is a network point in your office, a phone can be plugged in. All of the non-cordless phones that we install come with an integrated 2-port network switch, which is used to connect both a user's computer as well as the phone to the network.

Because of this we do not have to run additional network or analogue cabling from the PBX to each extension.

Before

After

3. Phones

Although our **IP**-PBX can be used with any SIP based IP Phone, and even analogue phones using FXS Interface Cards, we prefer and install Snom products. Snom is a Germany-based company with fourteen years of experience in the VoIP industry. They have a wide range of products available, from entry level desk phones to cordless and touchscreen based handsets.

4. Recording of Telephone Calls Comes Standard

A feature which is much needed by many companies yet unaffordable for most is recording of telephone calls. This is a feature which is usually provided by additional external hardware devices and licensing costs of more than the actual PBX unit.

This is why in development we made one of the primary focuses of our IP-PBX product the capability to record and listen-in on incoming, outgoing as well as internal calls.

Since the call is recorded on the PBX itself, the quality is exceptional and equal to that of the actual original telephone call.

5. Integrated Telephone Management System

The Tyrmida **IP**-PBX comes with an integrated Telephone Management System at no additional charge to keep track of telephone usage in the company.

This system resides on the PBX itself and doesn't require any software installation or additional hardware (such as buffer boxes). Records can be accessed and searched using any standard web browser (such as Internet Explorer). Most importantly, the system is easy to use – even for a non-technical oriented person.

It integrates seamlessly with the call recording capability of the PBX, and any call can be listened to by simply clicking on the "Recording" link next to the call information. The system has also been developed from the ground up by Tyrmida for our customers and their requirements. Because of this, should you need any specific reports or capabilities built into the system, it is easy for us to add functionality.

10 Most Expensive Calls By Pin Code

This Month (2010-09-01 to 2010-09-30)

Report Drawn On: 2010-09-25 17:25:07

	1.Date Selection	2.Report Template	3.Advanced o,
	This Month ▼	10 Most Expensive Calls By Pin Code ▼	off ▼

☑ Extensions
- ☑ 10: Switchboard
- ☑ 11: Jonathan
- ☑ 12: Vanessa
- ☑ 13: Boardroom
- ☑ 14: Operations
- ☑ 15: Mike
- ☑ 16: Linda
- ☑ 17: Terry
- ☑ 18: Surentha
- ☑ 30: Tyrmida

☑ Pin Numbers
- ☑ 1272: Clair Jopson
- ☑ 1640: Mike Winter
- ☑ 1954: Surentha Naidoo
- ☑ 4998: Tyrmida
- ☑ 6410: Francios
- ☑ 6536: Vincent
- 6954: Vanessa Pillay
- 4: Donald
- erry Eleftheriou
- than Pillay
- Krynauw

Date & Time	From	To	Call Result	Call Length	Pin Code	Call Cost V	Recording
Pin Code: None							
2010-09-17 17:56:48	15	0726410802	ANSWERED	10:22	None	R 15.49	Recording
2010-09-03 18:53:31	15	0847785288	ANSWERED	08:24	None	R 12.54	Recording
2010-09-24 17:20:41	15	0847785288	ANSWERED	07:49	None	R 11.80	Recording
2010-09-24 10:16:49	15	0847785288	ANSWERED	07:21	None	R 11.06	Recording
2010-09-03 14:50:44	15	0847785288	ANSWERED	06:53	None	R 10.33	Recording
2010-09-03 11:09:29	16	0847785288	ANSWERED	05:10	None	R 8.11	Recording
2010-09-03 12:54:03	16	0847785288	ANSWERED	04:19	None	R 6.64	Recording
2010-09-03 09:36:11	16	0847785288	ANSWERED	03:42	None	R 5.90	Recording
2010-09-03 11:45:15	15	0847785288	ANSWERED	03:50	None	R 5.90	Recording
2010-09-08 18:32:55	15	0860359669	ANSWERED	13:23	None	R 5.78	Recording
Pin Code: Clair Jopson							
2010-09-06 09:58:14	10	0824143148	ANSWERED	01:45	Clair Jopson	R 2.18	Recording
2010-09-06 10:59:23	10	0718832494	ANSWERED	00:51	Clair Jopson	N/A	Recording

6. Cost Savings with VOX Telecoms

When Telkom lowered their rate for Cellular calls during peak-times in mid-2010, everyone thought that being able to reduce call costs through using Premicells / Cell Routers was a thing of the past. This is false!

Through partnering with Vox Telecom our customers are still saving drastic amounts on their everyday calls. By creating a SIP Account with Vox telecoms, you get an additional 087-xxx-xxxx number which can make 10 concurrent (at the same time) calls. This account costs you only R 25/month (additional numbers are R 25/month each) if you make at least R 300.00 of calls per month. We connect and deliver calls to Vox over any low-latency internet connection.

Savings are in the region of 30% (much more if international calls are being made). Here is some real data from one of our customers:

Outgoing Calls Cost Comparison (Telkom VS Vox Telecom)

Month	Telkom	Vox	Savings Amount	Savings %
April	R 3 401.24	R 2 575.88	R 825.36	32.04%
May	R 3 273.41	R 2 463.98	R 809.43	32.85%
June	R 4 677.01	R 3 650.40	R 1 026.61	28.12%
July	R 3 743.30	R 2 898.36	R 844.94	29.15%
August	R 3 085.67	R 2 372.72	R 712.95	30.05%
Average	R 3 636.13	R 2 792.27	R 843.86	30.44%

However this is not where the savings stop. Whenever someone phones you on your 087-xxx-xxxx number, you earn a rebate on the call per minute that gets deducted from your telephone bill.

Rebates on Incoming Calls (Vox Telecom)

Destination	Rebate During Peak Time	Rebate During Off-Peak Time
Cellular	R 0.40	R 0.20
Local	R 0.20	R 0.20
National	R 0.20	R 0.20

By using Voice over IP to terminate calls to the outside world, if you have a redundant wireless internet connection it also adds redundancy so that should telephone cables be stolen or faulty, it won't affect your services.

7. Neat & Tidy

If you look at most companies' offices, the PBX is a plethora of boxes, cabling and devices mounted against a wall somewhere. Tyrmida's **IP**-PBX fits into a standard 19" rack-mount cabinet. The only cables that will be connected to unit is the network connection, lines from Telkom and power.

8. Easy & Inexpensive Extension Management

Most importantly, the Tyrmida **IP**-PBX supports virtually unlimited number of extensions (no licenses or hardware required – only processing power). Extension management becomes a simple task, for example:

Moving an Extension

With a Tyrmida **IP**-PBX gone are the days of having to call anyone to move an extension to another office. Simply unplug the phone and plug it back onto the network where you want it and it is done. Where what cable goes is irrelevant.

Adding an Extension

There are no "cards" or "ports" when it comes to VoIP extensions on the PBX. If you want to add a new phone/extension to the system, the only cost that is involved is the purchase of the phone and adding the extension to the system's software configuration. Therefore whether you have 20 or 40 extensions, no additional hardware purchases is required for the PBX itself.

9. Multiple Branches

Multiple-branch and Remote Extensions are supported. As long as there is network connectivity (whether it is a wireless link or over the internet) in between the offices/branches an extension can be put anywhere.

10. Announcements and Music-on-Hold by MP3

Hold music, welcome announcements and Interactive Voice Response menus can be configured by using standard MP3 files. Our existing customers have found this a much welcomed change from the single-instrument-synthesized hold music or FM radio input.

11. Voicemail

The Tyrmida IP-PBX comes standard with integrated voicemail (per-extension or global). Voicemail messages are emailed to any email address as a standard audio file attachment and can be played back on any computer.

12. Quality Components

The entire Tyrmida **IP**-PBX solution is put together with only the best components with a 1-Year standard warranty to ensure reliable and quality operation.