TATA Tele Business Services | POB1g

ACCELERATING DIGITAL ADOPTION WITH SMART BUSINESS SOLUTIONS



- Cloud & SaaS Services
- Collaboration Solutions
- Data and Voice Services
- Marketing Solutions
- Security Solutions

Smart Cloud Managed Services

The Perfect Companion for your Cloud Journey

Businesses of all industries and sizes need to be able to be manage their IT requirements efficiently if they want to improve productivity, reduce costs, and streamline workflow. Even if you have an in-house IT team, they might not have the time to painstakingly focus on security, compliance, governance of IT infrastructure, day in and day out. This is where Managed Services Partners (MSPs) come in. TTBS offers to be your trusted partner and help you manage the highly complex and rapidly changing cloud needs.

Streamline your cloud infrastructure with Smart Cloud Managed Services

Cloud Migration Services: Enable migration of your on-Prem/Datacenter/AWS/Azure workloads to Azure/AWS cloud

Cloud Operation Services: Get monitoring, security governance and patching services to meet IaaS demands

Cloud Optimization Services: Reduce the TCO of cloud while delivering the same performance

Cloud Professional Services: Avail short-term expert assistance to maximize the ROI on cloud



Smart Cloud Managed Services: Your path to digital transformation

- Trusted Expertise: Get cloud architectural guidance and design
- Security and Compliance: Best practices to mitigate risks for your business
- Integrated Service: Eliminate IT silos with centralized monitoring and support
- Analytics and Reports: Periodic audit reports with detailed insights
- Cost Efficiency: Reap maximum ROI from your cloud investment
- Best-in-Class SLA from TTBS: Receive fast, prioritized cloud support

Scan the QR to learn more about Smart Cloud Managed Services and what it can do for your business.

Google Workspace

Connect, Create and Collaborate Easily

Flexibility, hybrid workplace, work from anywhere are buzzwords that reflect the changes in how we work today. In this context, TTBS brings to you Google Workspace, which seamlessly works with all the core applications of work, like email, chat, voice and video calling, collaboration, storage, task management, security tools etc. It also comes with the TTBS service assurance, customised plans, and solutions that meet all your data, voice, productivity, security, and cloud needs.

Productivity and collaboration tools for your business

- Gmail: Secure, ad-free email platform
- Drive: Store, access and share your files in one secure place
- Docs: Seamless and fast word processing
- Meet: Secure enterprise-grade video conferencing
- Calendar: Integrated online calendars designed for teams



Google Workspace business solutions seamlessly integrate everything that you need for your business in one secure place

- Boosts collaboration with tools designed for work from anywhere
- Helps connect and collaborate with team, customers, and partners
- Helps you manage your tools easily and reduces costs
- Helps protect your business with enterprise-grade security

Scan the QR to learn more about Google Workspace and what it can do for your business.

Microsoft Azure

A Cloud for Every Dream

Moving workloads to the cloud as part of their digital transformation journey is high on priority for any business today. While there is tremendous pressure to accelerate the cloud journey, businesses also need to make the right decision on the right partner who will support their cloud dreams. TTBS has partnered with Microsoft Azure, to offer superior cloud infrastructure as a Service (IaaS), and 24/7 support.

Accelerate innovation and growth with superior cloud infrastructure

Microsoft Azure offers essential compute, storage, and networking resources on demand, on a pay-as-you-go basis. Services offered under Microsoft Azure include:

- Azure Managed Services: Industry best managed services to cater to your cloud management needs that helps end-to-end management of your cloud infrastructure
- Azure Migration Services: Support that adopts industry best practices and is fit for all deployment scenarios, helps streamline the process moving workloads to the cloud, without any interruption in service.
- Other services include Storage as a service, Back-Up/DRaaS, DevOps, Cloud Architecture Review, Cloud Infra Hardening among others



Get your business on the cloud seamlessly with Microsoft Azure

- Helps reduce cloud Infrastructure costs
- Enables addition of big data/cloud computing capabilities
- Helps increase agility and IT efficiency
- Saves operational and energy costs
- Facilitates smooth migration of business workloads to cloud

Scan the QR to learn more about Microsoft Azure and what it can do for your business.

Azure Virtual Desktop

Modernize Workplaces and Help Your Teams Do More

Businesses worldwide are moving to a digital workspace which means anyone using a desktop needs to connect securely and can only access authorized apps and data. This is where TTBS Desktop-as-a-Service with Azure Virtual Desktop (AVD) comes in. It is a fully managed service that helps secure remote access to your virtual machines. Azure Virtual Desktop was designed with security in mind and is a great tool to enforce a "Zero Trust" policy, which means you never trust and always verify. It includes built-in network security, along with authentication and role-based access controls.

Gain Secure Remote Access to Your Virtual Machines

- Access desktop and applications from virtually anywhere
- Optimize costs and infrastructure
- Seamless Microsoft Teams and Office experience
- Built-in intelligent security
- Improve risk management
- Run robust workloads and apps
- Efficient hardware maintenance
- Rapidly onboard and enable access



Elevate Your Remote Work Experience with Azure Virtual Desktop

- Swift delivery: End-to-end delivery in 9 working days*
- Security & compliance: Zero-trust security approach with 100% compliance
- Bundled managed services: Comprehensive and integrated managed solution at zero cost*
- Best user experience: Connect from any device, optimized for Microsoft 365
- Data bundle: Varied amounts of data transfer capacity
- Integrated service: Re-use existing licenses to provision AVD

Scan the QR to learn more about Azure Virtual Desktop and what it can do for your business.

* Term and conditions apply

Ultra-Flexible, Anytime, Anywhere Cloud Communication

Do you want to offer seamless interactions to your customers while your teams work remotely? Do you want to enhance your customer experience with anytime, anywhere, and intelligent conversations? If so, flow forward with Smartflo, an anytime, anywhere advanced cloud communication suite.

Smartflo offers a range of solutions that include Smartflo Hosted Call Connect, Smartflo Multi-level IVR and Smartflo Hosted Contact Center.

Smartflo Hosted Call Connect: A Complete Virtual PBX Environment

- Outbound and inbound calling with call patching
- User management with role-based access
- API and webhook, detailed call logs and call management dashboard

Smartflo Multi-Level IVR: A Comprehensive Call Management Suite

- Outbound and inbound call management suite with customised routing function
- Sticky agent coupled with barging / whispering / transfer
- API and webhook integration with number masking for secure interactions

Smartflo Hosted Contact Centre: A Complete Call Center Management Suite

- It offers inbound and outbound calling, progressive and preview dialing
- Built-in CRM integrations for seamless experience
- Sentiment analysis and word-cloud powered analytics



Work Smarter and Deliver Better Customer Experiences with Smartflo

- Enable anytime, anywhere communication
- Build Smart call flow strategy for agents
- Ensure privacy and protection for agents and clients
- Frictionless customer experience with intelligent assistant and sticky agents
- Leverage CRM-integrated contact management
- Get customized comprehensive dashboard

Scan the QR to learn more about Smartflo and what it can do for your business.

Smartflo WhatsApp Business Platform

Elevate your CX to Greater Heights

Every business today dreams of an advanced digital solution which offers an integrated network to existing and potential customers, thus accelerating user engagement, boosting CX and ensuring impactful customer interactions. We at Tata Tele Business Services, in our endeavor to transform digital experiences with technology, now offer Smartflo WhatsApp for Business Suite to accelerate customer engagement, boost CX and ensure impactful customer interactions. The solution offers a superior UX to enhance business communications, in the way customers want to engage in today's business ecosystem.

Boost impactful customer interactions

- Allows brands to send booking reminders, shipping notifications, order notifications, product demo videos, verification codes, boarding passes, two-way customer surveys, and customer support messages
- Allows businesses to adapt to new challenges and provide exceptional assistance to customers
- Offers superior UX to enhance business communications, in the way customers want to engage in today's business ecosystem



Enhance Business Communication and Deliver Better Customer Experiences

- Increase Lead Conversion
- Automate CX and Self-Serve
- Design Smart Campaigns
- Reduce Support Cost
- Easy Channel Integration
- Increase Customer Satisfaction

Scan the QR to learn more about Smartflo WhatsApp Business Platform and what it can do for your business.

High Quality Unified Communication Solutions

Business communications went into full-digital mode, owing to the pandemic. The situation necessitated innovation in communication and collaboration which led to solutions that are robust, secure, and reliable to serve as a proxy for real-life interactions.

Our deep understanding of customer needs in the small, medium, and enterprise segments led to our partnership with Zoom communications, enabling us to provide businesses with highly unified communication solutions.

You can now, connect, engage, and collaborate across all your devices with ease and convenience.

Connect, Engage and Collaborate

- Zoom Meetings: Zoom enables a frictionless video communication experience, a cohesive integration of mobile phones, tablets, computers, and conference rooms on a simple, easy to use interface.
- Zoom Webinars: Host online events with up to 100 interactive video participants and 10000+ attendees. Broadcast your event and enjoy unlimited audio for VoIP and global dial-in (toll applies) for 120+ countries.



Experience Superior Web Conferencing with Zoom

- Robust Security with Multiple Authentication Layers
- Simple, Easy-To-Use Products and Tools
- Managed Service and Reporting
- Uninterrupted Service with an Uptime SLA of 99%
- Unlimited Meetings Without Additional Pricing
- Live Transcriptions to Help Collaborate Better

Scan the QR to learn more about Zoom and what it can do for your business.

Smart Internet Leased Line | Smarter, Safer, Speedier

Businesses need robust, seamless, and secure connectivity to communicate and transact over the Internet. As businesses across the world scale up their online presence, many continue to opt for the traditional Internet Leased Line (ILL) services for their connectivity needs, which leaves the business owner to contend with problems such as usage visibility, usage control, security, application maintenance, among others.

Our Smart Internet Leased Line is a state-of-the-art solution which will help businesses get robust connectivity, security, manageability, and clear visibility of their users and network.

- It is an internet leased line bundled with cloud-based security and a Do-It-Yourself (DIY) interface which is easy to access, install, use, and view
- It solves inevitable problems such as usage visibility, usage control, security, application maintenance among others
- It provides businesses with the first line of defense in a cost-effective manner. The solution also provides a dashboard for real-time view of reports as well as managed services



Get Smarter with Bundled Internet Leased Line Solutions

- Robust 1:1 Symmetric Bandwidth
- Real-Time Protection from Online Threats
- Zero-day Protection from Domain Creation Monitoring
- Virus Definition Update from Best-in-Class Cisco Server
- DNS Update Scanner on Cisco Server
- Real-Time Network Visibility, DIY Portal

Scan the QR to learn more about Smart ILL and what it can do for your business.

ILL Burstable Bandwidth

Flexible Bandwidth to Boost Your Business Growth

Every business today requires a scalable and optimal-performance connectivity, especially during events that lead to traffic spikes and demand overwhelms capacity. The need of the hour then is a flexible and cost-effective solution to scale bandwidth as required and to ensure optimal network connectivity without latency issues. This is where TTBS ILL Burstable Bandwidth solution comes in. It not just compensates for the unpredictability of peak bandwidth requirement, but also ensures zero latency and seamless connectivity.

Bandwidth that bursts to fit your need

- Supports need for flexible and optimal connectivity during high-demand consumption
- Provides expandable connectivity to scale bandwidth as and when needed
- Helps businesses stay seamlessly connected by compensating for the unpredictability of BW requirement
- Provides additional capacity to handle data volume without any last mile connectivity modification



Flexible connectivity for short-term bursts of activity at no additional costs

- Burst = Up to 2X of committed bandwidth
- Scalable bandwidth capacity of 50 Mbps
- Flat rate as well as 95th percentile usage-based billing
- 24/7 fast, prioritised technical support
- Access web portal for management and customised usage report
- Cost effective: Flexible, optimal and cost-efficient bandwidth plan

Scan the QR to learn more about ILL Burstable Bandwidth and what it can do for your business.

Making Businesses Faster and Flexible

Being fast and flexible is at the foundation of all digital and network transformation initiatives today. As businesses around the world, both big and small are rapidly digitising in a bid to develop operational resiliency, the need for robust networking practices has skyrocketed. Traditional network architectures were not built to handle the workloads and complexities of most digital transformation initiatives.

TTBS SDWAN iFLX enables this transformation. SDWAN-iFLX brings superior intelligence and flexibility to enterprise networks thereby making them agile.

- The solution enables best use of available last mile resources and delivers an optimised customer experience.
- Powered by Fortinet, our SDWAN-iFLX solution gives you operational simplicity, visibility, and integrated security.



Optimized Performance, Speed and Flexibility

- Optimized Network Performance and Uptime
- Simplified Multi-Location Branch Set-Ups
- Service Provider Agnostic Solution
- Critical Application for Traffic Prioritization
- Granular Visibility and Analytics
- Cost Reduction to Set-Up and Manage

Scan the QR to learn more about SD-WAN iFlx and what it can do for your business.

Smart VPN MPLS | Multi-Location Private Connectivity

Do you want to overcome capacity limitations of a commercial Internet connection? Do you want to manage dynamic converged application traffic patterns? If yes, all you need to do is deploy our Smart VPN MPLS solution and get going. We will help you stay on top of your game with better Quality of Service (QoS) capabilities that prioritise and manage traffic, together with consistent high performance of multiple applications. With Smart VPN MPLS, you can enjoy seamless, reliable, and secure multi-location connectivity that is ideal for your digital workplace.

Optimise your workflow seamlessly with our Smart VPN Solution

- **Flexible Hybrid Technology:** Our solution leverages hybrid WAN technology to offer exhaustive network coverage, enterprise-grade security, and 24*7 customer-support
- **Smart MPLS Core:** Our solution has smart MPLS at its core, which helps you set up a user-friendly network with key benefits of reliable connectivity, data privacy and cost savings



Experience the Complete Range of Secure Connectivity Benefits

- Seamlessly Integrated Robust Network
- Restricted Monitored Access
- Managed Service, End-to-End SLAs
- Real-time Performance Reporting
- Enhanced VPN Security
- Multiple Connectivity Options

Scan the QR to learn more about Smart VPN MPLS and what it can do for your business.

EZ CLOUD CONNECT

Connecting to the Cloud has Never Been this Easy

EZ Cloud Connect is a bundled solution that ensures secured connectivity across your offices, preferred data centres and cloud port thereby eliminating multiple interactions. It comes with the DLC/ NPLC Connectivity, X-Connect and a Cloud Port access that will be configured according to the cloud service providers that you choose.

Accelerate your adoption of cloud and make your business future-ready with a hybrid and multi-cloud strategy that drives innovation, visibility, and control.

Our solution comes with:

- **Connectivity to Data Centre:** The DLC/NPLC connects your business to your preferred data centre and enables cloud services with assured bandwidth of 1:1 combined with SLA.
- **X-Connect and Cloud Port:** You can bypass cross-connect solutions in favor of fixed pricing with X-Connect. You can also connect to the cloud without having to invest in a port separately with TTBS Cloud Port.



Accelerating Cloud Adoption Made Easy

- Bundled Cloud Connectivity Solution
- State-of-the-Art Integrated Security Solution
- Secure P2P linking via Private Network and Network-Wide Optimisation
- Versatile Network-to-Network (NNI) Solution
- Little to No Set-Up Time, Plug & Play Solution
- Comprehensive Coverage with the Leading CSPs in India

Scan the QR to learn more about EZ Cloud Connect and what it can do for your business.

SmartOffice® | All-in-one, Innovative Single Box Solution

SmartOffice® solution will help you power-up your new office or a branch without the hassles of investing in multiple devices or approaching multiple service providers. If you need a one-stop-solution offering voice, data and apps which is easy to deploy, reliable and affordable, then this is the right solution for you.

Tata Tele Business Services has designed SmartOffice® as an integrated package containing IP-PBX, data modem, Wi-Fi router, firewalls, and Dynamic Host Configuration Protocol (DHCP) server. It not only enables businesses to create their voice, data and network architecture easily but also helps them manage their enterprise apps for collaboration and analytics together in the cloud.

It is a secure and scalable solution that helps businesses optimise their productivity and growth to lead in their industries and drive better customer experiences.

All of this with Zero CAPEX Advantage

With SmartOffice®, there is no need to incur any CAPEX and related AMC charges. Businesses need not purchase multiple equipment, hardware, and software for separate technology needs.



Choose SmartOffice® - The Reliable Solution for Future-Ready Businesses

- SLA Backed Session Initiation Protocol Trunk
- Dedicated Bandwidth for High-Speed Internet Connectivity
- Save Up on Expenses like CAPEX and Related AMC Charges
- Inbuilt Wi-Fi, Firewall, Router and DHCP Server
- Integrated Connectivity for PSTN Voice and Internet Bandwidth
- Plug and Play Box with Web-Based GUI

Scan the QR to learn more about SmartOffice and what it can do for your business.

SIP Trunk | Never Miss a Call Again with our Powerful Voice Solution

Businesses today look for tested and reliable interface solutions to transmit voice and data in a cost-effective manner. Businesses need communications solutions which are simple to integrate, scalable and save costs. Our industry first SLA-backed SIP trunk solution is an advanced voice connectivity product, with the best-in-class IP service which replaces traditional multiple fixed PSTN lines with a single physical link that can support up to 1500 simultaneous calls.

Our SIP Trunk solution comes with a host of advanced features including:

- **SIP Auto-Failover:** Get uninterrupted voice connectivity backed by 100% auto failover protection with a dual last mile solution. Get 99.5% % uptime on L3 delivery along with a single pilot number for both last miles
- **Multiple Pilots on Same SIP Trunk:** Multiple pilot numbers are now configurable on a single SIP. This ensures that the customers with multiple internal departments need not have different billing for each of these departments



Scale your Business Communications with Advanced Voice Solution

- Single Link Scalability with 20-1500 Simultaneous Calls
- Single Link Replacement of Traditional Multiple Fixed PSTN Lines
- Increase and Decrease Call Capacity in Multiples of 10
- Flexible DID Range to Meet Scalability Requirements
- Auto-Failover Option Available
- Interface Ethernet: 30 Minimum Number of Channels

Scan the QR to learn more about SIP Trunk and what it can do for your business.

Toll Free Services | More Market Reach than Ever Before

Businesses are investing in smarter and faster ways to reach out to their customer base. Take the leap to better customer accessibility with an easy-to-remember 1800 and 1860 number series that streamlines communication and offers 24/7 support. With our toll-free services, providing consistent, quality customer service has never been easier.

Give your customers a quick and user-friendly way to connect with your business:

- **Call Free – 1800:** Our call free numbers are unique single numbers across the country with the prefix of 1800. The calling party bears no charges, as it is a free service. It can be easily remembered by customers and instantly established a high recall value
- **Call Local – 1860:** Call local numbers are local rate numbers with the prefix of 1860. Enterprises can choose this unique toll-free number as a service offering to customers who seek technical help and after sales services. This number can be procured from anywhere on a pan-India basis



Quick and User-Friendly Way to Connect

- Provides Instant Access to Customers
- Number Series of 1800 & 1860
- Time, Geography and Load Based Routing
- Call Hunting on Landing Numbers
- Self-Care Portal to Manage Routing Options
- Intelligent Analytical Reports

Scan the QR to learn more about Toll-Free Services and what it can do for your business.

Hosted Interactive Voice Response (HIVR) Solution

Enhance Customer Experience

Change the game in your favor in today's competitive marketplace, by giving your customers the best experience when they deal with you. Turn towards leasing out Hosted Interactive Voice Response to achieve this seamlessly, and that too at reduced business costs.

Adopting a hosted model reduces the cost of ownership and allows companies to concentrate on enhancing customer experience versus the burden of setting up infrastructure.

Maximize call volumes, improve ROI with HIVR Solution

- 24/7 availability allows customers to access information and support outside regular business hours
- Provides automated self-service, reducing the cost of hiring additional customer support staff
- Increases business efficiency as HIVR can route calls based on caller input thereby reducing wait time



Transform Your Customer Interactions and Elevate Business Efficiency

- Cost Effective with Low Total Cost of Ownership
- Real Time Monitoring and Analysing of Call Traffic
- Welcome Message Feature
- Availability of Call History Reports
- Out of Office Hours Enablement
- Professionally Recorded Audio Prompts
- Option to Upload Audio Prompts

Scan the QR to learn more about Smartflo WhatsApp Business Platform and what it can do for your business.

Hosted Outbound Dialer (HOBD) Service

Dial-In Success

New-age businesses believe that consistent communication is the key to competitive growth. Hosted OBD Service enables you to reach and engage with multiple users via accurate voice messages and targeted voice campaigns. This cloud-based communication solution offers easy, scalable, user-friendly methods and allows you to run your operations without the need to invest in expensive hardware.

Revolutionize your outbound calling with HOBD

- Helps initiate customer outreach campaigns, sales prospecting, appointment scheduling, and customer service follow-ups
- Increases productivity as agents can dial multiple numbers at once, reducing the time spent dialing numbers manually
- Enables remote working and can be accessed from anywhere with an internet connection, making it possible for agents to work remotely



Enhance Business Communication and Deliver Better Customer Experiences

- OBD Campaign Management
- Campaign Schedule Management
- DND Management
- Audit Log Management
- Call Flow Designer
- Capture User Input Details Through DTMF

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Cyber Security | Protect your Business from Cyber Threats

The importance of cyber security in business can never be overlooked. No business with an online presence is immune to a cyber-attack and the financial, physical, legal implications of an attack on any business can be absolutely devastating. We help ensure that your organization is protected from unauthorized access, data breaches, and other cyber threats.

All the industry-relevant and robust security intelligence you need to keep your business ahead of threats and keep it secure.

Enhanced Protection Against Security Threats

- **Email Security:** Secure, anti-fault tolerant email management system. Our industry-first email security solution ensures that your emails are safe, while blocking spam, virus, and impersonation attacks
- **Endpoint Security:** Complete cyber protection for all digital devices. Our endpoint security solution provides value for money, is easy to install, manage and requires no IT expertise
- **Web Security:** All-inclusive, enterprise-grade web security solution for businesses. Our web security solution provides you with the first line of defense against online threats, while providing complete visibility into your internet activities
- **Multifactor Authentication:** Additional layer of protection against cyber threats. Our multi-factor authentication layers protect your applications and data against unauthorized access due to credential theft by verifying your users' identities before they access your data
- **Virtual Firewall:** Enterprise-grade next-generation firewall solution against cyber threats. Our future-ready virtual firewall security solution can reduce response times to potential attacks, reveal unknown threats and streamline security network deployment



Your One-Stop-Shop for all your Security Needs

- Centralized Managed Portal for Greater Control
- Advanced Threat Intelligence and Zero-Day Protection
- Wide Range of Authentication with Multiple Option for Users
- Advanced Anti-malware with Cisco AMP
- Policy Enforcement with Advanced Access, Role-based Controls
- High Performance DNS Service, Full Visibility Across all Network Devices, Locations

Scan the QR to learn more about Cyber Security Solutions and what it can do for your business.

ONE-STOP SHOP FOR ALL YOUR ICT NEEDS

CLOUD & SAAS

- Smart Cloud Services
- Google Workspace
- Microsoft Azure
- Smartflo
- Smartflo – WhatsApp for Business Suite
- Microsoft 365
- Content Delivery Network
- Azure Virtual Desktop

COLLABORATION

- Zoom
- International Bridging Services
- Webcasting Services
- Conferencing

DATA SERVICES

- Smart Internet
- ILL Burstable Bandwidth
- SD-WAN iFLX
- Smart VPN-MPLS
- EZ Cloud Connect
- Leased Line-P2P
- Tata Tele Wi-Fi
- Ultra-LOLA
- Business Broadband
- Retail Broadband
- SmartOffice®

VOICE SERVICES

- Centrex
- PRI
- SIP Trunk
- SmartOffice®
- International Bridging Services

MARKETING SOLUTIONS

- Toll Free Services
- Call Register Services
- Hosted IVR
- Hosted OBD Service
- SMS Solutions

CYBER SECURITY

- Email Security
- Endpoint Security
- Multifactor Authentication
- Virtual Firewall
- Web Security

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