



PROFIT FROM THE DIGITAL EXCHANGE

SMART TELERETURNS

Welcome to our world of value driven Communication Solutions. At Syntel, we believe in offering products that make a significant difference to our customer's telecom experience, the emphasis being on assuring a **superior return on investment** through a unique blend of system intelligence, scalability, and cost optimization. In our effort to deliver this core proposition, the company today offers uniquely differentiated products and solutions by looking beyond the system into the Complete Telecom Value Chain. Geared to offer what we call the 'Smart Telereturns', Syntel gives it's valued customers two core advantages on a continuous basis: cost savings and productivity gains. This unique 'value for money' proposition is evidenced in a customer base of more than a million lines (users) including renowned names like Wipro, Whirlpool, Ashok Leyland, Blue Dart, Sahara Airlines, The Indian Armed Forces, State Bank of India, The World Bank, ICICI Lombard, etc., all of whom are testimony to Syntel delivering the promised returns.



STRAIGHT TO COMMUNICATION
DIGITAL DIGITAL DIGITAL
RETURNS EFFICIENCY DIGITAL
COMMUNICATION DIGITAL BUSINESS
PROFIT RETURNS
DIGITAL FF



NEOS-Profit from the Digital X'change

What does true digital communication mean for the end user today? Is it the long list of attractive features listed in most product catalogs, the typical industry jargon from leading players that only serves to confound or simply better technology that should deliver something more. When it comes to enjoying the benefits of core digital communication, the user rarely ends up better than before, since most of the true digital features are only offered as expensive add-ons for future use. The reason? Lack of user awareness and the force of an industry habit and myopia! Something that we at Syntel wish to see changed with the NEOS, our very own designed Digital EPABX, that will help you reap profits from your day-to-day telephone calling.

The NEOS is a new age Digital EPABX that makes technology work for you in more ways than you can imagine. The core strength of the product lies in even a layman getting enabled by the system to exploit all the benefits that are unique to NEOS alone! This is enhanced further with a true digital experience inbuilt into the basic system at no extra cost, something no other PBX in the market can truly claim to deliver today! While the end user considerations are just a small part of the entire scheme of benefits that the NEOS has to offer; the user organization also stands to gain not only in terms of productivity leaps but also monetary profits!



SIMPLY PROFIT

Various Telecom Service Providers offer a plethora of mind boggling options but unfortunately most users are firstly unaware and secondly have limited expertise to decide the alternative best suited to their needs. The NEOS comes as a refreshing change, especially since the Syntel Consultants configure it for the ideal telecom value chain best suited to your specific needs, with the system being programmed to deliver cost benefits assured. Add to this the unique Neos value propositions, and **Monetary Profits** are bound to result with every investment made in the NEOS!



ACTIVITY PROFITABILITY
DIGITAL PRO
RETURNS EFFICIENCY
PRODUCTIVITY EFFICIENCY

Choosing the right telecom plans

Almost every month, if not more frequently, a new type of Subscriber Plan is introduced by some Telecom Service Provider or the other, either for the normal fixed telephone landlines or mobile phones. Special rates & schemes are offered for organizations willing to migrate to these plans. This is where the Syntel Consultant plays an important role of assessing the organization's requirements and suggesting the **right mix** of plans to be chosen for the NEOS to ensure minimum billing and maximum returns from their Telecom System.

Operating within the calling budgets

Even after selecting the right mix of plans, there is a need to ensure that the chosen schemes are used optimally, which is impossible to be done manually. For instance, how does one ensure that all the free or discounted calls are completely exhausted before the chargeable calls start? How does one make sure that there are no surprises in the telephone bill? The NEOS supports a special budgeting facility to set out-dialing budgets for every extension user individually as well as for every Service Provider telephone line terminated on the system. The respective extension lines become restricted or disabled, as soon as the budgets are exhausted, making the end users start using their extensions more judiciously. The system also ensures that after the free or discounted calls are exhausted, the Service Provider telephone lines too are disabled thus diverting the calls via other such lines where free/discounted calls are still available.

Directing calls via the least cost route

In India we still have a different tariff structure for calls made to land line & mobiles as well as different Service Provider networks, where the calls cost the least only if routed via the same network. Even though the right combination of telephone lines are connected to the EPABX, it is highly impractical to manually select the line for out-dialing based on its cost-in-the-route. However, the NEOS can be programmed to recognize the service provider from the number type dialed by the end user and automatically direct the same to the lowest cost route to gain from the special tariffs available.

Overriding the spectre of AMC

The Annual Maintenance Contract is a hidden cost generally not accounted in the total cost of ownership. It springs up after the usual one year warranty period is over. With the NEOS, Syntel is in a position to pursue a 'near zero product & installation failure' objective not only due to its high design reliability but also its confidence to offer to the customer an industry first, **3 year warranty***! This augurs well with our aim to make you profit from the digital exchange.



PRODUCTIVITY GAINS

No prizes for guessing that telecom has become the lifeline of any organization. Therefore it is only good practice that one exploits the full potential of technology to improve the overall productivity of the organization. Here the NEOS stands head & shoulders above other systems. To start with, it offers almost all the features that any other EPABX manufacturer can talk about - built into the system - thus shielding the user from hidden cost burdens of the add-ons required in the future. NEOS also provides a host of other unique benefits that enable the users to experience the true meaning of going Digital!



Automating your caller's reception

When it comes to answering & greeting outside callers, the entire onus lies on the receptionist. And should she by chance not be in place - or busy answering another call - the callers are either not attended to or are directed to an unknown extension; adversely affecting the image of the organization. The NEOS has a special provision to greet 8 callers simultaneously in a highly pleasing manner. There is also a provision to record 8 different messages that can be played separately on each telephone line or during the time zone specified, thus making it a customizable offering. Apart from enhancing the image of the organization, this unique feature helps reduce the receptionist's workload significantly.

Differentiating between voice & fax calls automatically

More often than not, organizations dedicate separate lines to receive or send faxes only because of the inability of their existing systems to automatically route fax calls to fax machines. The NEOS can recognize a fax call and thus automatically divert the same to one of the 4 fax machines - that it is capable of supporting directly - without any human intervention whatsoever. This also ensures optimal utilization of all telephone lines.

Routing your calls to you, *instantly*

Most of the calls landing at the reception belong to frequent callers who typically need to speak to one particular person(s) regularly. It is just a waste of the receptionist's time & energy to transfer such calls on a repeated basis. The NEOS has a special provision wherein every extension user can specify a list of telephone numbers that they would prefer to land at their extension directly, without any operator intervention, multiplying the efficacy of the operator many times over.

Make the most of your EPABX

Most of the available EPABXs tend to have a long list of user codes that are not only difficult to remember but also inconvenient to carry on person. As a result, people end up not using most of the features simply because they don't remember the codes. Recognizing this problem, the NEOS has been designed to have an inbuilt Voice Guidance provision, where the system guides the user on all the possible options that one can exercise for a particular event. For example, on getting a Busy Tone, a normal extension user will hear the message 'For Auto Call Back, dial 4'. However, a senior executive with the barge-in facility will hear 'For Auto Call Back, dial 4. To Barge-in, dial 5'. What's more, in order to make this function even more user friendly, the NEOS supports these voice prompts in two languages; English as well as Hindi! The end user can decide which option they are comfortable with.

Enabling you with instant details on your callers

In today's day & age of intense competition, Customer Relationship Management cannot be overemphasized. Although the scope of this application is very vast, the NEOS has encapsulated a small portion of the same to enable users respond to their callers in a unique manner. This is done via an inbuilt single user Caller Identification Software, where there is an instant popup generated on the user's computer screen even before a call lands on their extension. All the details of the incoming caller are displayed along with a provision to add notes of the discussion held. The software supports many other features that helps the decision makers get realtime details of all the telephone activity of the organization, thus enabling them to monitor their business better.

Allowing you and your team the privilege of a direct line

The NEOS can be interfaced with digital telephone lines (what the industry refers to as E1/PRI) which is like having 30 telephone lines connected via one single cable. Apart from the basic advantage of being able to access several lines for out-dialing, these also help the callers experience true digital communication. Upon connecting even one such digital line to the NEOS, the Service Provider then assigns 100 telephone numbers (or more) to the organization, which can be configured in the NEOS as direct numbers for all the individual extensions, thus giving your team all the privileges of a direct line combined with the flexibility offered by an EPABX.

Although we prefer not to confuse our customers with the typical industry jargon, we have incorporated the feature list for your benefit should you still need to compare. If you have any problem in terms of understanding the same, our Syntel Consultants will be more than happy to guide you on their benefits in your specific context.

NEOS: THE SWISS KNIFE OF ALL EPABXs

Incoming Calls

"How NEOS makes a difference!"

- 8 port Auto Attendant (With 8 different user recordable message options)
- Attendant/Operator Console
- Auto Fax Detection
- CLI (Caller Line Identification)
- CLI based Routing
- DISA/DID
- Day Night Mode (Manual/Automatic)
- MSN based Routing (With E1/PRI only)
- Single User Caller Identifier Software

No need to memorize codes!

- Internal Voice Guidance Prompts
- Bi-lingual Prompts (English & Hindi)

For the Budget Conscious

- Call Billing
- Call Timeout Facility
- Extension Budgeting
- Least Cost Routing
- Trunk Budgeting

The misuse prevention brigade

- Class of Service
- Manual & Dynamic Extension Locking
- Restricted & Denied Dialing

The Usual Basics

- Abbreviated Dialing (Departmental/ Global/Free Pool)
- Auto Call Back
- Broker's Call
- Conference
- Call Split
- Call Hold
- Call Park
- Call Pickup (General & Selective)
- Call Forward
- Call Follow-me
- Call Transfer
- Last Number Redial
- Serial Call Transfer
- Walk-in Class of Service

For the 'I want more!' camp

- Barge-in
- Barge-in Protection
- Boss-Secretary Extension
- Do Not Disturb (DND)
- DND Protection
- CLI Restriction
- Hotline (Immediate & Delayed)
- Junction Grouping
- Listening In
- Private Junction
- Room Monitoring

And you thought it's over!

- Alarms (Self/Other)
- Date & Time Setting
- Call Buffer (10000 Calls)
- Call Camp - on
- Closed User Groups
- Departmental Call Hunting
- Distinctive Ringing
- Flexible Numbering
- Music on Hold (Default & User Programmable)

The Intelligent NEOphone

- Adjustable Display Viewing Angle
- Backlit LCD (4 line)
- Clock Display
- Call Queuing (If Operator)
- Calling Number/Name Display
- Direct Station Selector (3 x 23 = 69 keys)
- Operator Lock
- Day Night Mode Change (If Operator)
- Menu Driven Options
- Call Waiting Indication & Display
- Missed, Received & Dialed Call Details
- Navigation Keys
- Online Advice of Charge
- Phone Book
- Status Indication (3 Color LEDs)
- Speakerphone (Full Duplex)
- Single Key Feature Access
- Volume Control

For the true Digital Connectivity experience!

- ISDN PRI
- ISDN BRI
- E1
- Computer Telephony Integration
- Fully Configurable Key Phone System

If you are a hotel, there's more ...

- Check-in/ Check-out
- Floorwise Room Service
- Room to Room Call Barring
- Single Digit Number Access Setting

For your and our back end staff

- Manual & Block Programming
- Flexibility of Programming via SLT, KTS & PC (Via Hyper Terminal)
- Remote Programming
- Programming Backup (2 levels)

For the record : Technical Specifications

- Technology - Digital TDM/ PCM Non Blocking
- Control - Stored Program Control
- Architecture - Distributed Processing
- Operating Voltage - 110 to 275 V AC, 50 Hz
- Power Backup - Battery Charging Circuit
- Temperature - 0 to 50 °C
- PC Connectivity - 2 Serial Ports
- Printer Connectivity- 1 Parallel Port
- Dimensions in mm. (wxdxh) - 130P - 512x198x318
258P - 795x250x360
- Approx Weight (Fully loaded) - 130P - 15Kg.
258P - 21Kg.



LET'S TALK PROFITS!



The NEOS is equipped with several other benefits to make you experience and navigate the Digital Telecom World like never before. It is unmatched today; whether it is in terms of cost efficacy, ease of use, productivity enhancement potential or simply technology working well for you; all designed to make you **profit from the digital x'change!** You may find it hard to **stay away from it very long!**



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Smart *T*ele returns

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