



TELUS Business Solutions | Converged Networks
Business. Backed by TELUS.

TELUS IP networks connecting your business

new capabilities for Canadian business

Today's business environment requires continuous productivity improvement and cost reduction. Internet Protocol (IP) networks can help businesses meet these challenges. They provide the environment and ability to converge network communications so your business can achieve higher productivity, more effective communications with suppliers and customers, and enhanced collaboration among employees.

With a multi-billion-dollar investment in national infrastructure, TELUS is the first communications company in North America to transform its traditional circuit-based infrastructure to a leading-edge IP network, providing new capabilities and advantages to our customers. TELUS' Next Generation Network allows for the true convergence of data, voice, video, wireless and Internet on an integrated network platform. TELUS IP Networks enable all forms of communications – voice, data and video – to be delivered over the same communication infrastructure, saving valuable time, energy and corporate resources.

convergence delivers business value

With TELUS, convergence is a reality that provides value to customers today. TELUS IP Networks can help your business:

Improve flexibility. TELUS IP Networks provide the foundation for new and innovative TELUS-managed or customer-provided IP voice, video and data applications. Traffic is prioritized across the network according to your company's requirements. Our modular service allows you to tailor the network to your business needs and to expand your network as your business grows.

Integrate new applications to enhance productivity. Standards-based converged networks enable network managers to readily integrate new applications and capabilities. Applications such as IP Telephony and IP Video can be integrated over the same network to increase ease of use and boost corporate productivity.

Reduce costs. A single network in place of separate networks for voice and data significantly reduces capital investment in equipment and infrastructure and cuts operational costs. Our fully managed IP Networks allow you to focus on your core business and re-assign your valuable resources to other parts of the organization.

Enable greater scalability. Our Gigabit Metro and WAN Network access services provide the necessary bandwidth to enable your business applications to run smoothly without network congestion or delays. The national reach of our IP network means your business can grow to different locations and still stay connected. With our new building block service model, you choose the network capability you need today, while ensuring scalability for the future.

Enhance security and reliability. TELUS IP Networks are based on a set of standards-based protocols that support the secure exchange of private information. Our technical experts focus on reliability – they ensure the network is always running at peak performance.

Best-in-class practice. TELUS is the first service provider in Canada to receive the Cisco Managed Services Channel Partner (MSCP) designation. This new partnership certifies TELUS IP Networks solution sets as Cisco Powered Managed Services. By selecting TELUS you gain a significant competitive advantage – your business is supported by the best operation, security and management practices available from a Canadian service provider.

what clients are saying about TELUS IP Networks

"Our guiding principle is to develop and provide the best shopping experience. To maximize the opportunities the digital age affords us, we need a foundation that supports our guiding principle and TELUS is an industry leader in delivering innovative solutions. Our TELUS IP network reduces operating costs and improves the experience for our customers who will enjoy the new efficiencies that let us better serve them."

— Brian Martin,
CTO, Best Buy Canada.

"Thanks to TELUS, we found a solution that fit us perfectly. There's nobody who can do end-to-end like TELUS can."

— Michael Hutchison,
President,
Whistler Resort Cabs.

the power of one

The TELUS Next Generation Network removes the barriers of disparate networks, providing real operational and infrastructure savings. It is the foundation of TELUS IP Networks and our comprehensive range of IP-based services that can meet all your communications needs – wired and wireless – from one source:

- ONE network
- ONE protocol
- ONE interface
- ONE partner

quality, reliability, performance

Quality of Service (QoS) is the critical element of a successful converged network. With QoS, customer applications are prioritized across the network, ensuring performance of the most sensitive applications. Your company's information – voice, data or video – traverses the network seamlessly. Comprehensive service level agreements are in place to back this up.

TELUS IP Networks use a resilient, redundant, high-capacity architecture that meets the highest performance and QoS standards. The foundation of our network is a Multi-Protocol Label Switching (MPLS) backbone that enables us to deliver mission-critical applications. This allows TELUS to meet the high availability and predictability requirements for your business, wherever you are. Our professionally designed and managed IP Networks match the “five-nines” – 99.999% core network availability – of conventional networks and provide an added 99.9% availability on the access as well.

converging IP applications

TELUS IP Networks are designed to support IP applications. At TELUS, we are leading the industry in developing IP services including:

TELUS IP-One, the first of many IP-based services to come from our innovation pipeline. This IP telephony service utilizes the TELUS Next Generation Network, rather than the legacy circuit-switched telephone network, to route calls and data. TELUS IP-One clients have a full suite of IP-based advanced application services and the ability to integrate voice mail, email, data and images.

Service intelligence within the network enables users to be reached with one call or email – whether they're at the office, on the road or at home.

IP Video enables real-time collaboration via video conferencing and data sharing. Virtual – but visual – meetings, training and e-learning sessions can take place at your desk or on the road.

Multi-channel contact centres enable you to connect to your customers in a variety of ways, no matter what device or medium they are connecting through.

Seamless communications is one of the capabilities provided by TELUS IP Networks. It enables you to transparently move from wireless to wired communications without losing connectivity. As more communications services are available through wireless networks, “seamlessness” is becoming key to ensuring employee productivity.

TELUS: Canada's IP leader

As a leader in both voice and data communications, TELUS brings together the best of both worlds to our customers: the robustness and quality of service of the traditional voice network and the flexibility and cost effectiveness of IP networking. To ensure the success of the transformation to a full IP network, TELUS has analyzed the industry environment, evaluated the technology options, built voice- and video-over-IP capabilities, and carefully planned all aspects of the transformation. We are further managing the risk of future technology introduction by selectively partnering with best-of-breed technology vendors and by leveraging the expertise of our strategic partners. TELUS will work with you to create high-performance solutions to support your business needs through thought leadership, customization and innovation.

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For more information about TELUS Converged Networks,
contact your TELUS Account Executive or call 1-866-GO-TELUS
www.telus.com/ip-leader

