



# Telecommuting. A value-adding module in T-VPN.

Effective and transparent  
integration of your tele-  
commuters in your T-VPN  
voice network.

#### What's wrong with telecommuting?

Are you unable to guarantee the reachability of the telecommuters? Do conversations from private lines leave an unprofessional impression owing to the telephone number transmission?

Does technical support at so many locations strike you as too complex and expensive?

We have the solution: T-VPN provides perfect support for telecommuting.

## Services and function.

With the value-adding module Telecommuting, you can integrate your telecommuters synergistically and transparently into the company communications system. To do so, a line at the home-office of the telecommuter is integrated into the voice network solution of the company. When the employee activates call forwarding from the office to the line in the home-office, he can be reached under his office extension. And as viewed from the outside, there is no indication whatsoever that your employee is not in the office. The home-office telephone has the core features of the office line. When calling out as well, the telephone number of the company and the extension is signalled. And the features of the Telecommuting module cover the data communications requirements of your company, as well: Internet access – also via DSL – can be provided as an option. It enables employees to access the company's ICT (Information Communication Technology) according to internal security guidelines, for example.

And what's more: The Service Level Agreement for your T-VPN solution also extends to the home-office lines of your employees – around-the-clock on-site service and support are also available there.

## The advantages.

The advantages that the Telecommuting module offers your company speak for themselves: They start with a significant reduction in infrastructure costs, as expensive office space can be either shared or completely dispensed with. That effectively lowers personnel overhead costs. Moreover, home-office positions support more flexible working hours, which are better tailored to the customer's needs – at no additional expense. In so doing, you improve your customer service and increase the competitiveness of your company. In order to take advantage of this benefit, you first

have to overcome the challenges associated with telecommuting. The Telecommuting module in the T-VPN voice network ensures just that – and without the need to invest in infrastructure.

## The facts: Telecommuting in T-VPN

- Transparent and synergistic integration of telecommuters in the company's communications system – without investments
- Employees can also be reached in their home-office under their extension
- Signalling of the office number with outgoing calls
- Optional: ICT connection and Internet access via T-VPN
- On-site service and home-office user support
- Economic benefits through reduction of personnel overhead and infrastructure costs
- Improved customer service and increased competitiveness through more flexible working hours – without additional personnel costs

### What is T-VPN?

T-VPN is a voice solution from T-Systems that connects lines from any number of locations to a virtual private voice network. Optional value-adding modules can be used to expand any T-VPN solution, incorporating intelligent functions to optimize your business processes.

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