COMSCENTRE
OTC

WHAT IS COMSCENTRE OTC?

Encompassing the entire business communications eco-system, One Touch Control (OTC) integrates all of your major self-service, support, network operations and billing systems into a unified, seamless management and reporting interface and customer portal.

OTC is a wholly owned and internally developed platform presenting disparate services from multiple carriers as a single unified solution within a standardised service management portal.

COMSCENTRE OTC PROVIDES

Project Initiation

- Quotations
- Proposals
- Procurement

Project Management

- Provisioning
- Engineering
- Consulting
- Installation

Account Management

- Company Details
- Services and equipment
- Site specific information
- Project history
- Ticket History
- Contract Management

Reporting

- Site information
- Device records
- Network status
- Utilisation graphs
- Performance history
- Priority 1 ticket status

Customer self-service

- Call Manager:
- Remote access
- Change handset name
- Reset VM PIN
- Manage Call Forwards

Monitoring 24/7

- Service Status
- Connectivity outages
- (NOC board)

Support

- Ticket submission
- Support request
- SLA Performance

Finance

- Finance options
- Billing
- History

Comscentre Management Processes | Accessible Through Customer Portal

Who we are

Comscentre is an Australian owned business communications service provider offering enterprise grade voice, data, video, LAN and WAN managed communications services.

Through our comprehensive range of communications solutions, we provide reduced complexity, reduced business costs and improved productivity. Comscentre's unique One Touch Control solution amalgamates voice, video and data into one centralised fully managed service.

This means our customers have one organisation, one contact point and one monthly bill for all their network and communication needs. Specialising in communications solutions for mid-market and enterprise organisations, Comscentre has offices in Sydney, Melbourne, Brisbane, Perth, Adelaide and Asia.

Comscentre exists to provide the communications networks that connect your staff to each other and to your customers. Communications that work without excuse so that your business can communicate better, allowing you to concentrate on making your business a better place for your staff and your customers.

Communication **Solutions**

Telecommunications

Voice
Internet
SIP
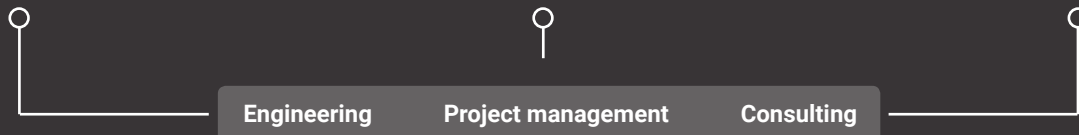Private networks
Custom network solutions
Data centres
Cloud connect

Cloud & Managed Services

Self-service portal
Managed services
Cloud UC
Cloud security
Third party cloud products
24x7x365 monitoring

Collaboration

Unified communications
UC accessories
Routing, switching, wireless infrastructure
Video infrastructure

Engineering   **Project management**   **Consulting**

2,700   locations under management across 6 countries

350   networks under management

27,000   devices under management

BRISBANE   SYDNEY   MELBOURNE   PERTH   PHILLIPINES

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