



# ProSys

## The Power of ProSys

Our reseller portal, ProSys gives you access to a range of tools designed to ease your CPE fulfilment and phone management tasks.



### Ordering

Easily order equipment direct to site, ready to connect and use.



### Provisioning

Add configuration settings to devices prior to despatch for zero-touch set up.



### Management

Effortlessly manage your hardware deployments from your own desk.



### Integration

Integrate your website with ours for automatic ordering, 24/7.

## Who are ProVu?

ProVu are the business to business market leader in Comms, Data & Security hardware distribution. With the help of our award winning reseller portal, ProSys, we provide resellers and service providers with access to a range of tools designed to ease the delivery of Customer Premise Equipment (CPE). Our product range covers all requirements for any hosted or on-site PBX installation from many of the world's leading brands.

We have a dedicated knowledgeable team who are always happy to help, from pre-sales advice to 1st class technical support. Having been specialising in VoIP since 2002, we have many years of experience and are able to offer consultancy services to both our resellers and suppliers in areas such as product specification, building provisioning platforms and interop testing.

## Our Brands



## Our Value Added Services

We hold stock of hundreds of lines from world class manufacturers, all for next day delivery direct to site. Along with a range of flexible value added services we aim to make the deployment of Customer Premise Equipment (CPE) as easy as possible, simply select the services that work for you!



### Zero-touch Provisioning and Remote Management

Our Provisioning service enables you to send CPE directly to site, fully set up and ready to work out-of-the-box. Any changes required can be dealt with smoothly and efficiently with remote management.



### Branded Shipping

We offer both branded and plain labelled shipping options. This service is quick and simple to set up and it enables you to maintain a personal approach with your customers.



### Device Settings Labelling

We can apply stickers with identifiable settings on to the boxes of your deployed phones, allowing your end user or engineer to quickly identify each device when the hardware arrives on site.



### Marketing Inserts

We enable you to add a personal touch to your deliveries with the option to add promotional materials, personalised setup guides, stickers and gifts to your customers' orders.



### Device Printing

We can arrange for items such as phones and routers to be screen printed with your logo, helping to strengthen your brand.



### API Integration

We have a number of APIs available giving you the ability to fully automate processes and integrate your customer facing website, ordering/provisioning portals and internal CRM systems with ours.



### Training

We are accredited to provide a number of training courses on behalf of our vendor partners - empowering you to better support your business.



### DECT Handset Pairing and Set up

We are able to pre-pair your DECT handsets to their base stations and assign extension numbers to each individual handset. Requiring minimum effort and knowledge by your customers when their phones arrive.



### Technical Support

Our expert technical team are on hand to provide industry-leading advice both pre and post sales.



### Installation Support

Looking to offer a complete solution to your customers? We can arrange remote and white label installation for you to help get your projects over the line.



More than just box shifting.

We offer our resellers clever fulfilment services to ease ordering, delivery and post deployment care for your customers.

Become a ProVu reseller today, visit:

[www.provu.co.uk/reseller](http://www.provu.co.uk/reseller)



# ProSys

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ProSys offers you access to a range of tools designed to ease the delivery of Customer Premise Equipment (CPE). Together, these tools help to reduce the cost of phone deployment and shipping VoIP hardware as well as allowing you to offer your customers a fast, efficient and professional service, maximising overall customer satisfaction.

There are no heavy start up or commitment costs involved; through ProSys you are able to choose the tools that work for you and your business.

We allow you to have as many users as you like. Each individual account can be customised with access to the tools that each user requires, giving you added peace of mind.



Ordering



Provisioning



Management



Integration

“ In our view, ProVu are the best in the industry at what they do - If they weren't we wouldn't be using them. ”

- CEO of a leading Service Provider



## Ordering

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ProSys Ordering provides you with a fast and easy method for placing orders directly on to the ProVu despatch queueing system. Product selection is made effortless with a search bar allowing you to find the correct product by simply typing in the product name or part code. Once selected, pricing and availability is displayed with the appropriate carriage charges which are calculated as your order is created.

Orders can be conveniently drop-shipped direct to your customers' site with your branded despatch notes (no mention of ProVu Communications). Or, if you are a Service Provider supplying goods on behalf of one of your resellers, there are options to select alternate despatch notes, branded with your reseller's logo.

Through ProSys Ordering you have access to multiple delivery options, these have been carefully selected to enable us to offer you a service for every eventuality. Available delivery services include: DPD, APC and FedEx.



dpd



FedEx

You are able to view your entire order history with details of orders that are waiting to ship as well as courier tracking and serial numbers for goods that have been despatched.

### Benefits for you

- ✓ See up to date pricing and stock availability
- ✓ Access to reduced shipping charges
- ✓ Option of branded or white labelled despatch notes
- ✓ We drop ship to your customers; so there's no need to hold stock
- ✓ No minimum order quantity

### Benefits for your customers

- ✓ Next day delivery
- ✓ Wide choice of hardware



## Provisioning

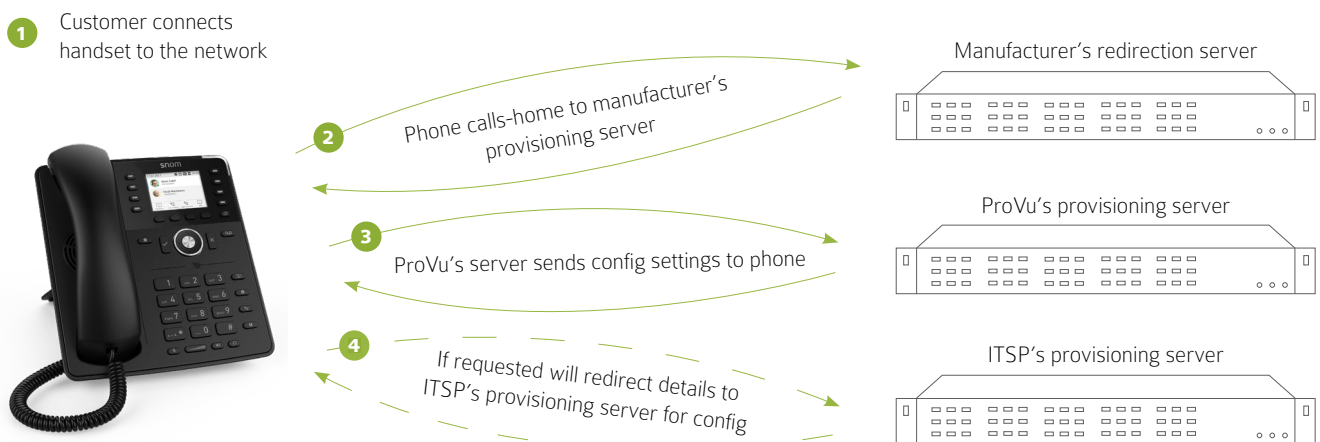
We have developed our own independent hosted provisioning platform that works across leading SIP hosted telephony platforms as well as all the leading brands of IP Phones and Routers. Automatic Provisioning enables you to ship hardware directly to your customers and work automatically out-of-the-box upon connection. Where possible we adopt a secure client certificate method of provisioning, to ensure the highest level of security.

We work with you to create your own, personalised provisioning template with your choice of popular settings. Settings you may wish to include are; voicemail, dial tone, time zone, and firmware version.

Once your template has been created, each phone or router you order will then automatically load your selected settings upon being connected to the internet on site. Or, if you would like your phones to be redirected to someone else's provisioning platform we can point your phones to the correct platform.

Automatic Provisioning saves you from unnecessary set up costs by eliminating the need for manual set up and therefore reducing customer support time. With next day delivery as standard, your customers can enjoy the best, hassle-free experience in getting up and running with their new service.

### How Phone Provisioning Works

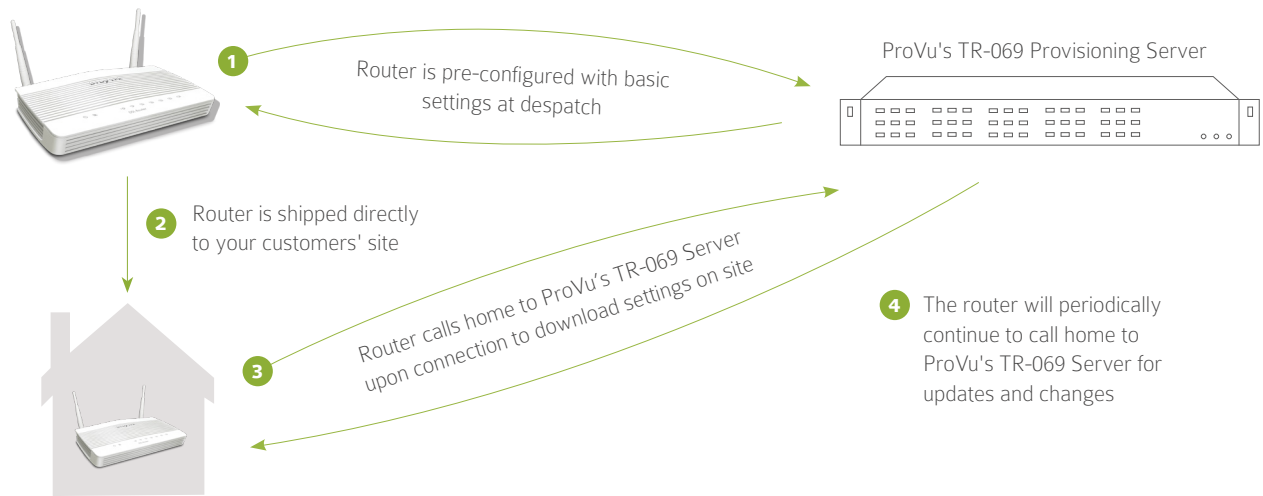


### Phones We Provision



Within ProSys Ordering, user-specific config details such as extension numbers can be entered for each phone. We then print and stick a label on to the phones' box making installation a simple case of issuing each phone to the assigned person and for them to connect it up.

## How Router Provisioning Works



Router provisioning works similarly to phone provisioning - we can work with you to create your own personalised provisioning template with your choice of popular settings. Your template will then be applied to your routers prior to shipping to your customers' address. In order to do this, we use the TR-069 protocol.

### What is TR-069?

TR-069 is the name of a protocol used to remotely provision and manage devices. It's an industry standard protocol and offers a secure provisioning method for routers.

## Routers We Provision

Developed to give you ultimate flexibility, our router provisioning server currently supports pre-configuration of Draytek, Technicolor, and TP-Link Aginet range of routers.



We can assist with device provisioning at any stage. Whether you decide at the time of ordering, after the devices have been shipped, or even if you already have a variety of devices purchased elsewhere, we've got you covered. No matter the circumstances, we can add your devices to your provisioning server, ready to remotely manage anytime, anywhere.



“ The ProVu team have revolutionised the way we handle CPE, now with ProSys we are achieving a 90% reduction in the overall cost of getting a handset delivered to the end user customer and connected to our service. ”

- Managing Director, of a leading Service Provider

## Phone Provisioning Pricing

**Phone Redirection Service** This is for users that use a different provisioning server. All that is required is for us to set the provisioning server URL in the provisioning settings.

**£1.00  
per phone**

**Phone Configuration** This includes applying a settings template as well as any phone specific config; with phone specific config we will label phones prior to despatch.

**£1.50  
per phone**

## Router Provisioning Pricing

There are no heavy start up or commitment costs to router provisioning, our services are flexible so you only pay for what you need. We offer two different services when it comes to configuring your routers:

**Soft Configuration** This service allows you to apply your preferred settings to routers before they are shipped, enabling a true plug and play experience. With this service, devices can be remotely managed using ProSys Management. \*(£4.00 for Technicolor & DrayTek, and £6.00 for TP-Link).

**From £4.00\*  
per router**

**Hardcode Configuration** With hardcode configuration, the settings are burnt to the device. This means that internet settings and connection details are permanently stored on the device which can be useful if you want the device settings to remain even if a device is factory reset.

**£10.00  
per router**

### Benefits for you

- ✓ We ship direct to your customer's site saving time and reducing shipping costs
- ✓ No need for an engineer to manually set up phones/routers
- ✓ Settings are applied automatically; reduced risk of inputting errors
- ✓ Phone & Router settings can be changed remotely using ProSys Management

### Benefits for your customers

- ✓ Hardware arrives next day
- ✓ Devices arrive brand new, in an unopened box, ready to use
- ✓ Configured devices are clearly labelled for ease of identification
- ✓ Changes can be made quickly and remotely





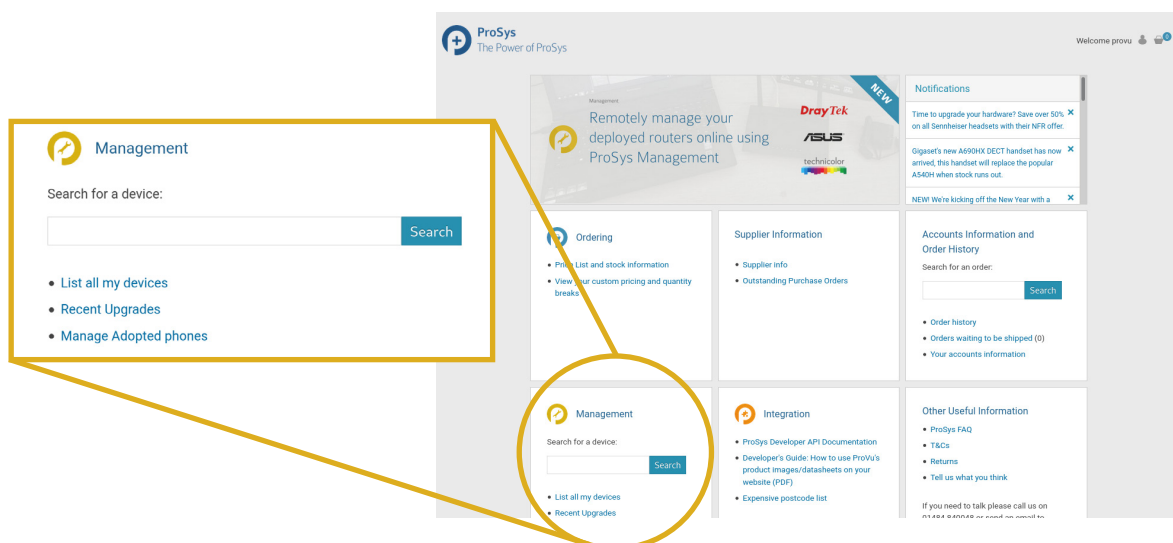
# Management

With phones/routers registered to the ProSys provisioning platform, resellers are able to subscribe to the ProSys Management tool. ProSys Management enables your support staff to view and manage your entire deployment of phones and routers, by allowing you to:

- ✓ View and monitor all deployed devices
- ✓ Edit and manage BLF/Function keys settings on any device
- ✓ Search for devices by MAC address or extension numbers (phones) / PPP user details (routers)
- ✓ Edit settings eg. change SIP username, passwords and basic settings
- ✓ Edit any TR-069 enabled setting in your deployed routers
- ✓ Edit any configuration settings on deployed phones
- ✓ Manage firmware upgrades
- ✓ Download reports of all managed devices
- ✓ Easily view device data through one central dashboard
- ✓ Maintain log of firmware updates

## Enhanced DrayTek Router Management

- ✓ View a list of template settings applied to your routers
- ✓ Remotely schedule firmware upgrades on DrayTek devices
- ✓ Realtime push of settings on DrayTek Routers
- ✓ View Online/Offline device status information
- ✓ More configurable options available



## Phone Management features

	snom	Yealink	Gigaset	poly	Fanvil	GRANDSTREAM	
Configuration	✓	✓	✓	✓	✓	✓	
Adoptions	✓	✓	✓	✓	✓	✓	
FW Upgrade Log	✓	✓	✓	✓	✓	✓	
BLF/ Function Keys	✓	✓		✓	✓		

## Pricing

**Phone Management Charge** There is a low monthly charge per phone for ProSys Management. Charged at a rate of £0.17 per phone, this also applies to phones after adoption.

**17p per phone  
per month**

**Router Management Charge** Ongoing management of router settings is free for one year post despatch, after this time a small charge of just £0.25 per month, per router will be applied.

**Free for 1  
year**

**Adoption Charge** If you would like to add a phone/router not bought from ProVu to your network, we can adopt the device and provision them for you so all your deployed solutions are in one place. We will even remove the device from its old service provider.

**£5.00  
per device**

### How the Management bill works

If your ProSys Management bill works out less than £3 per month you will get ProSys Management free of charge. This allows you to manage up to 17 phones or 12 routers (or a combination of the two).

### Benefits for you

- ✓ Reduced support costs
- ✓ Manage and schedule firmware updates
- ✓ Easily edit phone/router settings
- ✓ View list of all deployed phones & routers

### Benefits for your customers

- ✓ Fast resolution of problems
- ✓ No need for site visit for changes to be made
- ✓ Firmware upgrades are made remotely and carefully planned by ITSPs

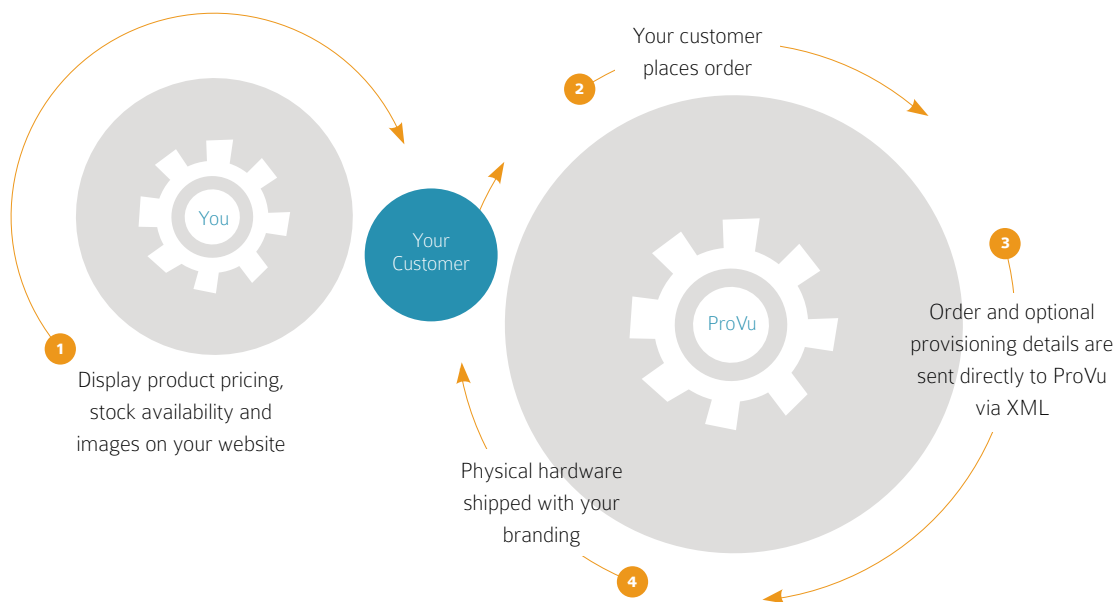


## Integration

ProSys Integration tools allow ProVu resellers to push/pull important information such as real-time pricing, stock availability, images and datasheets for all of the products we supply directly to your website or customer portal.

By using our API tool, you can enable your customers to place orders via your website which will then feed directly onto our system. We can assist you in the set up of our API feed, however you will require a web programmer to help you set this up.

### How it works



### ProSys APIs

#### Product Information & Categories

Pull product information & images directly to your website

#### Ordering and Pre-provisioning

Automate your order processes

#### Order History

View order status & tracking information

#### Invoices

Pull a list of invoices and credits for the last 60 days

#### Device Status

Query device status and see the configuration

#### Device Management

View your managed devices' status and configuration

#### Benefits for you

- ✓ Ability to take orders with no staff interaction
- ✓ Orders can be processed outside of working hours
- ✓ Easy way to receive up to date images and datasheets for the majority of our stock

#### Benefits for your customers

- ✓ Customers see up to date prices and availability
- ✓ Wide choice of quality VoIP hardware
- ✓ Orders fed directly to the ProVu despatch team

## Who are ProVu?

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ProVu are the business to business market leader in VoIP hardware distribution. Through our reseller portal, ProSys, we provide resellers and service providers with access to a range of tools designed to ease the delivery of Customer Premise Equipment (CPE). With our range of value added services, supplying your hardware couldn't be easier; Our product range covers all requirements for any hosted or on-site PBX installation from many leading brands.

Become a ProVu reseller today, visit:

[www.provu.co.uk/reseller](http://www.provu.co.uk/reseller)

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