

# MCT Solutions Leverages NFR Credit in Offering Offsite Backups and Cost Effective SIP Trunking Services



*"The NFR process was really straight forward, I filled out a form and presto!"*

- Ben Nichols  
MCT Solutions

## The Challenges

With the increasing threat in the security of businesses- of all sizes, onsite backups aren't enough to ensure continuity despite unforeseen circumstances. Offsite backup solutions are also essential in helping organisations be flexible in times when onsite backups are compromised. Having this knowledge in mind, MCT Solutions knew they needed to have an offsite backup solution for their MSP and their customers as well.

Another dilemma that they were facing was the tight competition against other MSPs who are offering VoIP and SIP trunking. To be able to stand out among their competitors, they need to partner with a provider that can offer SIP trunking services that would bring in the right profit but for a lesser cost to their MSP.

Understanding the importance of offsite backups for their MSP and their customers and the necessity to look for a provider that could offer a more cost effective SIP solution, news of the NFR proved to be useful.

It was the right timing when they were in the process of coming out of contract with their incumbent provider and looking for a backup solution to use internally, when they were told about Hosted Network's Not For Resale Credit.

## Fast and Easy Application and Access

After signing-up for the NFR credit, MCT's internal SIP trunks and live environment BaaS environment were quickly provisioned and could be used straight away- no complicated document processes and waiting time involved.

Managed Service  
Provider:



MCT Solutions is a Wollongong-based Managed Services Provider, serving clients across Illawarra and surrounding suburbs. They practice a proactive approach in IT management and monitoring, ensuring to help their clients gain competitive edge through unique tech solutions.

## MSP Business Challenges

- Ensure their MSP and customers' resiliency during unexpected events with a remote backup solution
- Offering a simple and cost effective offsite backup solution
- Increased business risk without working offsite backup solution
- Costly pricing of SIP Trunks from incumbent provider

## Solution

- Used Hosted Network's Not For Resale (NFR) Credit in setting up their own offsite Veeam Cloud Connect Backup as a Service (BaaS) environment and claiming SIP Trunks and Direct In Dial (DID) Costs for their Internal VoIP

## Offsite Backup Advantage



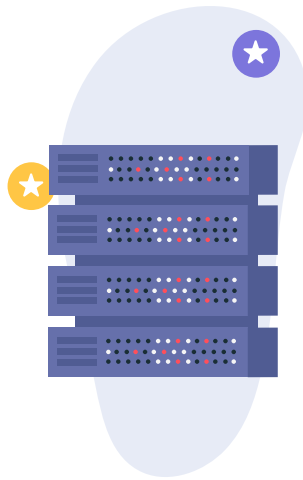
Standing up BaaS through NFR is a big advantage for their MSP. Offsite backups give them the confidence to stay operational without the need to depend on onsite backup devices.

With today's work landscape, offsite backups are considered as an essential for every organisation. Businesses need to be equipped with the flexible solution to remain functional despite unexpected situations.

## Hosted Network SIP Trunk Difference

With the stability of Hosted Network's network and fast provisioning of SIP trunks, having the NFR allowed their team to experience the same benefits that their SIP customers on Hosted Network have, without the monthly fee attached.

Understanding the efficiency that the solution can deliver to their customers particularly in improving uptime and the cost-effectiveness of shifting to Hosted Network's SIP trunks, partnering up with them for their own Voice system was an easy choice.

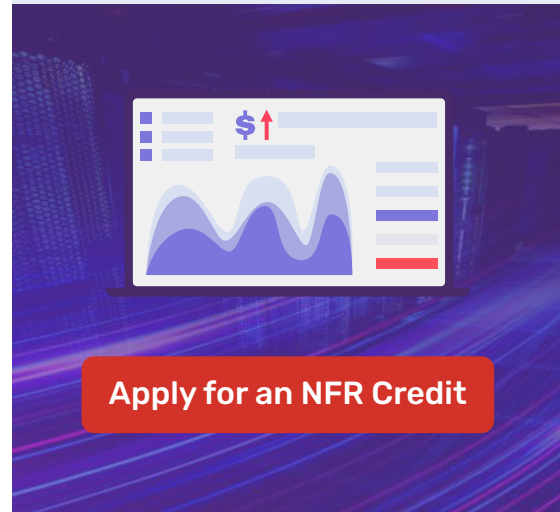
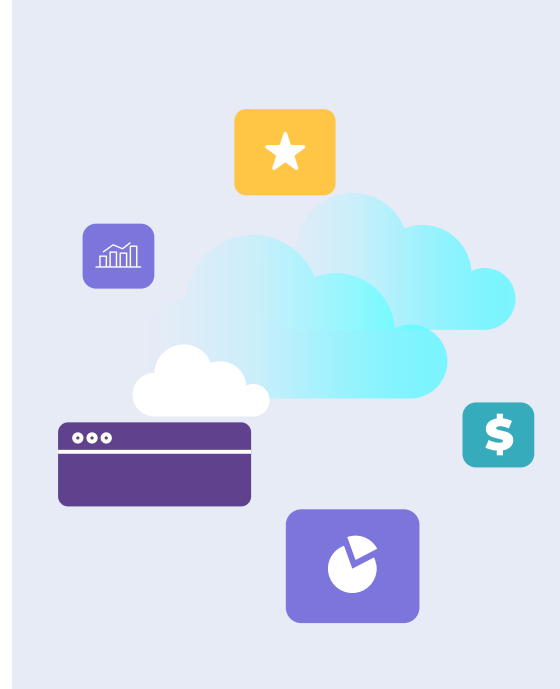


## Transferable Skills



As their team has existing knowledge and experience in handling BaaS environments and Hosted Network SIP Services, managing the solutions with the familiar functionalities were a breeze.

Through combining their existing knowledge and skills with the easy backup management within Veeam's Portal and Hosted Network's reliable service delivery and support, partnering with Hosted Network in delivering backup solutions and SIP trunk services proved to be the right choice for their MSP.



[Apply for an NFR Credit](#)

**Got a Question?  
We are Here to Help**

 1300 781 148

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 [www.hostednetwork.com.au](http://www.hostednetwork.com.au)

## End Results

- Simple NFR application process
- Easy solution management due to BaaS and SIP service familiarity
- Ability to have a safety net during disasters without the need for on site backup equipment though securing offsite backups
- Cost savings covered by NFR Credit
- Cost effective SIP trunks with improved uptime
- Improved profitability of SIP offering to MCT Solutions' clientele