

# Dstny for SMEs

## The One-stop-shop for Business Communication and Secure Connectivity



SCAN ME  
FOR A  
FREE AUDIT



dstny

make • hybrid • work

# Helping SMEs Communicate and Collaborate with Ease. **That's our mission!**

**As an SME, you want to be easy to reach and provide customers with the service they expect. You also want your colleagues to be able to work together smoothly and have a reliable internet connection, and for your company to have adequate security. Dstny offers you a total solution for all these challenges.**

Dstny, originally a Belgian company, has grown into the European leader and innovator in business communication solutions. We provide SMEs with a modern all-in-one communication platform that supports calling via mobile, PC/laptop, and landline and integrates with over 80 CRMs and Microsoft Teams. Additionally, we offer advanced connectivity and security solutions, creating the perfect mix to support your business's efficiency and growth.

In Europe, more than 3 million business users communicate, collaborate, and deliver outstanding customer service with our tools. Our solutions are mobile-first, user-friendly, and integrate seamlessly with your existing tools and systems.



# Business Communication and Connectivity Tailored to Your SME

We support your business with our communication and connectivity solutions so you can tackle all digital challenges securely—today and in the future. You can easily customize your ideal bundle yourself, or reach out to us, and we'll work together to find the solution that best meets the needs and challenges of your SME!



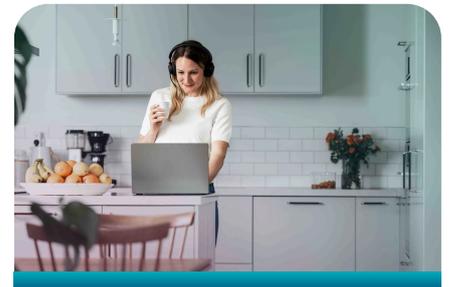
## Business Communications

- All-in platform for your business communication
- Fixed and mobile telephony
- Integrations with CRM and Microsoft Teams
- Add-ons such as Analytics and AI Chatbot



## Internet and Managed WiFi

- Fast, Reliable Fixed and Mobile Internet
- Choose from fiber, VDSL, or 4G
- Customized speeds and rates
- Managed WiFi for your business and visitors



## Cybersecurity

- Advanced Security Solutions
- Smartguard: Next-Generation Firewall
- SASE Essential: Managed Endpoint Security
- Dstny is a Cisco Premier Certified Partner



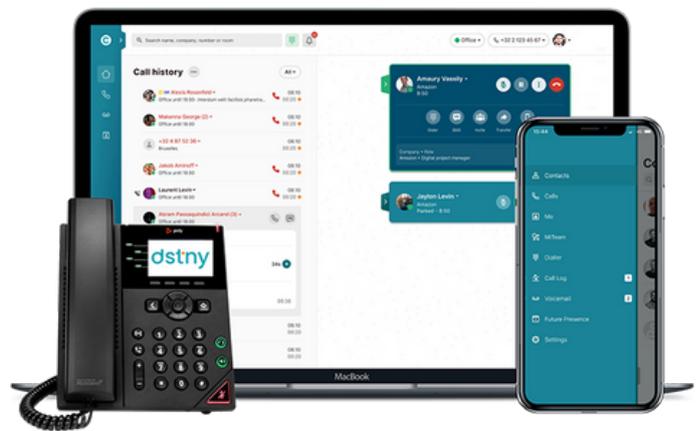
“ Dstny challenges us to stay up-to-date with new communication technologies that offer us numerous opportunities. This way, we succeed in gaining an edge in the construction sector. In the coming years, we will continue investing together with Dstny in fast and secure communication! ”

**Nick Celis - Managing Director, André Celis**

# A modern, all-in platform for Business Communications

As an SME, seamless communication and collaboration are essential, both internally and with your customers, wherever you are. Dstny's all-in-one Business Communications platform is easy to use on your mobile phone, PC/laptop, or landline. Whether you're at the office, working from home, or on the go, you can make calls, chat, and access all the functions of a phone system anytime, anywhere.

- ✓ Smooth Communication: At Home, in the Office, and On the Go
- ✓ Calling, chat, call analytics, and full phone system features
- ✓ Simple integration with popular CRMs and MS Teams
- ✓ Seamless connection between your landline and mobile number
- ✓ AI voice assistant as a smart add-on to your telephony



The Business Communications Platform integrates effortlessly with Dstny's mobile and fixed services. Thanks to Fixed-Mobile Convergence (FMC), calls to your landline number can be answered on any device. As an employer, you can manage user settings and call flows via the admin portal and assign licenses based on each user's needs, optimizing your costs in the process!



Softphone & mobile app



Cloud-based telephone exchange



Fixed-mobile Convergence



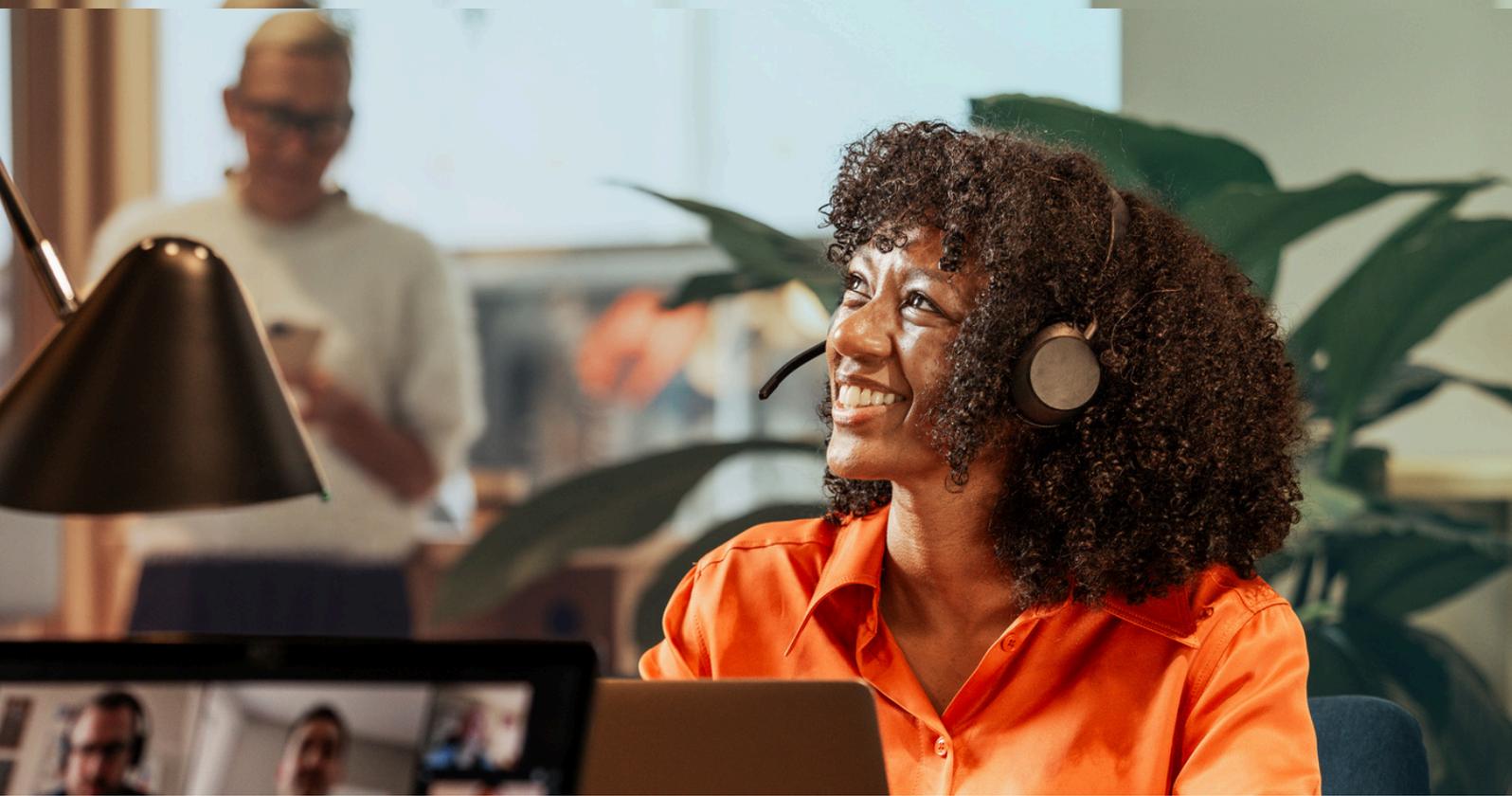
Insights into your call performance



CRM & Teams integration



AI Integration

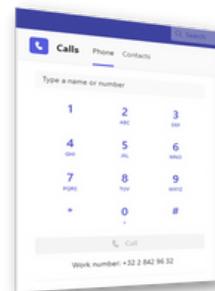


## Integrate with your business applications

# Teams Connect

The integration of the Dstny communication platform with the Microsoft Teams collaboration platform combines the best of both worlds: Dstny's business communication capabilities for a perfect user and customer experience, along with Microsoft's elegant tools for effective collaboration.

- ✓ Perfect combination of our cloud communication with MS Teams
- ✓ Make external calls and receive calls through Dstny in Teams
- ✓ Synchronization of availability status between Teams and Dstny
- ✓ Advanced features such as flexible call routing, IVR (Interactive Voice Response), queues, and fixed-mobile convergence (FMC)



For businesses seeking a quick and straightforward way to use MS Teams for both internal and external communication.

# Integrate with your business applications

## CRM Connect

The Dstny platform for business communication seamlessly integrates with leading CRMs. This way, we ensure that your company and employees can work as efficiently as possible and that customers get the best possible service. With over 35 integrations, we are a market leader in CRM and ERP integrations.

- ✓ We integrate with the best in their field: Salesforce, Odoo, MS Dynamics, ActaLibra, ...
- ✓ With every incoming call, you receive a pop-up with info about your customer
- ✓ From the pop-up, you can navigate directly to the customer profile in your CRM
- ✓ You can also make calls directly to your customers from your CRM



### Instant access to your customer information

Do your employees often navigate from window to window during incoming phone calls or do they struggle to access and recall critical customer information? With our CRM integration, you get everything you need displayed instantly. This allows your employees to engage in conversations more comfortably, ensuring quick assistance for your customers.



#### Efficient and satisfied employees

Access to all the information they need for a positive customer experience.



#### Personal greeting and customer experience

Customer inquiries are promptly resolved with fewer interactions.



#### Greater efficiency and productivity

Service that exceeds your customers' expectations.

# How does the all-in communication platform work

## An example in practice

Alex works as an agent at an insurance office, and he is often on the road visiting clients. With the all-in communication platform, a typical weekday for him might look like this:

- 1**  
07:33  
Monday morning, the beginning of a new week. Alex is heading to the office. In the car, a customer tries to reach him on his work number. Since Alex chose to set his business status to be active only from 8 AM, the customer is automatically redirected to an available colleague.
- 2**  
08:09  
Alex arrives at the office a little after 8 AM. Again, someone calls on his work number. Thanks to CRM Connect, he immediately sees who is calling and can answer the call with a personalized greeting. While the conversation is underway, Alex realizes he needs to leave for an on-site appointment.
- 3**  
09:03  
Alex smoothly transfers the call from his desk phone to his mobile device. He continues the conversation with his client without interruption. After the call, he remains accessible on his business number, but now through his mobile device. This way, he doesn't miss any calls while on the go.
- 4**  
10:15  
When Alex goes into a meeting for the rest of the day, he adjusts his availability using the mobile application. His colleagues are now aware that he is unavailable. As for his incoming calls? Those are handled by an available colleague.
- 5**  
17:11  
It's after 5 PM, the workday is over. Alex calls home using his mobile device, using his private number since his device automatically switches after working hours. If he still receives business calls, they are automatically forwarded to his voicemail.



## Insight into your business communication Dstny Analytics

Quality service and efficient communication are crucial to keeping customers satisfied and loyal to your company. To achieve this, it is important to understand how your communication flows, both internally and with customers. The Dstny platform for business communication can be enhanced with Analytics, which maps all your communication data and helps you make informed decisions for effective communication.

- ✓ An analysis and reporting tool that maps your communication data
- ✓ Data-driven decisions for more efficient communication and service
- ✓ Reports, dashboards, visualizations, and connectors such as PowerBI, Qlik





# Dstny Digital Assistant (DDA)

## Always reachable – even during peak moments

Busy phone lines? Customers may end up waiting or even hanging up. With the Dstny Digital Assistant, every call is handled professionally, even when your team is unavailable.

Thanks to smart AI technology, the assistant supports callers automatically, transfers calls, or schedules appointments. This way, your reachability stays excellent without increasing pressure on your team.



## Seamless integration

The Dstny Digital Assistant runs on our FlowCord platform and is fully integrated with the Dstny phone system.

In the intuitive portal, you can easily make your own adjustments and effortlessly keep an overview of all pending actions, without technical knowledge.

## Why Dstny Digital Assistant?

### Smart reachability, anytime, anywhere

#### Smart AI support

The assistant automatically recognizes questions and topics, handling conversations independently, even outside business hours.

#### Always the right routing

Callers are automatically connected to the right colleague or department without the need of a receptionist.

### Work more efficiently with greater control

#### Efficient appointment scheduling

Let callers instantly choose a suitable contact moment themselves, fully aligned with your availability and seamlessly integrated with various scheduling tools.

#### Less workload, more oversight

Distribute call pressure throughout the day and maintain control via the intuitive portal.

## Benefits Dstny Digital Assistant



**Always reachable** – even during peak times or absence



**Professional caller experience** – direct and friendly handling



**Automated follow-up** – receive the right information at the right time



**Cost-efficient** – save time, money, and external call-handling services



## Want to know more?

### Contact us

Curious how the Digital Assistant can support your business? Get in touch for a free demo or more information.

[sales@dstny.be](mailto:sales@dstny.be)  
**+32 (0)2 401 97 00**  
[www.dstny.be](http://www.dstny.be)



# All-in Business Communications Platform

## SmartMobile Bundles

Depending on the needs of your business and your employees, choose the plan that works best for you. You can base your choice on talk time, text messages, mobile data, and the region in which you can use it.

	In the office	On the move	In the field	On the road	Europe	World
Fixed telephony	∞ Min*	∞ Min*	∞ Min*	∞ Min*	∞ min EU/EU+	∞ min EU/EU+
Mobile telephony	-					
SMS	-	∞ SMS*	∞ SMS*	∞ SMS*	∞ SMS EU/EU+	∞ SMS EU/EU+
Telephone exchange	✓	✓	✓	✓	✓	✓
Mobile app	✓	✓	✓	✓	✓	✓
Data	-	<b>5 GB</b>	<b>20 GB</b>	<b>100 GB</b>	<b>100 GB EU/EU+</b>	<b>100 GB EU/EU+</b>
						<b>2000 min + SMS</b> Na/Best Destinations
						<b>2GB</b> Na/Best Destinations

### Additional Plans

#### Calling International

Optional bundle with 500 minutes to fixed and mobile destinations (EU, EU+, Canada, & USA), excluding special numbers like 070, 090x, 1307, etc.

#### Dect Replacement

For replacing wireless office or campus phones. You receive a SIM card that can be activated on any mobile phone as an extension to the Dstny Business Communication platform. This allows unlimited calling within Belgium.

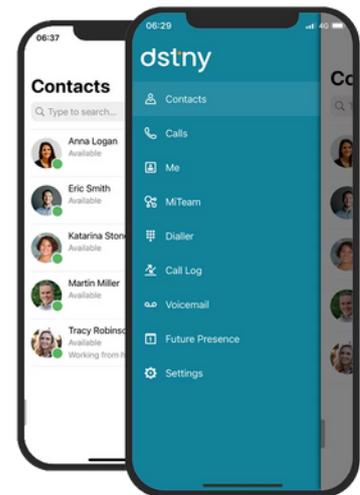
\*Please read the terms and conditions for normal use in the context of an unlimited offer in the [Fair Use Policy](#) on our website. "Unlimited calling" applies only to normal national fixed and mobile destinations, thus excluding special numbers and international destinations. [Specific conditions](#) apply to mobile plans regarding talk minutes, data, and SMS. NA=North-America.

# Mobile and fixed telephony

In addition to our all-in-one plans, you can also obtain fixed and mobile telephony separately, allowing for perfect integration with your technology and phone system.

## Mobile telephony

Besides a strong mobile network, with the latest addition of 5G capabilities, you have the flexibility to put together a cost-efficient mobile plan tailored to your employees. You also easily adjust it yourself via a convenient online portal.



	PLUS	EXTRA	ULTRA	EUROPE	WORLD
Calling	200 Min	∞ Min*	∞ Min*	∞ min EU/EU+	∞ min EU/EU+
SMS	∞ SMS*	∞ SMS*	∞ SMS*	∞ SMS EU/EU+	∞ SMS EU/EU+
Data	5 GB	20 GB	100 GB	100 GB EU/EU+	100 GB EU/EU+
					2000 min + SMS Na/Best Destinations
					2GB Na/Best Destinations

### + International Calling

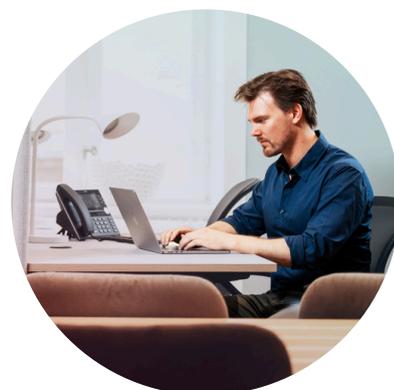
Optional bundle with 500 minutes to fixed and mobile destinations.

## Fixed telephony

Fixed telephony is still the basis for a lot of business communication.

For a fixed monthly fee per channel, you can call any landline or mobile number in Belgium for free\*\*, while keeping your existing numbers.

Choose the option that best fits your organization: traditional SIP channels or SIP Teams channels.



\*\*1000 minutes per simultaneous call to any Belgian landline number and 500 minutes to any Belgian mobile number, excluding special numbers and international destinations.

# Fast, Secure Connection Fixed and mobile internet



Today, no business can do without a fast and reliable internet connection. It's necessary for surfing at a comfortable speed, video conferencing and working in the cloud smoothly. Regardless of your preference for fibre optics/fibre, VDSL or 4G, we look at your company's needs and add additional redundancy.

## Fixed internet

The Dstny network is one of the most reliable in Belgium, with customised speed and prices. Your needs evolve with the number of users and new applications. We believe speed and technology should be scalable, just like our prices. By default, our services include a 4G backup, and our internet lines guarantee high upload capacity to the cloud.

	VDSL 100/40	VDSL 200/80	COAX 500/50	COAX 1000/50	FIBER 500/100	FIBER 1000/500
Download	Up to 100 Mbps	Up to 200 Mbps	Up to 500 Mbps	Up to 1000 Mbps	Up to 500 Mbps	Up to 1000 Mbps
Upload	Up to 40 Mbps	Up to 80 Mbps	Up to 50 Mbps	Up to 50 Mbps	Up to 100 Mbps	Up to 500 Mbps
IP addresses	Up to 8 fixed	Up to 8 fixed	Up to 8 fixed			

Need higher speeds and/or a direct fiber connection with or without guaranteed bandwidth? Contact us for our complete range of internet lines.

## Mobile internet

Reliable and fast mobile internet. Choose the desired amount of data for your company and employees. You can very easily combine different bundles for a customised mobile plan.

EXTRA	ULTRA	ULTIMATE	PREMIUM
5GB	15GB	25GB	100 GB

## Managed WiFi

For companies that want to provide user-friendly Wi-Fi access to their employees and visitors without the inconvenience of maintenance. Our Managed Wi-Fi solution uses Cisco Meraki access points, specifically designed to maximise the user experience: optimising the quality of apps (such as Microsoft Teams or Zoom) or easily setting up Wi-Fi guest accounts.



It's also a co-managed service: your IT administrators can delegate most Wi-Fi maintenance tasks to the Dstny team, but can also make urgent changes themselves.

## The Benefits of Dstny Managed WiFi



High performance ensures seamless operation of applications for a large number of simultaneous users.



Robust encryption and threat detection for internal users, guests, Bring Your Own Device (BYOD), and Internet of Things (IoT).



Dstny manages the complete WiFi configuration (SSIDs, security, quality of service, guest WiFi). Backups, updates, and more...

# Protect your entire business environment Cybersecurity

Nowadays, cyberattacks come from every corner of the world. Companies need to arm themselves against cybercriminals who are getting smarter and more resourceful. That's why we offer additional protections on top of the security layer of our connectivity and communication solutions.

Firewalls vormen een barrière tussen het internet en het netwerk. Zorg daarbij ook voor de bescherming van toegangspunten zoals laptops, tablets en smartphones die door werknemers worden gebruikt wanneer zij thuis of onderweg werken.



## Smartguard Firewall

- For a single business location and managed in the cloud
- Dstny-managed next-generation firewall. Prevention of network attacks, blocking of malware and websites
- Web application filtering, IP geolocation and blocking
- Insight into your network traffic
- Co-managed service: You Stay in Control!



## SASE Essential

- Protect your employees, at the office, at home or on the go and across all devices
- A single policy to filter and control Internet Access, SaaS access (ex:Office365) and corporate network remote access (VPN).
- Strong integration with Dstny SDWAN and Dstny Smartguard.
- Insight into your internet traffic
- Co-managed service: You Stay in Control!

# Dstny, your Ideal Partner for Business Communication & Connectivity

## The benefits for your SME



### Greater efficiency and productivity

Easy to reach on any device, a reliable internet connection, and the necessary security for your network and end users. We have everything you need for good operations and the growth of your SME.



### Scalable and affordable

Your needs evolve with the number of users and new applications. We believe that technology should be scalable, just like our prices. We adapt easily. That way, you don't pay for capacity you don't use. But if you need extra capacity in the future, you can enjoy it right away.



### 24/7 support

Being available for customers and getting employees to work together smoothly is crucial for your SME. Our customer service experts will help you 24/7. With our internet, you also enjoy 4G backup. That way, you don't have to worry about anything.

## What our customers say.



Dstny's solutions empower our colleagues to collaborate efficiently at full speed and provide our customers with the high-quality service they deserve.

**CHRISTOPHER DE WACHTER**  
Standaard Boekhandel / Club



As a transportation company, effective communication is crucial—not only with our customers and suppliers but also with our drivers. Dstny has proven to be the perfect partner for us.

**BENNY SMETS**  
Ninatrans



A gift from heaven! That's not sales talk, it's really true. Everything went extremely smoothly after implementation as well, and the employees are also very enthusiastic.

**STEVEN MELIS**  
Macobo Group

## Contact us

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