



Communications to meet your business demands

Insuring your voice solution meets today's demands of your customer and clients will ensure your business future and growth. With businesses now allowing more flexible working environments for staff, and customers expecting longer opening hours, ensuring you have the correct communication platform will help you meet today's demanding needs.

All the functionality at a fraction of the cost

Our hosted Voice Solutions gives you all the functionality of an expensive corporate system at the fraction of the cost. We include the following features in our standard package giving you greater value for money.

Pickup groups and Hunt groups, Music on hold, Call Transfer, Voicemail, DDI for all seats, Conferencing, Fraud restrictions with call barring and daily spend limits.

We also offer many more business features at very low charges to help you design and build a system to meet your company's needs and demands of a modern day communication system.

A choice of devices from multiple manufacturers including Soft-Phones



Reducing costs

VOIP services (Voice Over IP) have been around for many years now helping business to reduce call costs and line rental charges. However VOIP was still an expensive option for most businesses due to the cost of the in-house systems required to run them.

Nowadays VOIP is in reach of all businesses mainly due to the vast investment currently being made by the government and Telecoms companies in faster broadband. With today's Internet services you can now host your IT and Phone systems in the cloud, helping reduce support and running cost. You will also benefit from reduced call cost with our hosted voice solution.

Key Benefits:

- Add additional phones and lines with minimal notification and setup time
- Work from home or office with the same phone and extension number
- Softphones available for when traveling
- Greatly reduced line and call costs
- Greater functionality and features for head, branch office or contact centre
- Voicemail as standard
- Fully converged voice and data network to reduce infrastructure costs and management
- Conferencing facility allowing multiple parties to collaborate together
- Choice of hardware to suite your requirements and budget

Features included as standard (no extra charges)

Inbound Call Features

- Geographic (01, 02) Numbers
- Non-Geographic (03, 08) Numbers
- Direct Dials
- Call Recording (30 day storage only)
- Call Groups
- Call Queues
- Time Profiles
- Call Forwarding
- Pick up Groups
- Inbound Caller ID, with/without Prefix
- Mobile Twinning

Business Features

- Conferencing
- Channel Spy
- Music On Hold
- Individual Voicemail
- Company Voicemail
- Blinking Light Fields
- Fax to Email
- Paging
- Dial-through
- Mobile Workers
- Remote Workers
- Automatic Failover
- Company Diverts

Outbound Call Features

- Call Recording (30 day storage only)
- Daily CDRs
- Outgoing Caller ID
- Anonymous Dial
- Redial last missed call
- Call Transfer
- Group Call Transfer
- Speed Dial

Fraud Prevention

- Daily Call Spend Limit
- Call Spend Limit Alerts
- UK Premium Rate Number Block
- Domestic IP Address Lock
- No voicemail pass through
- Per user Time-based Restrictions
- Per user Destination-based Restrictions
- Proactive Fraud Monitoring
- Network Provisioning and Lock

Additional features available

Inbound Call Features

- Free-Phone (0800) Numbers
- International Numbers
- Call Recording storage
- IVR/Auto Attendant Menus

Business Features

- Custom Prompts
- Corporate Directory LDAP

Why choose Hosted VOIP:

- Reduced reliance on in house systems, licencing costs and support
- Direct portal access to manage your own phone system
- Fully backed up support
- Future features and benefits available instantly once added to the platform

