A Hosted VoIP Solution Built for SME Business

One predictable low price, no hidden charges, all features on all devices

The Challenge:

Today's businesses realize that they have to move away from their PSTN/ISDN enabled voice solutions by 2025 at the latest. However, they appreciate the simplicity, reliability, predictability but still feature rich solutions that they have traditionally used.

The hosted managed solution has been built to ensure that all these benefits remain whilst transitioning to a cloud IP enabled solution that enables even more features BUT at one predictable single price per user without the fear of hidden additional licenses and storage costs.

With our hosted solution you remain in control of your telephony as well as your Capex and Opex predictable costs.

The Solution:

Our hosted solution has been created as a complete communications solution for businesses. Combining a fully functioning telephone system along-side advanced apps to allow your business to communicate how you want from any location on any device.

As part of our wider service set the hosted solution is accessed, managed, provisioned and supported through a portal. A single point for all your telecom needs, which demonstrates our USP and commitment to **one bill, one support, one portal** for all your communications needs

Hosted VoIP is a cloud solution with minimal on-premise equipment.

Handsets and devices connect to the VoIP cloud server over mobile networks, broadband or an Ethernet WAN and the internet allowing you to work from any location.

Apps for desktops and mobiles give you complete visibility and control of how your business communicates supporting both iOS and Android devices.

The Hosted VoIP service and technology partners has been recognised in the UK and across Europe as a leading-edge cloud technology Service with over 250'000 active users.

In the vast majority of cases you will be able to keep all your numbers when migrating to our hosted service and can take advantage of the advanced feature set and apps from the day your service is activated.
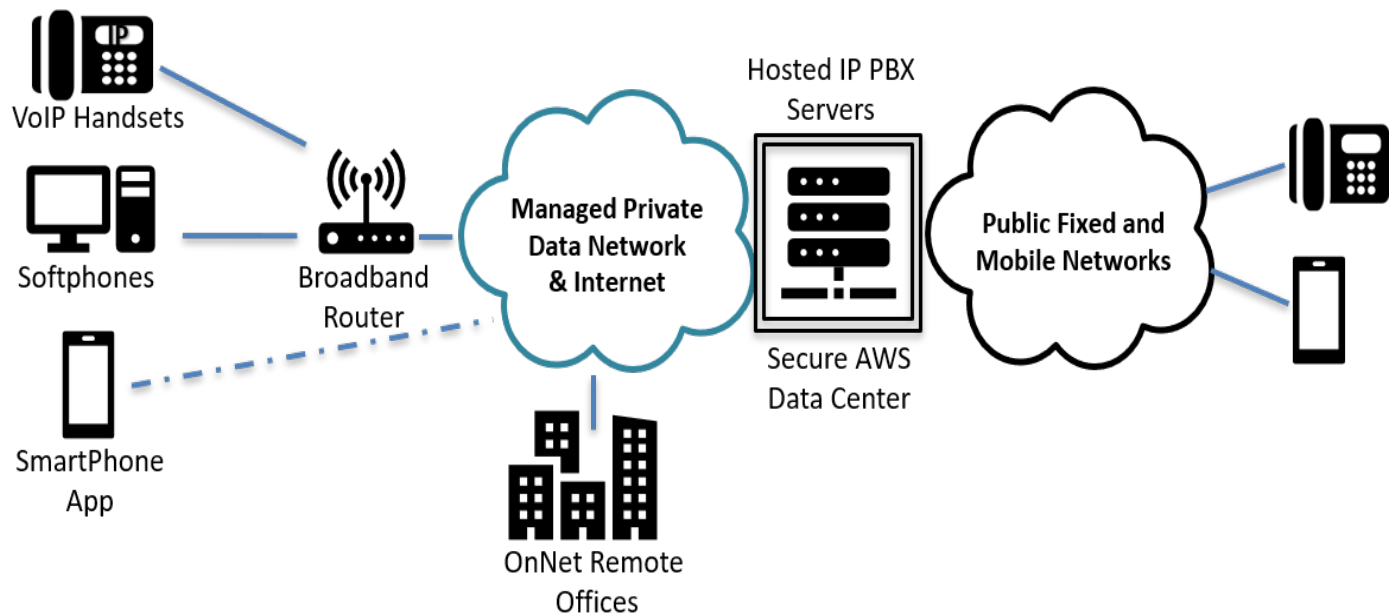
Figure 1: Hosted Network Diagram

The VoIP Licence:

The VoIP Hosted service uses a simple user licence model, only each VoIP user will require a licence, irrespective of how many different devices he will use for the VoIP service. Simply this licence gives the user access to everything the hosted voice service has to offer.

A single user licence also includes a gigabit of recorded voice storage per user that equates to approximately 100 hours of voice recording. Within any 30 day period you can then easily download any voice recordings for your own longer-term storage requirements or if required acquire a more permanent larger storage solution in the Hosted VoIP AWS enabled cloud.

A user can have as many telephones as they need at any location and download our apps to desktop and mobiles devices as well as VoIP handsets.

There are no add-on charges with us, all features are included as standard out of the box. This includes new features that are added to the product in future releases.

This simple model gives the customer the flexibility to adapt how they want to work over time without having to worry about if the service will support the changes they want to make within the business.

Business grade quality and reliability:

The VoIP service is hosted within some of the most advanced data centres in the world powered by Amazon Web Services infrastructure. With 24/7 monitoring and independent call termination the user platform is reliable, secure and simple that utilizes service partners with more than 150,000 users every business day.

The hosted service is simple and intuitive for your business to order, provision and manage enabling you to transform your business and future proof your voice communications.

From a provisioning perspective we offer automated features, so that once you complete your order, with any additional DDI's usernames, passwords, associated devices etc, all the information will be on the platform from the live date, phones will be associated to users and any hardware boxes labelled as such "to simply plug and play". Your new VoIP hosted network can be provisioned, set up and ready to go making the switchover from traditional dial up voice to VoIP an over the weekend or even overnight experience.

Figure 2: Admin Call Routing Example

As part of the wider portfolio of we can provide and end-to-end solution that includes both dedicated and back-up broadband (DSL, FTTC, GFast or FTTP) and Leased line private WAN connectivity. In addition, we can completely fulfil your SIP Trunk needs as well as integrating your entre mobile services and strategy.

The Features:

Managed Hosted offers a comprehensive and constantly increasing function and feature set. Our vision is to utilize hosted VoIP as your step in to a complete fixed mobile converged solution. Combining all your mobile, fixed data lines and hosted VoIP not just in to a single provider bill but in to a single combined business service that meets all your communication needs.

The list below are the most popular features our customers utilize and are all inclusive in a user licence:

Desktop App: The Hosted VoIP desktop application gives you complete control and visibility of your communications.

Mobile App: Available for both IOS and Android, the mobile apps gives you instant access to Hosted service on the move.

Call Routing: Manage inbound calls via Hunt Groups, Overflows, Call Queues, Auto Attendants and much more via Hosted service call routes.

Schedules: Route calls in different ways depending on time of the day and specific days of the week.

Multi-Devices: Have a desk-phone in the office, cordless at home and app for your mobile when on the move so you have one number connectivity wherever you are.

Hot Desking: Use any VoIP handset as your own extension at any time, any location. No need for dedicated devices, just easily transport your number to whichever desk you sit at.

Log in and Out: Easily join and leave Hunt Groups depending on availability or business role. Always ensuring you have phone coverage whenever staffing resources are low.

Wall Boards: See real time stats on the performance of your teams, present the wall boards on TV's across your business

Call Recording: Record individuals, teams or all calls within a business, use stop-start functionality to take payments over the phone

Listen Live: Ensuring quality of service and any standards compliance by listening and monitoring live to your team when they are on the phone.

Instant Messaging: A Private secure internal messaging tool for one-to-one and group communication including document sharing

Music on Hold: Use the built-in music on hold tracks or simply upload your own music or marketing messages.

Voicemail: Individual and group mail boxes can be used to collect unanswered calls including voicemail to email

Address Book: The unlimited global address book enables fast dialling of your contacts alongside a full history of all communication

Query Tool: A database interrogation tool to gather in depth analysis on your business communications.

Presence: Instant visibility of your colleague's availability if on the phone, in the office etc