

# Better Communications Drive Better Business

The Next-Generation Cloud Telephone System



# High-Performance Communications

## Take Your Business Further with the Cloud

To maximise flexibility, resilience and cost efficiency, businesses are moving applications and services to the cloud – improving performance for everything from email to CRM/ERP, and that includes telephony. On-premise PBXs (Private Branch Exchanges) – with their limited functionality and expensive maintenance – are now dinosaurs on a one-way ticket to extinction.

## The Benefits That Businesses Are Realising with Cloud Telephony Include:

- Lower Costs
- Increased Functionality
- More Control
- Built-In Business Continuity
- Ultimate Flexibility with Scalable Pay-As-You-Grow Pricing
- Automatic Updates
- Easier Roll-Out



# The Cloud PBX System

With the flexibility to precisely meet your particular needs, then easily grow when required – with virtually limitless capacity – the Cloud Telephone System simply improves the performance of your business communications.



## **Future-Proofed and Flexible**

Future-proofed to take advantage of communication developments, Cloud PBX is always at the leading edge of technological advancements. Inherently flexible, it is the perfect solution for any sized organisation – from 1 to 249,000 employees.



## **Internet Connectivity**

By delivering your phone calls via the internet, Cloud PBX enables connectivity from wherever you are with an internet connection – in the office, on the move, with customers or at home.



## **Same Numbers and Seamless Migration**

You can keep your existing numbers and the transition is seamless, with zero business interruption. For total visibility, you can access our project management tool to track progress.



## **Full Integration with Skype for Business**

The genuinely unified communications solution, Cloud PBX includes full integration with Skype for Business, equipping you with a feature-rich, enterprise-grade telephone system.

## **For Growing Businesses Across the UK, Cloud PBX Is the Phone System of Choice**

No-limits, low-cost communications that enhance productivity and position your business as a smart, agile operator. With Cloud PBX, you can be in the fast lane within days.



### **Make Your Workers More Mobile**

Without connectivity constraints, your people who are working remotely or on the move can be more productive, provide better customer service and collaborate with colleagues more efficiently.



### **Elevate Your Customers' Experiences**

Customer service expectations continue to rise, making professional and effective communications an essential customer attraction and retention tool. Now you can be sure of delivering across multiple channels.



### **Enable Better Teamwork**

Big or small or anywhere in between, your teams can always stay in touch seamlessly, no matter where each individual happens to be. Real-time collaboration has never been simpler.



### **Make Your Business Future-Proof**

Smartphones, mobile apps and the cloud are replacing traditional business tools. With Cloud PBX, you can be sure of staying ahead of the ever evolving technology curve.

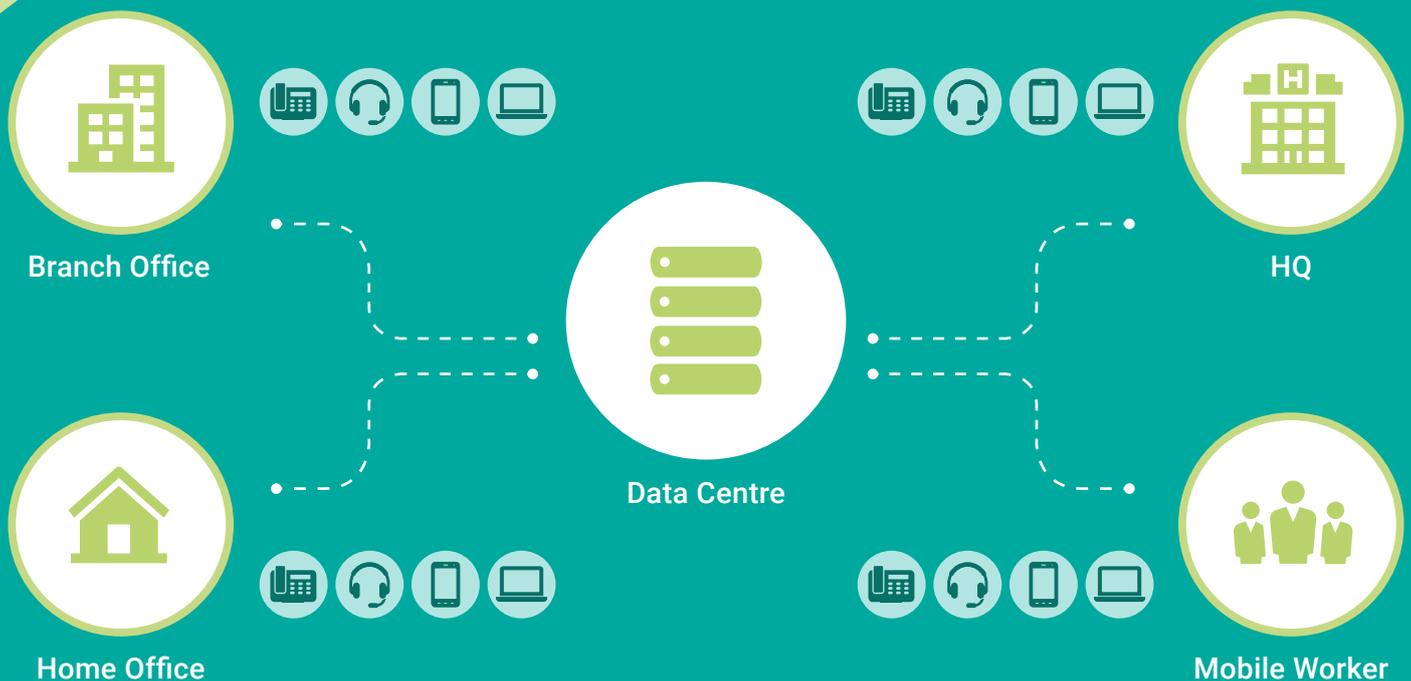
# Practical Solutions Driven by Technical Excellence

**Cloud PBX delivers a carrier-grade, enterprise-level service.**

We enable high-quality voice connections in high-availability, geo-redundant data centres.

- Lower costs Direct, high-speed, resilient connections to BT network (BT IP Exchange)
- Hosted exclusively in high-performance, geo-redundant Tier 4 data centres in Europe
- Geo-resilience provides 99.9% reliability
- Multi-redundant utility and security equipment (electricity, AC, access & fire safety)
- ISO/IEC 27001 data centre certification

We deliver better call quality and a far higher level of technical support.



# One System, Virtually Limitless Functionality

Adding value across your communications, Cloud PBX equips you with the most advanced technology

- No on-premise equipment costs or lengthy maintenance contracts
- No wastage with monthly bills for actual usage only
- No charges for internal company calls between all locations
- No charges for calls to other Cloud PBX customers – over 15,000 and counting

## Over 150 advanced features

We enable smarter working – for example, if you have a number of offices, you can call them as local extensions. And you can receive and make calls to and from your office number using your mobile. Whatever your size or sector, all our advanced functionality is included – from mobile phone integration to telephone conferencing.

### Smart Queuing and Call Routing

If no one is immediately available, your callers enter a smart queuing system (with holding music or your latest offers) until someone can take the call. And you can route calls to specific staff, ensuring your customers speak to the right person.

### Multi-Office Connectivity

Manage all your offices' telecoms from a single portal, with separate costs for each office's usage.

### **Conference Call Control**

Control conference calls – with up to 50 participants – using your desk phone or mobile, or via our CTI (Computer Telephony Integration) on your PC.

### **Call Coaching**

Train new staff by accessing your staff's calls from any extension anywhere, anytime.

### **Time-Based Routing**

Route calls based on your operating needs and working hours.



# More Than a Telephone System

A complete, unified solution, the Cloud PBX integrates your voice communications to enable seamless agility, mobility and productivity. Our range of added value services makes it easier to achieve better business outcomes.

○ Computer Telephony  
Integration (CTI)

○ Contact centre

○ Call recording

○ Mobility

○ Call reporting

○ Skype for Business  
Integration

## ○ CTI

### Computer Telephony for Simple Management

With Cloud PBX, you can manage calls from your PC with ease.

- CTI for Windows 7, 8 and 10
- Answer and connect calls directly from your PC, in the office, at home or on the move
- Simple integration with Outlook and Salesforce, and other CRM tools
- Bespoke integration also available
- Dial from Outlook and Office applications (click to dial)
- Automatic display of caller contact information
- TAPI interface for outgoing and incoming calls

## **Contact Centre**

### **Add a Contact Centre to Your Business**

Our professional cloud contact centre offering aligns with Cloud PBX and is set up to meet your individual demands.

- Web-based, omni-channel digital efficiency
- ACD, IVR, CTI, dialler, recording and reporting functions
- Fast, seamless integration and operation across voice, social media, email, fax, SMS and chat
- Super-efficient digital workflows
- Hassle-free maintenance and system updates
- Reliable, scalable and secure cloud technology

## **Call Recording**

### **Feature-Rich Call Monitoring**

Our call recording facility enables easy performance monitoring and compliance and equips your staff with all the tools they need.

- Monitor call quality and staff performance to maintain and improve standards
- Resolve 'who said what' disputes
- Identify customer service workflow issues
- Regulatory compliance for FCA (MIFID II) and PCI DSS
- Call recording storage for up to 10 years
- Train staff on call handling techniques and customer interactions

## **Mobility**

### **Your Office on Your Mobile**

Our Fixed Mobile Convergence (FMC) means you can be reached at your office phone number, or make a call from your office number, on your smartphone.

- See the presence status of all your users, anywhere in the world
- Cost-free calls (within your data allowance) between all Cloud PBX hosted telephony extensions
- Coverage across WiFi, 4G, 3G and 2G areas
- Employees can use personal mobiles to place calls through the Cloud PBX Mobile app (displays your company phone number and charges the calls to your account)

## **Call Reporting**

### **Complete Visibility of Your Call Handling**

Our web-based call reporting tool enables you to monitor your call centre and improve your call handling.

- Analyse every detail of activity individually
- Measure targets, conversion rates and all agents' activities
- Generate reports by agent(s), periods and queue(s), including custom reports
- Monitor all inbound and outbound calls in any queue – see what is happening on one screen, in real time.



# Skype for Business

## Unified, Powerful Collaboration

Without the integration of a telephone system, Skype for Business can't deliver a truly unified communications experience. The integration of Cloud PBX enables you to use Skype for Business as your complete communications platform. Now you can combine the functionality provided by an enterprise telephone system with Skype for Business's core features, such as instant messaging and video – simply and cost-effectively.

For the first time, through a single solution, you can deliver all the telephony features and the collaboration tools your users need – whatever your business activities, wherever your people are based, and however they work. You can unify and simplify your communications systems while delivering an enhanced experience for your employees and your customers.

- A better experience for your employees
- Powerful telephony features to improve productivity and enhance your customers' experience
- Easy deployment and management
- The flexibility to meet your varied and changing needs
- Exceptional levels of resilience and reliability



**The integration of Cloud PBX enables you to use Skype for Business as your complete communications platform.**

# A Wide Range of Endpoints

Cloud PBX can be used with a wide range of endpoints – including Skype for Business handsets and headsets – from several manufacturers, meaning we can create the best solution for your particular business requirements.

## ○ Handsets



Yealink



Panasonic



Gigaset



Polycom



Yealink



AudioCodes

## ○ Headsets



SENNHEISER



plantronics.

# Advanced Expertise for Advanced Communications

## Cloud PBX Advantages

- 99.9% availability
- 100% maintenance free
- Carrier-grade platform
- Feature-rich
- 1-249,000 extensions
- Free upgrades
- High savings potential

## Specific Sector Expertise

Cloud PBX enables organisations of all types and sizes – from 1 to 249,000 employees – to communicate better, cut costs and enhance productivity.

We have widespread experience and particular expertise across:

- Schools
- Higher education and universities
- Healthcare
- Local and central government
- Enterprise businesses

# Want more? Get more!

For more information on equipping your business with high-performance communications contact us on:

**Email:**

**Call:**

