



sipsynergy

# BUSINESS

HOSTED COMMUNICATIONS

CLIENT UPDATE

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## A SIMPLE EQUATION

Business Hosted Communications has evolved

What makes a business class telephony service great value? Price? Features? Flexibility?

Perhaps all of the above. But what if you got **4000 inclusive minutes\*** for every user? Sound better? And what if you got a class leading Cisco IP phone worth over **£100** as well?

For a low per user per month price, you now get market-leading hosted telephony services with **4000 free minutes\*** and a **Cisco SPA 504G IP Phone**, making it easier to plan and manage your communications.

Packaged in a convenient **36 month contract**, you can take advantage of this excellent value package with all of the functionality, features and services as before. That's everything you need to immediately enable business communications to your users.

We've even simplified the world of call recording. It's included and always-on as standard.



\*2500 minutes UK local and national calls and 1500 mobile minutes per calendar month. Additional details can be found on the back page of this document.

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## BIG BENEFITS

### Cut the costs of your communications

Predictable, low monthly per user budgeting replaces the high investment costs of traditional systems. Being fully hosted, there's no ongoing maintenance and support charges either. Delivered using SIP trunks, say goodbye to ISDN line charges too.

### Deploy your communications wherever you are

Unlike on-premise solutions, you are not limited by geography or site-based deployments. Our service is very flexible too, letting you rapidly scale to match the needs of your business as they evolve.

### Built-in business continuity

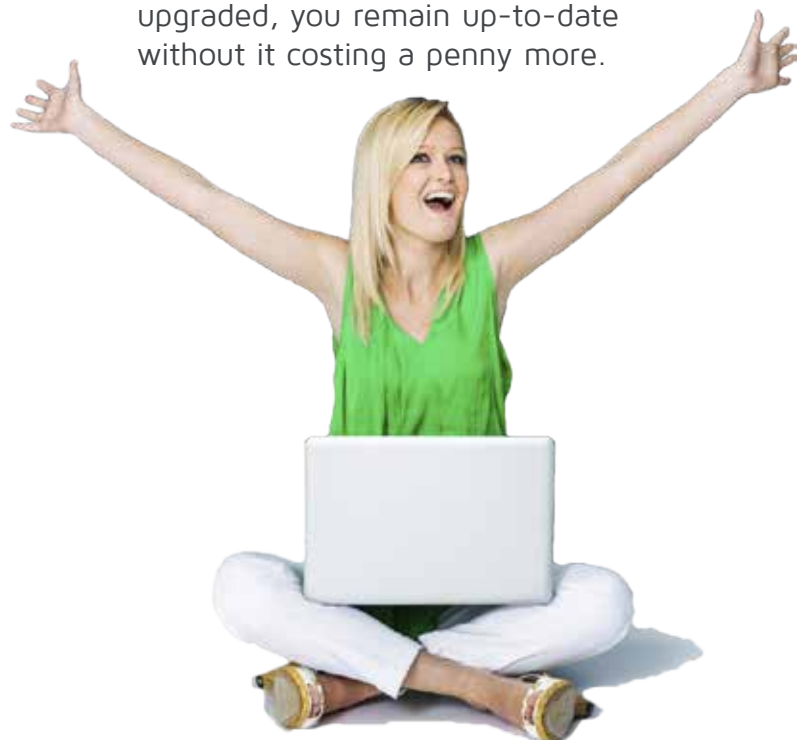
Powered by Cisco, in our highly secure and redundant data centres, you can be confident that you are getting a world-class service with the latest leading products across a highly resilient network.

### Industry leading services

Offer the latest and most popular business services, as soon as they become available. Plus benefit from unique functionality not available elsewhere.

### Future-proofed forever

No more hardware or software upgrades. Continually improved and upgraded, you remain up-to-date without it costing a penny more.



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## WHO IS IT FOR?

### Businesses with mobile, hot-desking or flexible staff

Calls go to where you are, not where your desk-phone is. By tying your number to your desk-phone, mobile, soft-phone and messaging, users will never miss calls or opportunities. Voicemail, call forwarding and call recording all compliment today's varied communications needs.

### Multi-location and multi-branch companies

As a cloud-based service, adding and supporting multiple offices and locations is easy, convenient and economic. Directories, dial-plans, and services are unified. Calls between all registered endpoints are free.

### A more effective customer service and contact centre

Improve customer services and caller experiences with centralised in-queue messaging, hunt groups, intelligent routing, moving and holding of calls, all through any location or user.

### Limited in-house telephony or IT resources

Capital investment is low and there is no need for costly in-house expertise, spares or maintenance. Monthly per user pricing keeps budgeting easy, transparent and manageable.

### Organisations that need reliability and continuity in their communications

Rapidly move inbound and outbound calls between primary and backup locations (even to mobiles) without loss of functionality or additional expense, keeping your communications robust and effective.

### Manage and monitor your calls instantly

Call recording operates by default. This means that disputes are minimised, key information can be recalled and even downloaded for later playback. This greatly helps reduce errors and can even be used for training purposes.

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## KEY FEATURES

### 24/7 helpdesk

Need a little help? Not a problem. Our friendly team will help you quickly resolve any issues.

### Smart automated portals

Efficiently manage your user moves, changes, billing, and monitor call utilisation.

### Auto attendant

Provide menu options to callers for faster first time contact.

### Always-on call recording

On by default, this fully controllable feature means that you automatically record your calls for future reference.

### Advanced call reporting

Manage your call usage and costs more effectively, optimising utilisation and line flexibility through online and downloadable fully-itemised spreadsheets.

### Business Continuity

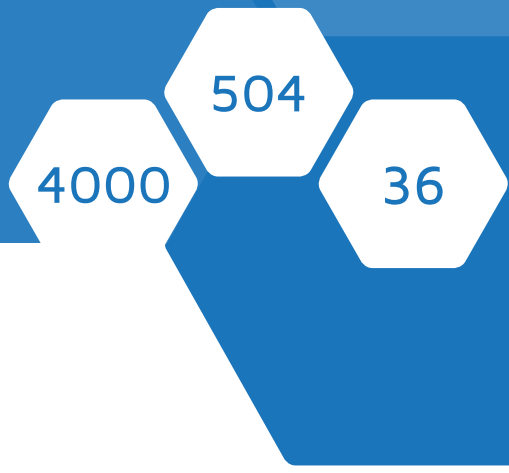
Built on a highly resilient & secure network infrastructure.

- ◆ Ad-hoc conference
- ◆ Admin portal access
- ◆ Auto attendant
- ◆ Call forwarding
- ◆ Call recording
- ◆ Call reporting
- ◆ Call waiting
- ◆ Caller ID
- ◆ Calling restrictions
- ◆ Fraud detection
- ◆ Group voicemail
- ◆ Meet-Me conference bridge
- ◆ Pre-determined holiday call routing
- ◆ Ringing groups
- ◆ Call park and pickup
- ◆ Softphones
- ◆ Time of day based routing
- ◆ User portal access
- ◆ Voicemail
- ◆ Voicemail to E-mail
- ◆ Inbound caller name look-up

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## SPA 504G

The Cisco SPA 504G 4-line IP Phone provides businesses with a rich user experience with a monochrome backlit display for ease of use, aesthetics, and on-screen applications; HD voice for unsurpassed voice clarity; enhanced full duplex speaker phone for clear conversations across the desk; and an integrated switch port to connect your computer.



Free to every user

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## YOUR PORTAL

### Simple, Centralised and Fast Control

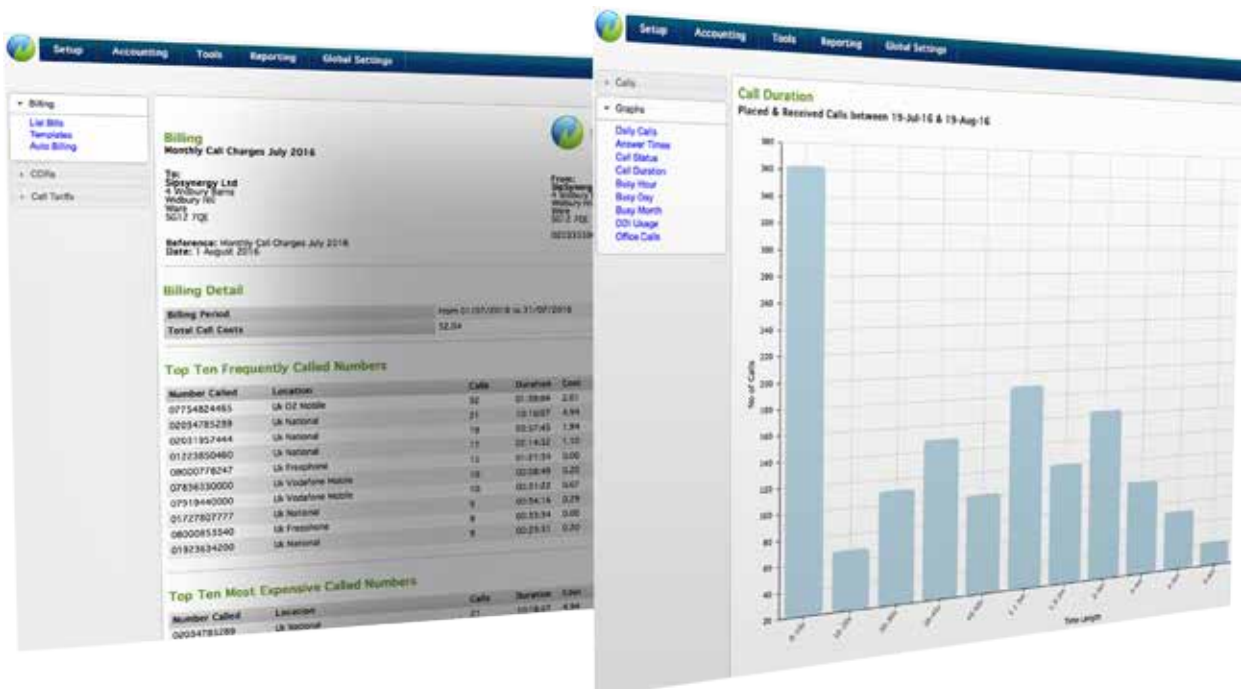
Managing communication systems is notoriously frustrating. That's why we created our portal - it makes this process easier and faster for you.

You control and manage your service from a single, simple interface. Add new users, configure voicemail, set forwarding rules, manage recordings, even add a range of DDI's - It's easy, accessible and very intuitive.

### Unified Reporting

Creating informative reports is pain-free. You can analyse calling patterns in multiple ways, ensuring you are deploying resources effectively.

The Unified Reporting interface helps you generate effective reports to add value to your business budgeting and call management with informed insights, data and ongoing guidance.





**\*Monthly Business Hosted Communications License including call package:**

2500 minutes UK local/national and 1500 mobile minutes (main providers EE, O2, Vodafone, and Three) per user per month. All calls outside the call package are charged at our published retail tariffs.

## Contact Us

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