

# IP COMMUNICATIONS:

Transform the way you communicate



# Introduction

Our Hosted Voice solution, designed to future-proof your voice communications and make the transition to all-IP as easy as possible.

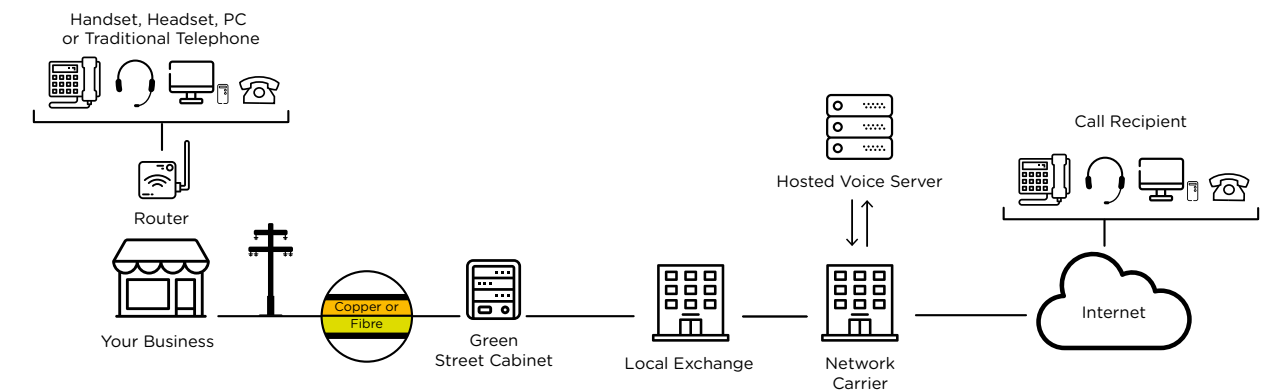
Fully Cloud-based, it offers much more than a traditional telephone system, giving you cost-effective, feature-rich and future-proof voice communications, with enterprise-grade functionality. Run over BT Wholesale's highly resilient and secure next-generation network, Hosted Voice provides high-end PBX functionality, without the hardware.

Upgrading to a fully hosted VoIP platform will deliver unmatched performance, security and scalability. The platform offers both hosted seats and SIP trunking, enabling you to create a hybrid environment with mixed technology. With an extensive array of additional features and applications, you can stay connected to your team and customers from anywhere, at any time, from any device.



# What is VoIP?

VoIP stands for Voice over IP, meaning the telephony service is run over an internet connection, as opposed to the traditional telephone network, the PSTN (Public Switched Telephone Network). A VoIP solution works by taking analogue voice signals, converting them into digital signals and sending them as data via the internet.



## What is included with a Hosted Voice Licence?

Hosted Mobile User Licence to manage calls from anywhere

Voice Messaging (with voicemail to email)

Protected with 24/7 Fraud Management

Basic Cisco Webex with messaging and file sharing

Click to Dial with Go Integrator Lite (see page 3)

Self-serve user-friendly portal





# Key features of Hosted Voice:

## Go Integrator Lite (Click to Dial):

Go Integrator Lite is a desktop application that integrates Lotus Notes, Microsoft Outlook and Google Contacts into the Hosted Voice service. It works in conjunction with your primary phone and PC/Business Application software to enhance productivity.

### Features include:

- Access to call settings
- Address book search
- Click to dial from applications and web pages
- Clipboard dialling
- Caller details preview with screen popping
- Call handling, answer, hang-up, transfer or place a call on hold
- View call history, including missed and return calls
- View the presence status of other hosted voice users

### Optional features\*:

- Call Recording with Cloud storage, complete with PCI, MiFID II and GDPR compliance
- UC Team, providing additional conferencing functionality
- Call centre ACD
- Receptionist console
- iCall Suite call analytics offering enhanced, real-time reporting, including wall boards
- Go Integrator DB edition with CRM integration
- Go TAPI for telephony integration with business applications

## Cisco Webex:

Cisco Webex provides the functionality, security and quality your business requires to streamline teamwork and produce great results.

### Features include:

- Complete calling
- Instant messaging and presence
- Meetings built for teams
- High quality video calls with screen sharing
- Integrate with other tools for an uninterrupted workflow
- Enterprise-grade security

## Advanced hunt groups:

Distribute calls to single or multiple members based on their availability or use bespoke settings, such as weighted call distribution. Our advanced hunt groups feature also offers alternative numbers, automated call forwarding, custom call-back, pre-alerting announcements and a dedicated hunt group voicemail box.

## Voicemail to email delivery:

Each Hosted User Licence comes with its own mailbox with the option for Voicemail-to-email, this sends you an email with a MP3 file attached of the recording, including the time stamp of the message and the caller ID.

## Auto attendant:

Record and edit greetings, directories and call routing via the self-serve voice portal.



## 8 reasons you should be using Hosted Voice

**01**

The PSTN is being switched off meaning every business needs a future-proof VoIP solution

**02**

Simple per month, per user costs

**03**

Guaranteed 99.9% uptime backed by our SLA

**04**

Scalable solution making it easy to add and remove users for growing businesses

**05**

Built-in business continuity and disaster recovery

**06**

Self-serve user friendly portal enabling you to manage your hosted seats

**07**

Intuitive, user-friendly system helping you to boost productivity

**08**

Flexible and competitive call bundles





# Who needs Hosted Voice?

The retirement of the PSTN means that any business with a landline will likely need to switch to VoIP between now and December 2025. Finding a reliable VoIP provider that meets your needs can be difficult, with varied packages and functions to choose from, but with our hosted voice solution, you can be sure that the product will meet your requirements.

Hosted Voice is suitable for businesses of any size with single or multiple sites. We can scale from home workers and very small single offices to multi-site networks, or indeed large corporate headquarters, providing easy to manage levels of functionality run over a robust, reliable platform.



We also offer the underlying connectivity solutions needed to provide dependable voice communications, with fibre broadband solutions including SOGEA and FTTP. For businesses with multiple sites, we provide Ethernet circuits, to ensure optimum call quality, securely linked by our Virtual Private Networks (VPNs). Hosted Voice call traffic bypasses the public internet entirely, ensuring absolute quality of service for users.

Flexible and  
scalable for  
growing  
businesses

Ideal for  
the mobile  
workforce

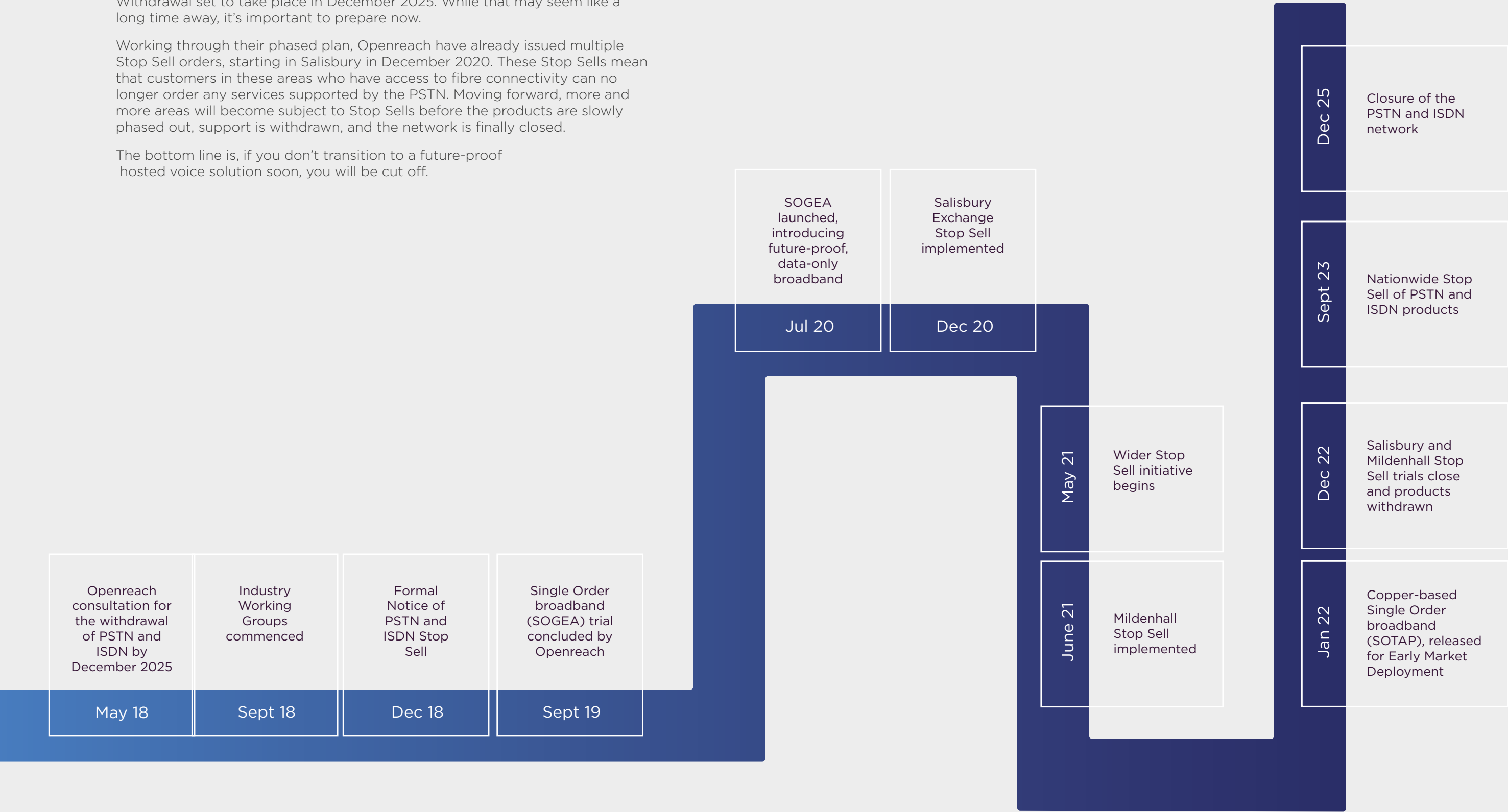
End to End  
solution for  
truly converged  
communications

# The Great Switch Off

By now, you should be aware that the UK is currently working towards the biggest change to communications in over 30 years, with the PSTN and ISDN Withdrawal set to take place in December 2025. While that may seem like a long time away, it's important to prepare now.

Working through their phased plan, Openreach have already issued multiple Stop Sell orders, starting in Salisbury in December 2020. These Stop Sells mean that customers in these areas who have access to fibre connectivity can no longer order any services supported by the PSTN. Moving forward, more and more areas will become subject to Stop Sells before the products are slowly phased out, support is withdrawn, and the network is finally closed.

The bottom line is, if you don't transition to a future-proof hosted voice solution soon, you will be cut off.





# Enhance the Hosted Voice experience



## Single Line Voice

Single Line Voice is an alternative to feature-rich VoIP propositions, ideal for micro businesses who need only one or two phone users. It uses the same IP technology as hosted voice but generally offers only basic features, such as voicemail and caller display, unlike multi-user VoIP services that come with premium functionality.



## Hosted SIP

Hosted SIP is our hybrid voice solution offering a complete suite of IP voice services that allow you to move onto IP whilst retaining your existing on-premise equipment. This enables you to have both hosted seats and SIP users on one account, with free calling on-net within your business.

Truly integrated on the hosted voice platform, SIP and hosted users can be included in the same hunt groups and managed in one portal, ready for the day you're ready to move to fully hosted, which can be done at the click of a button.



## Microsoft Team Direct Routing

Our enhanced calling alternative to Microsoft Calling Plans is a direct routing solution that can integrate with HV.Select for a feature-rich SIP solution within Microsoft Teams.

Find out more about Hosted Voice

Tel:  
Email:  
Web: