



IP COMMUNICATIONS:

HV.SELECT

Award-winning Hosted Voice solution

Named the Best
Hosted Telephony
Platform at Comms
National Awards 2020

Get ready for the Great Switch Off

Expand your product
portfolio and future-
proof ISDN and WLR
customers ahead
of the 2025 PSTN
Switch Off

Take your customers on the IP journey

Our hybrid VoIP
solution offers a
stepping stone to IP
comms before you
uplift customers to
fully hosted telephony

Introduction

HV.Select is the award-winning hosted VoIP solution from Digital Wholesale Solutions, designed to future-proof your customers' voice communications and make the transition to all-IP as easy as possible.

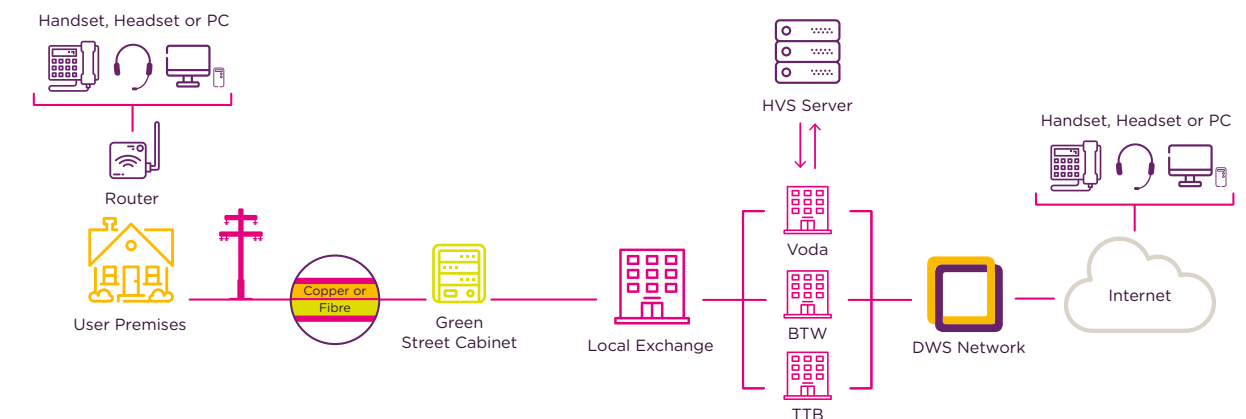
Fully Cloud-based, HV.Select offers much more than a traditional telephone system, giving you cost-effective, feature-rich and future-proof voice communications, with enterprise-grade functionality. Run over BT Wholesale's highly resilient and secure next-generation network, HV.Select provides high-end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

It is a fully hosted VoIP platform using Cisco Webex for Broadworks, delivering unmatched performance, security and scalability. The platform offers both hosted seats and SIP trunking, enabling users to create a hybrid environment with mixed technology. With an extensive array of features and applications, the platform allows users to work 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 an HV.Select Licence?

Hosted Mobile User License	5000 minutes to 01, 02, 03 numbers and UK mobiles - subject to fair use policy	Free On-Net Calls	Voice Messaging (with voicemail to email)
Basic Cisco Webex for Broadworks with messaging and file sharing	Go Integrator Lite (Windows and Mac)	End User Portal Access	Protected by DWS 24/7 Fraud Management team





Key features of HV.Select:



Cisco Webex for Broadworks:

It's time for you to look at the new team collaboration experience now available with HV.Select, enabled by Webex for BroadWorks.

Webex for Broadworks is the UC&C application where your customers can call, message, and meet in one inclusive app. It's a powerful, easy-to-use collaboration solution that keeps people connected anytime, anywhere, on any device.

Together with Cisco, we offer a fully integrated collaboration experience, offering cloud calling from a provider you trust and already do business with alongside the Webex advanced messaging and meetings capabilities, all in one elegant app.

Enabling end users to stay connected between meetings with virtual spaces, messaging, file sharing, whiteboards and even video calling has become a fundamental critical element to keeping employees highly collaborative in today's new world of working.

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

Go Integrator Lite (Click to Dial):

Go Integrator Lite is a desktop application that integrates Lotus Notes, Microsoft Outlook and Google Contacts into the HV.Select service. It works in conjunction with users' 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
- > And much more!

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.



10 reasons you should be selling HV.Select

01

A future-proof product to replace traditional WLR and secure lasting business

02

Simple but competitive pricing, making it easy to buy and sell

03

Flexible monthly contract terms, enabling you to build bespoke packages

04

Guaranteed 99.9% uptime backed by our SLA

05

Scalable solution perfect for growing businesses

06

Built-in business continuity and disaster recovery

07

Comprehensive training available with our product experts

08

Self-serve user friendly portal enabling you to support your customers

09

White labelled portal to be branded by you

10

Call bundle is bigger and better than any other provider



Top tips for selling HV.Select

Break it down

When pitching HV.Select, it's important to remember that your customers may not have any pre-existing knowledge of VoIP solutions, so make sure you break it down for them. They don't need to know all the technicalities, just answer the important questions: why do I need it and how will it benefit me?

Create the sense of urgency

The PSTN Switch Off will affect everyone, across every industry, which means businesses need to know the risks of not migrating to VoIP. When Openreach flicks the switch on the traditional telephony network, they will lose service. By moving to HV.Select now, they can rest assured that their voice solution is future-proof.

Cost is key

Hosted Voice is more cost-effective than traditional lines and calls products. Billed on a per month, per user basis, HV.Select offers the most generous calls package on the market, with no hidden costs, plus with no onsite hardware to worry about, maintenance costs will no longer be a concern.

Offer a steppingstone to IP telephony

For those customers not yet ready to take the leap into fully hosted telephony, you can offer HV.Select as an intermediary solution, integrating it with SIP trunks and enabling users to keep their on-site PBX. You can also create hybrid SIP and VoIP environments, with both hosted and SIP users on one platform then, when your customer is ready, simply uplift them to hosted seats at the click of a button, making a seamless transition to VoIP when the time is right.

Who needs HV.Select?

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 customers' needs can be difficult, with varied packages and functions to choose from, but with HV.Select, you can be sure that the product will meet the requirements of all your customers.

HV.Select 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.



At DWS, 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). HV.Select 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

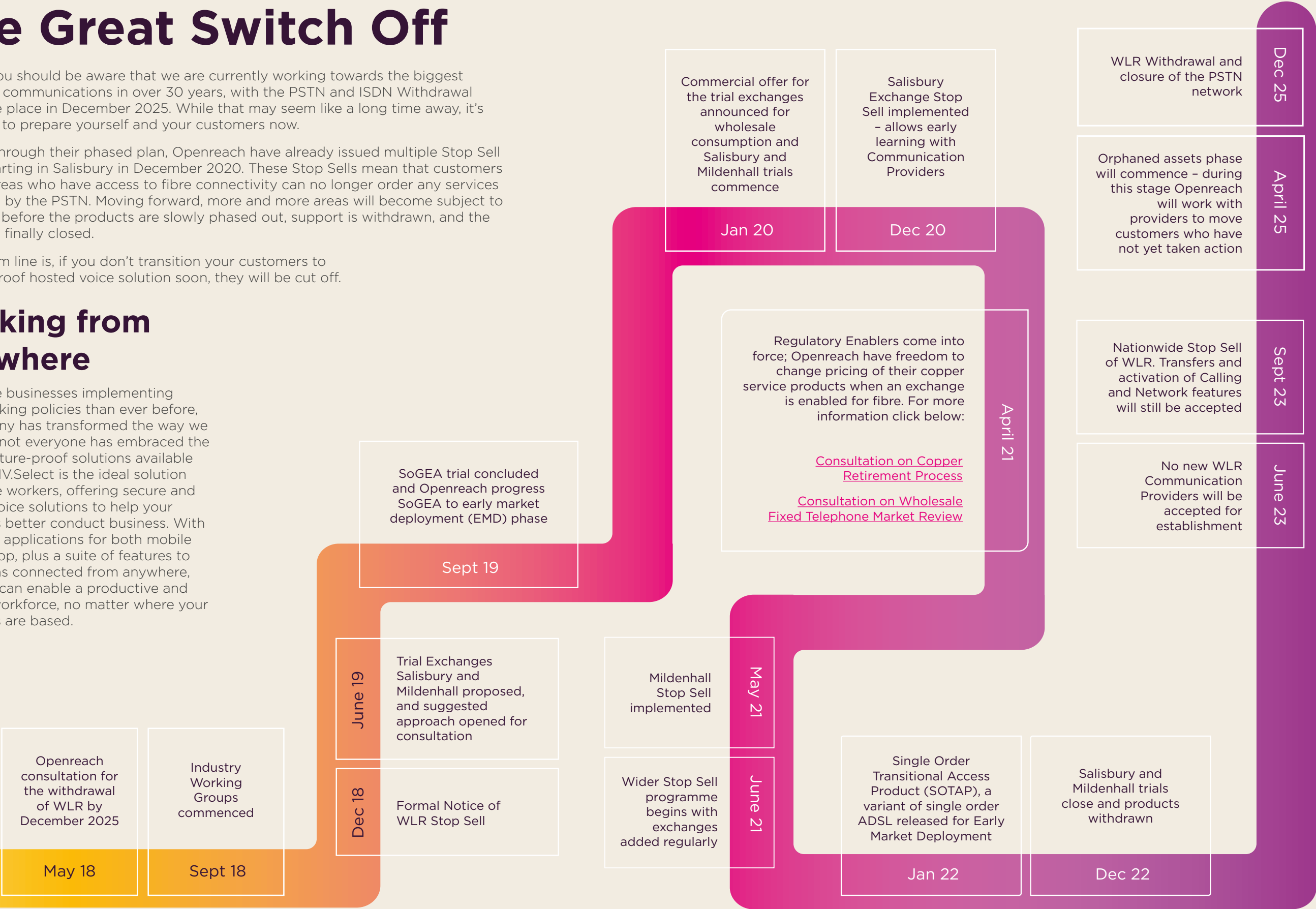
By now, you should be aware that we are currently working towards the biggest change to communications in over 30 years, with the PSTN and ISDN Withdrawal set to take place in December 2025. While that may seem like a long time away, it's important to prepare yourself and your customers now.

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 your customers to a future-proof hosted voice solution soon, they will be cut off.

Working from Anywhere

With more businesses implementing home working policies than ever before, IP telephony has transformed the way we work, but not everyone has embraced the flexible, future-proof solutions available to them. HV.Select is the ideal solution for remote workers, offering secure and scalable voice solutions to help your customers better conduct business. With softphone applications for both mobile and desktop, plus a suite of features to keep teams connected from anywhere, HV.Select can enable a productive and efficient workforce, no matter where your customers are based.



Enhance the HV.Select experience



V-IP

Virtual-IP Voice (V-IP) is our new single line IP Voice replacement suite of future voice products. Using V-IP, you can help your customers liberate their landline and prepare for the future with more features than traditional copper lines including; mobile applications, voicemail, call forwarding, caller display and more!



HV.Select SIP

HV.Select SIP is our hybrid voice solution offering a complete suite of IP voice services that allow you to move your customers onto IP whilst retaining their existing PBX equipment. This enables businesses to have both hosted seats and SIP users on one account, with free calling on-net within the company.

Truly integrated on the HV.Select platform, SIP and hosted users can be included in the same hunt groups and managed in one portal, ready for the day the end user is ready to move to fully hosted, which can be done at the click of a button.



Our enhanced calling alternative to Microsoft Calling Plans, SIP2teams is a direct routing solution that can integrate with HV.Select for a feature-rich SIP solution within Microsoft Teams. Take advantage of the huge Teams opportunity and provide a better calling service for your customers.



Source HV.Select compatible handsets and headsets from the UK's leading vendors with our new TechStore. An e-commerce platform for the Channel, TechStore gives partners direct access to competitively priced mobile and IT hardware, benefitting from the buying power of DWS.

Ready to start selling HV.Select? Get in touch with our teams now!

