

# Hosted Voice (VoIP)



A cost-effective cloud based phone system for greater flexibility and control

## What is Hosted Voice?

Hosted Voice over Internet Protocol (VoIP) is a cloud based telephone system which sends communication over the internet. It allows businesses to easily communicate and collaborate, it's easy to set up and there's little to no maintenance required.

**N.B. By 2025, BT will switch off ISDN circuits to focus on bringing high speed internet to their national network. It means that businesses using old telephone lines will need to replace them with new internet based telephone lines.**

## Is Hosted Voice the right choice for my Business?

Many businesses have previously opted for ISDN Telephone System. ISDN is a system that has been in place for the last three decades (launched in the late 1980s) and, whilst it may be viewed as reliable, it is now legacy technology. When reviewed against newer developments in VoIP, ISDN is now expensive, very inflexible and contains outdated features.

Therefore, many businesses are now adopting Hosted VoIP due to the setup and management being simple, easy to scale and very cost effective. All you need is a phone connected to the internet and a seat within the hosted voice platform, which after the initial setup can be achieved in under 1 hour. It really is that simple.

## Features and Benefits for your Business

### ✓ Reduced Costs

You can save 35% on average by adopting IP Voice instead of traditional phone lines

### ✓ Software Assurance

You benefit from constant access to the latest automatic software updates which protect your business from telephony toll fraud

### ✓ Disaster Recovery

With Hosted Voice, your environments are built with disaster recovery options should an outage occur, meaning it's easy to reroute calls to mobiles or alternative telephone lines

### ✓ Feature-rich

From easy sync ability and mobile twinning to in-built music on hold and voicemail to email settings, the range of features available enables you to manage your business communications effectively

### ✓ Quick Setup for Users

Users can be set up in minutes, with add-ons and changes made quickly and simply. Plus, it's easy to scale and add new users with no disruption

### ✓ Trusted Environment

With over 40 years of experience, the Mitel phone system is adopted by 15,000 business users in the UK already so you can be rest-assured that it's trusted

## What features are included with Hosted Voice?

- ✓ Directory
- ✓ Calling Features
- ✓ Hot Desking
- ✓ Mobile Twinning
- ✓ Voicemail
- ✓ Instant Conference
- ✓ Speed Dials
- ✓ Online Management Portal
- ✓ Instant Messaging
- ✓ Presence
- ✓ Skype4B Integration
- ✓ Team Collaboration
- ✓ Simple Flow Chart Menu Designer
- ✓ Contact Centre

## Packages Available

We have a wide number of packages available to suit all business needs. Get in touch and one of our team will be happy to discuss with you.

## Find out more...

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