

Hosted IP Voice Services

Reduce costs and improve communications

Overview

Comtec provides a fully managed and hosted telephony solution for your business, removing the need for day to day management and support of your office communications system. Comtec's IP Voice services are carried over the BT network and are delivered using next generation IP technology to provide cost effective, efficient and advanced communications.

The Hosted IP Voice services provide full and unlimited access to the national and international public telephone network at lower costs than traditional telephony with the added benefit

of all calls between your numbers being absolutely free. The IP Voice Services are monitored 24 hours a day as well as being fully resilient ensuring maximum uptime. In addition, the services provides you access to a range of advanced telephone features including conferencing, collaboration voice messaging, auto attendant, voice recording, automatic call distribution and call centre, increasing the productivity of your staff and improving customer services.



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Features

Comtec's Hosted IP Voice services provide the following capabilities:

- » Free calls between sites on your IP network and significant reduction in the cost calls to all other destinations.
- » Removes the requirement for capital expenditure on telephone systems and the operational expenditure on maintenance.
- » Flexible licensing of extensions – you only pay for what you use.
- » Plug and play phones - zero configuration required.
- » Advanced call control through easy to use toolbar on PCs – never lose a call.
- » Multi site, remote worker and call centre solution options.
- » Ability to have up to 10 different numbers associated with one phone.
- » Access to automatic call distribution (ACD), interactive voice response (IVR), auto attendant, audio conferencing, collaboration and call recording applications.
- » Business continuity through seamless failover in the event of network faults.
- » Access to a simple web portal to keep your telephone system set-up the way you like it.
- » Quality assured remote IP Voice access via Comtec's Ethernet WAN services.

Advantages

With Comtec's Hosted IP Voice services, organisations gain the following advantages:

- » A virtual office communications solution for dispersed sites, branch offices, mobile workers and home workers which will adapt to your changing needs.
- » Ability to explore how you can utilise advanced voice applications or replace an end of life telephone system without the need for large upfront investment, improving return on investment.
- » Complementing or replacing traditional phone systems with advanced communications applications.
- » Removing the requirement for capital expenditure on new telephone system and the need for telephone system specialists to keep the system maintained and updated.
- » Reduce telephone bills significantly.

Benefits

Let Comtec address your office communications requirements and you can benefit from:

- » **Cost effectiveness** - Hosted IP Voice services offers a lower cost solution than investing in a new PBX. Organisations can save up to 50% using Hosted IP Voice services compared to buying a traditional PBX/ISDN system.
- » **Improved uptime and availability** - Hosted IP Voice services are fully managed 24/7, whereas it could take up to 4 – 8 hours for a supplier to get an engineer on site, resulting in business disruption, even lost business.
- » **Organisational flexibility** - Hosted IP Voice services are more flexible than the traditional PBX/ISDN solution. Extensions can be switched on and off and trunks easily added or removed from hosted services closely matching capacity on demand.
- » **Improved productivity** - The flexibility for staff to work flexible hours or work from home can help reduce absenteeism and staff turnover. Voicemail converted helps make staff more accountable for actioning voicemails. In addition Hosted IP Voice services can be added to WiFi SIP mobile handsets ensuring calls are not missed when moving around site resulting in significant reductions in mobile phone bills.
- » **Improved customer service** - Staff at the branches can pick up overflow inbound calls rather than customer put into queues or receive engaged tone. Integration with Microsoft Outlook Contacts allows staff to greet callers by name.
- » **Improved disaster recovery capability** - Calls can be immediately diverted to other sites if there is a power outage at one site preventing the loss of inbound call.

Simplicity

- » Simply take an Ethernet WAN connection from Comtec, or utilise an existing IP connection.
- » Take the Comtec Hosted IP Voice service, specifying the number of extensions you require.
- » Receive the IP phones, un-box and plug-in.
- » Make free inter-site and cheaper UK, mobile and international calls.

**If you would like further information on our services,
please call us on 0845 899 1400**