


# HOSTED BUSINESS COMMUNICATIONS ALIGNED TO YOUR NEEDS





**Future Voice & Data Ltd is helping to transform the way businesses communicate. We provide each customer with a single communications platform that addresses the needs of every employee, regardless of their location or the device they use.**

Our cloud-based platform delivers a range of feature-rich voice, video and unified communications solutions to your business. We help you to improve the way you communicate with your customers, increasing collaboration and ensuring maximum productivity from every employee.

## **JARGON BUSTER: WHAT IS HOSTED TELEPHONY?**

Hosted Telephony, also known as Cloud Telephony, is where an organisation utilises a business phone system which is hosted remotely from a secure location on the Internet. Managed by a service provider, this phone system can deliver functionality to any user anywhere online, regardless of his or her physical location.

Hosted Telephony solutions are generally flexible in their deployment, enabling organisations to scale and add functionality effortlessly, paying on a monthly pay-as-you-use model. Many hosted telephony solutions also offer more than just basic voice services: e.g. mobile integration, desktop application integration, conferencing and collaboration tools.

## **WHAT MAKES FUTURE VOICE & DATA LTD DIFFERENT?**

**EXPERIENCE** - We have been providing Hosted Telephony for over a decade and understand how to provide a solution that delivers real value to our clients' businesses.

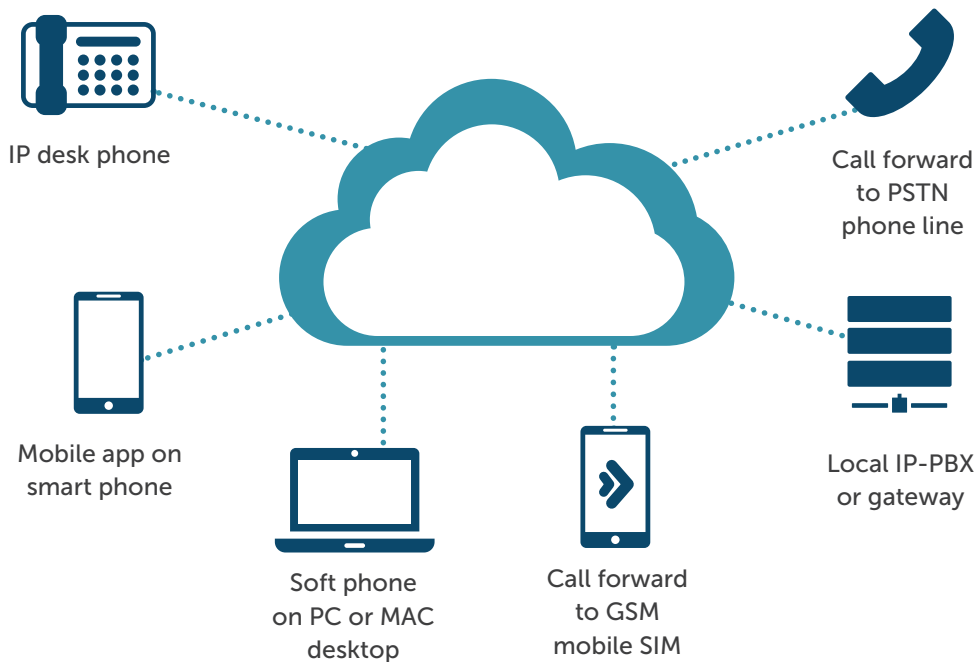
**PLATFORM** - Our Hosted Telephony service is delivered from a carrier-grade platform that is built on the industry's leading technology.

**FLEXIBILITY** - Flexibility is key to our customer relationships. Whether in terms of specific SLAs, scalable user numbers and functionality, or custom integrations, we are agile and responsive to the needs of our customers.

**CAPABILITY** - Our experience is matched by our commitment to research and development. We invest significantly to ensure we're always delivering the best possible solutions to our clients.

# HOSTED TELEPHONY

Hosted Telephony is transforming the way companies communicate. Regardless of your company size or the physical location of your employees, you are able to deliver feature-rich business communications to every employee, from the cloud.



Through Hosted Telephony, businesses are easily able to react to change while maintaining best-in-class communications capability, enjoying:

## REDUCED COSTS

With Future Voice & Data Ltd Hosted Telephony there is no up-front capital investment required. Simply subscribe to our "All Inclusive" minutes bundle or build your own "Pay-As-You-Use" service where you benefit from free calls between offices or employees working at home or significantly cheaper local, national and international call charges.

## ADVANCED FEATURES

Take advantage of enterprise level telephony features such as Auto Attendant, Receptionist Console, Call Centre and Call Recording. Improve the efficiency of your workforce through Presence, Click-to-Dial and Contact Database Integration. Take total control of your services using our sophisticated online management portal.

## INCREASED AGILITY

Flex your usage up and down in response to demand or any season fluctuations. Scale rapidly without committing to long contracts. Deploy satellite workers and seamlessly transition between different locations and offices. Take calls on the move, anywhere around the world.

## FUTURE PROOF TECHNOLOGY

At Future Voice & Data Ltd we work with key technology partners such as Broadsoft, Cisco, Juniper and Oracle to ensure that our platform adheres to the latest versions and industry standards. A constantly evolving roadmap allows our customers to benefit automatically from the latest features and developments. Our customers are freed from the operational and financial burden of maintaining their own equipment and software.

## ASSURED RELIABILITY

Use your own, or take a business grade Inclarity broadband or fibre connection for an assured telephony experience which does not touch the public Internet. Set up cloud-based call divert rules in advance – or in real time – to capture all of your incoming calls in the event that your office experiences any local network problems. The Future Voice & Data Ltd platform offers 99.999% availability, and in fact we achieved 100% availability across the 12 months of 2015.

## HOSTED VIDEO CAPABILITY

Cloud-hosted Pay-As-You-Use video conferencing capabilities mean that there is no need for expensive dedicated meeting room equipment, complex video bridges or changes to your network. Simply connect to a meeting using your desktop, tablet or smartphone and communicate with colleagues and clients wherever they are in the world with excellent sound and picture quality.

## CALL CENTRE

Call Centre is an advanced telephony feature that allows a business to better manage its incoming calls, and to ensure that these calls are answered by the correct personnel.

- Allow agents to control how they advertise their availability for receiving calls
- Give each agent a specialised dashboard to better manage their calls
- Queue inbound calls and play announcements / estimated waiting times to the callers
- Define busy, out of hours, holiday and emergency failover responses
- Review the availability and productivity of agents using Future Voice & Data Ltd Reporting
- Define the skill levels of your agents for skills based routing (Premium only)

## CALL RECORDING

With Future Voice & Data Ltd Hosted Telephony there is no need for expensive on-premise call recording, this capability is embedded within our cloud and can be switched on for particular lines or particular users.

- User-defined recording for inbound or outbound, external and internal calls
- Recordings are retained for 6 months as standard (with the option to extend)
- Simple storage, search, download and playback of calls
- FCA compliant

## CALL REPORTING

Future Voice & Data Ltd Call Reporting enables you to obtain a full picture of your inbound and outbound call history so you can manage your business communications.

- Powerful GUI enables you to define and run reports
- Comprehensive range of standard reports
- Ability to tailor reports for your specific needs
- Leverage account codes to enable customer billing
- Schedule reports to be sent automatically to you by email
- Select from a wide range of chart and graph options to show your report data in a graphical format

## AUTO-ATTENDANT

Auto-Attendant provides the ability to automate the management of inbound calls using voice prompts to identify which services are required and directing the call appropriately.

- Direct calls to specific extensions
- Look up individuals in the corporate directory
- Route calls based on department or service required



## Future Voice & Data Ltd Hosted Unified Communications (UC) delivers improvements in the productivity of your staff and an increase in the level of collaboration across your entire organisation.

The Future Voice & Data Ltd UC Client is a desktop application that helps you integrate your telephone activity with the rest of your business processes. UC users can access their contacts more easily, and can identify the context of incoming calls more effectively, leading to a boost in productivity and efficiency. When integrated with CRM, accounting or ticketing systems, UC users can instantly spawn or pop the relevant contact records to perform essential tasks more quickly.

UC users can also use the integral Telephone Presence dashboard to see the real-time telephone status of their colleagues, and can instantly identify when these users are not available to take calls or call transfers. User collaboration on projects is improved by knowing when everyone is available to speak.

### **CALL PREVIEW**

Receive an alert on your desktop to notify you that you are making or receiving a call. If the called/calling number is on your Address Book, then you will also see your contact's name.

### **OUTLOOK INTEGRATION**

Automatically access your MS Outlook Contact Cards for Call Preview, and enable click-to-dial within the MS Outlook desktop application.

### **OTHER APPLICATION INTEGRATION**

Open up lists of contacts from other 3rd party applications for Call Preview, Click-to-Dial and Screen Pop. Supported applications include common CRM packages such as ACT, Salesforce, Sage and MS Dynamics.

### **TELEPHONE PRESENCE DASHBOARD**

Report your current telephone status to your fellow UC users, and access a dashboard showing the current telephone status of these users.

### **SKYPE FOR BUSINESS INTEGRATION**

Push your telephone status so that it is visible to your MS Skype for Business environment. Dial fellow Skype users on their listed telephone numbers from the Inclarity platform.

### **BROWSER & CLIPBOARD CLICK-TO-DIAL**

Enable your preferred desktop web browser so that any telephone numbers you see can be dialled with a single click. Copy any number from any screen or application to your clipboard, so that it can be dialled with a single click.

### **IMPROVED CUSTOMER SERVICE**

Automatically access customer details and present these along with the telephone call to enable a more professional service.

### **MORE EFFECTIVE COLLABORATION**

Provide a real time view to each user showing who is available and so enable them to reach the right expert first time.

### **IMPROVED USER EXPERIENCE**

Make business telephony much easier to use and provide each user with the ability to work the way they want to work.

## OUR RANGE OF HANDSETS

### Future Voice & Data Ltd offers a wide choice of telephone endpoints to support the cloud based service.

Choose from physical IP phones, conference phones, desktops and mobiles.



#### **Polycom VVX**

Polycom VVX handsets are next generation, high quality devices with superb HD voice capabilities. All models are POE enabled and come equipped with dual network ports. The range includes models that support Gigabit, colour LCD screens and even touch screens. All models come with a large number of line keys which can be expanded using paper or colour screen expansion modules.



#### **Cisco SPA**

Cisco SPA handsets are robust and reliable devices which are rich in features and which have a wide following. Most models are enabled with POE and dual network ports.



#### **Aastra**

Aastra handsets are stylish devices that suit any business seeking a solution on a budget. The range includes an entry level model with minimal features through to more sophisticated models with colour screens that can be enhanced with expansion modules.



#### **Polycom Soundstation**

Polycom are the market leader in desktop HD-quality audio conference devices. All models are POE enabled, have excellent speaker and microphone range, and are suitable for any meeting room or board room.

#### **Siphone for Desktop**

Future Voice & Data Ltd offers the Siphone application - powered by Counterpath - for making and receiving calls on your desktop. Complemented by a headset, a Siphone user has all of the same calling capabilities as an IP phone user – the associated PC or Mac desktop simply needs access to a quality broadband Internet connection.

#### **Siphone for Mobile**

Future Voice & Data Ltd offers the Siphone app for iOS and Android - powered by Counterpath - for making and receiving calls on your preferred mobile device. It is recommended primarily for use over WiFi, but it also performs well over 3G and 4G data services where the signal is strong.

#### **Siemens Gigaset DECT**

A Siemens Gigaset kit is the ideal wireless solution for the small or home office. Each base station connects to your network and supports up to 6 handsets with a 50m indoor range. A range of handsets are supplied to meet a wide variety of requirements, including durable models for industrial environments, and high quality, feature-rich devices for executive use.

## At Future Voice & Data Ltd, we are proud of our track record of unrivalled customer support and service.

Based on industry leading cloud architecture, the Future Voice & Data Ltd hosted telephony platform is recognised by our clients as one of the most reliable cloud services available.

### *99.999% service uptime*

The Future Voice & Data Ltd platform offers 99.999% availability, and in fact we achieved 100% availability across the 12 months of 2015. Thanks to our resilient structure and key relationships with Broadsoft and other technology partners, our clients enjoy service continuity that is second to none.

### *Support calls answered within seconds*

We like to practice what we preach, and as a telephony company, that means being at the end of the line when our customers call.

### *Speedy resolution of issues*

We've been at the forefront of unified comms and telephony for over many years and our engineers and support staff have intimate knowledge and experience across our platform and the partner vendors we work with. This means issues are identified and rectified quickly and efficiently.

### *But it's not just about the SLA*

We constantly monitor both the availability and the quality of service of our hosted platform and ensure that we resolve all issues against clearly defined SLAs, but we strongly believe that there's more to customer support than complying with Service Level Agreements. We really care about offering the right service to our customers to suit their specific needs.

That means from the very outset, we take the time to understand each and every client's unique business and communication needs. We then work with them and our network of technology partners to produce high-quality, hosted solutions that deliver genuine business value for the short-term and support business growth in the longer-term.

### *Advanced management tools*

#### **System Management Tool (SMT)**

A web based, real-time management interface which enables your IT administrator to easily and rapidly manage account settings and resources on-line. You can use SMT to edit existing account settings, allocate resources, produce reports and perform other administrative tasks. Administration can be specific to an individual user or terminal (e.g. IP phone), and general for multiple users, sites and companies.

#### **Phone Manager**

A simple, web-based interface which allows each end user to manage his or her own telephone number and associated service features. This interface is available and works the same way, regardless of what terminal (telephone) is deployed for the user to make and receive telephone calls.

## ADVICE

Years of experience in deploying hosted telephony for thousands of clients, across many industry sectors, enables us to add value to the relationship by advising on best practice. We provide guidance as to what works best for businesses like yours and how you can maximise the returns on your investment in cloud-based communications.

## DEPLOYMENT

We focus on providing end-to-end solutions; from your connection to the public telephone network right the way through to the telephones on your employees' desks. Our experience and expertise in VoIP is unrivalled, which enables us to seamlessly transition you to Future Voice & Data Ltd Hosted Telephony and deliver the capabilities that you need to each and every user.

## FLEXIBILITY

Where we differ in the Unified Communications space is our ability and willingness to work to our customers' needs. Our agility enables us to adapt our contract terms, our technical implementations and our SLAs to ensure they support customers' specific needs, rather than imposing standard terms and standard functionality on them. While we can always provide advice on best practice, we're always open to different ways of doing things if it's of benefit to our customers.

## OUR PLATFORM PARTNERS



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