

Bespoke Telephony Solutions

BTS Hosted Voice

The complete voice solution

Bringing your team together

Simplicity - "It's the future"

Its a really straightforwards proposition - Having staff on a unified communications system is better for you, it's better for your staff and your customers prefer it:

- You have total cost control as there is only one system to provision and manage - everyone uses the same features in the same way, and they're available where ever in the world your staff need them.
- Your staff are more productive and happier - less commuting and easier systems for them to work with.
- Your clients notice that the right call gets to the right person first time, more of the time. The resulting improvements in customer service are really noticeable.



No-one's idea of productive time



Cost Effective Functionality



Historically there has been a payoff of Functionality and Cost Effectiveness - you know the old chestnut.. "you get what you pay for". Well here's an alternative "Only pay for what you need".

All of our systems are resiliently constructed in the cloud, and all you do is utilise the investment we have made on a per user, per month basis.

We have a resource that is well utilised and managed and, as a consequence of that, the cost benefits trickle down to you.

All you decide is how many users you need and where - you don't need to worry about lines, phone systems, growth, new markets, relocation, Disaster Recovery or maintenance. BTS Hosted manages all of that for you for a fixed monthly fee per user - we can even include all of your call traffic; inbound and outbound, for a small supplement!



Business Enabling

Imagine an world where your organisation can:

- Grow and relocate with no impact on your communications
- Have any number of sites each with 1-10,000 users, all of whom are transparently on the same system.
- Embrace Homeworking so even Call Centre Agents can work remotely with you still retaining full visibility, control and flexibility.
- Ensure that field staff can be fully integrated protected and monitored.
- Be flexible enough allow support for temporary sites or even 'pop-ups'
- Rest assured that you have a DR plan which allows for your clients to receive the customer service they expect irrespective of the disaster that befalls your site.
- Handle any volume of 'peaky' traffic utilising cloud based carrier grade platforms



In essence, the beauty of **BTS Hosted** is that we free you to do what you do best. We handle all of the rest without any drama.

**We have full suite of solutions for companies who use
INBOUND call services and may benefit from an
International Virtual Presence - Imagine having numbers
your clients can call in Germany or the US for example. Call
us for details**



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How does it work?

We have a cluster of hardware based across several resilient Data Centres, all of which are interconnected by a mesh of high speed data links.

These systems allow us to provide you with anywhere from 1 to 10,000 extensions for your users to use in as many locations as you need, anywhere in the world.

Because we fully support open standards we then help you to connect any SIP enabled phone, offering a range for you to choose from.

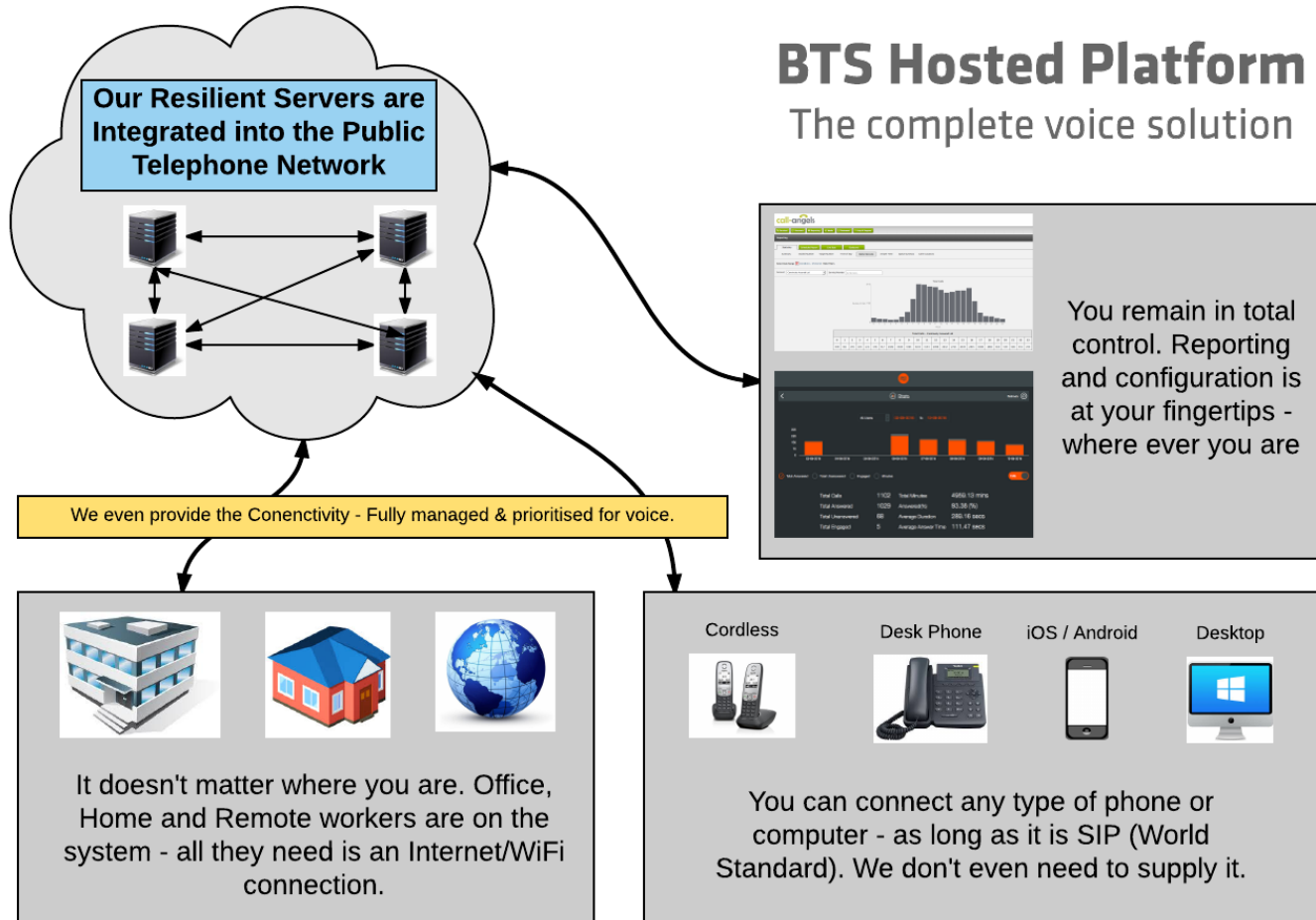
You can also provide your own phone (BYOD or 'Bring your own device'), use soft-phones (PC/MAC based) or mobile clients (android / iOS) - it's your choice. That means that you can be connected on almost any device anywhere in the world that you have web connectivity. That could be an office in Aberdeen, a hotel in Shanghai or on a Wifi hot spot in Cardiff.

We can even provide the connectivity for your offices, so that your system is fully supported by one provider for one fixed price.



BTS Hosted Platform

The complete voice solution



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"What features can I use?"

The system is VERY feature rich and includes all of the functions you would expect including:

- Hold Call
- Call Transfer
- Call Parking
- Click to call
- E999 Emergency Calls
- Call Me - API
- Send SMS
- Receive SMS
- Pattern Menu
- Call back
- Queues
- Call history
- Online invoices
- Voicemail
- Fax to Email
- Fax to Mailbox
- Alerts Wizard
- Add User
- Class of service
- Conferences
- Automatic Page
- Announce Page
- Group
- Web url
- Pick up groups
- Top list
- Number allocation
- Call Recording
- Hunt Groups
- Import for Setups
- IVR Menus
- Call Screening
- Whisper
- Announcement
- Force
- Call Name
- Temporary Routing
- Sip address
- routing Music on hold (moh)
- Remote access
- Rate plan view
- User control
- Force Call Name
- Numbering Menu
- DND (Do not disturb)
- Call Waiting
- Call Diversion
- Time & Day Routes
- Caller Id Routes
- Fax spam blocker
- Feature Codes
- Force hang up
- Active call list
- Live call pricing
- Call announcement

...and add to that some network features like Smart CLI and Database Dependant Dynamic routing and you have a package that simply can't be beaten



OK - whats the catch?

We have worked hard to make this straight forwards and transparent. Consequently what you see is what you get.

We charge based on a fixed cost per user or agent per month and that can include local/national, mobile and even international calls.

We can even include all of the site connectivity

Best of all there are no long contracts. Our agreements are as short as 12 months and user numbers can be flexed up and back down as you need, month by month.

There are no ongoing maintenance charges either.

SO - there's no need to worry....you can just concentrate on running your business and taking advantage of **BTS Hosted**.



Implementation is a well defined process

Making the move to **BTS Hosted** is simple:

- One of our team briefs you on the platform's capabilities and how they would fit your business.
- There would then be a technical assessment of your existing systems and a business case would be confirmed that completely cost justifies the project
- You would then receive a comprehensive proposal outlining all you need to consider and, if you are happy to proceed you simply e-sign the electronic quotation.

Thats when the work begins:

- Our project team are introduced you. They will become your partners in delivery
- A technical "critical path" project plan is defined along with training and implementation schedules. These are agreed in advance with you to ensure that you are 100% 'bought in' to the process.
- Once the project is complete the system is 'handed over' to you and your team and you are given ongoing support process documentation.
- You are empowered to change and OWN your voice platform, so that you are able to respond in real-time to what your business needs.....and remember, we're always there to support you.

