



# ZEDHOST

## Hosted Managed Telephony

VoIP



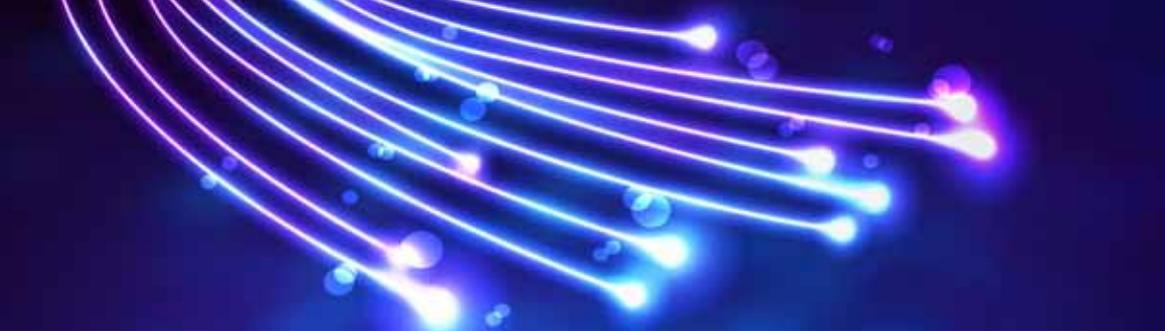
## The easiest way to cut your telephony costs and improve communications.

Our Hosted Managed Telephony service gives your business immediate access to low cost phone calls and saves you from having to invest in a conventional PBX system.

Call quality is at least as good as a conventional BT line, and in most cases, better. Advanced features like conference calling, call forwarding, simultaneous ring, voice mail and even voicemail to email, all come as standard.

And it's simple to take up, because we offer a fully managed service where we look after everything. All the switching equipment is hosted in secure resilient data centres, so you don't have to install or maintain it.

Similarly we configure the user handsets for you, setting up caller groups, speed dials, call barring and all the other extra services you require, leaving you to get on with running your business.



## Reduce telephony costs by 25%

By rationalising the number of BT lines needed, leveraging economies of scale and using low cost call routing, we can typically reduce your overall telephone costs by around a quarter.

There is no upfront capital expenditure required, so there is no depreciation either. Operating costs are also slashed, because it is down to us, not you, to manage and maintain the expensive switching equipment.

Because calls are made by transferring voice over the internet, charges are very competitive, saving you money on almost every call, whether it is to a landline, a mobile or someone overseas.

## No expensive infrastructure required: not now, not when you move office, not even if you expand overseas

You don't have to buy a PBX (a conventional in-house office phone system) as all switching equipment is hosted and maintained through us. So you're no longer forced to invest in technology which quickly becomes obsolete.

All you need is a high-speed internet connection and SIP handsets. This makes moving to new premises, or setting up secondary offices, easy and inexpensive.

## Helping staff keep in touch - wherever they are

Our service allows employees to be integrated into the company's phone system from anywhere that has broadband access - from home, office or abroad.

Staff based at home or in remote offices can be given standard company DDI phone numbers so calls can be transferred to them seamlessly. They will also have access to the same functionality and advanced features as head office users.

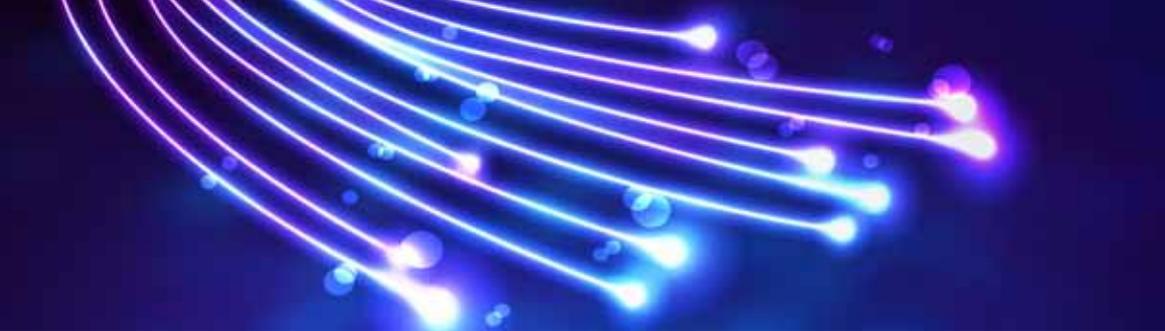
Your business will also save money because calls between offices are effectively internal calls, and so are free of charge.

## Don't put off overseas customers by making them call an international number

We can give your company an immediate global presence by setting up domestic phone numbers in 48 countries. You don't need local offices because we will seamlessly route the calls back to the UK or any other country you choose. Customers across the world, including the USA and the EU, can then contact you by dialling local numbers, and paying local call rates, even if you don't have a physical presence in their country.

### Key Business Benefits

- No telephony or IT expertise needed
- No expensive infrastructure required
- Flexible & easy remote working
- Advanced features boosting productivity
- 24/7 Support
- Enhanced disaster recovery
- Guaranteed uptime
- Low call charges
- Fast & easy scalability
- Choice of keeping your existing numbers, or getting new ones
- International telephone numbers available for over 48 countries.



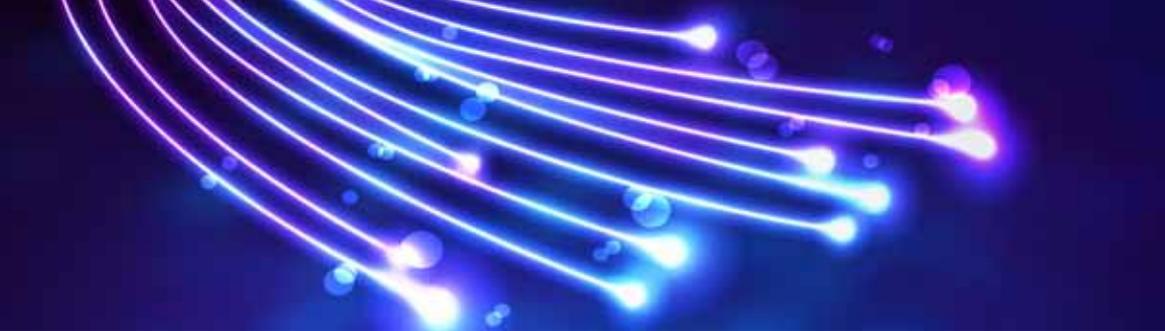
## Advanced features - now and forever

We offer the latest features. More importantly, we always will, because we partner with Broadsoft, the leading global telecoms carrier. A full list of the current features available is given on our website. But the following features all come as standard in our most popular packages.

- ◆ **Simultaneous ringing** - a single incoming call rings multiple phones all at the same time, so your office phone, home phone, mobile phone and branch office phone can all ring simultaneously - you simply answer whichever phone you are near. Your customers and colleagues only need to remember one number and you never need miss a call again.
- ◆ **Voicemail** - with separate 'busy' and 'no answer' greetings, all customisable and personalised by each individual user.
- ◆ **Voicemail to email** - have your voice mails forwarded to you or any of your colleagues via email. Users can choose to have their voicemail messages forwarded as an attachment (WAV File), or just an instant email notification that they have a message, including the inbound number, persons name and the time they left the message.
- ◆ **Fax to email** - Allows users to receive fax messages on a separate DDI fax number. Fax messages are sent directly to the recipients email inbox ensuring they are received instantly.
- ◆ **Mobile phone apps** - With the mobile softphone applications for Windows and iPhones, calls appear as if they originated from your office number, so the person you are calling sees your office number on their caller ID, not your mobile number. That person can return your call by dialling your office number and it will be delivered to your mobile phone.
- ◆ **Conference calling** - 8 way conference calls with any mix of internal and external participants. The hosted server acts as a conference bridge to each party. Saves you time and money on travelling.
- ◆ **Calls from anywhere** - is a single phone number, with one voicemail box to manage for all your phones, including your desk phone, PC, Mac, mobile or any softphone. You can make calls from any phone, anytime, anywhere. Regardless of whether you are in the office on a fixed phone, PC or Mac, on the road using your mobile or in a hotel calling from your laptop.
- ◆ **Shared call appearance** - Allows up to 5 SIP handsets or softphones to be configured for each user. When a Group or DDI call is received all stations will ring. Another way to ensure you never miss another important call.

### Key triggers for switching to Zed One's Hosted Managed VoIP Service

- PBX overhaul required
- Employees want advanced telephony features
- Multiple locations, International Offices and/or home working
- Business-wide move to cloud computing solutions
- Desire to reduce call charges
- Overstretched or no in-house IT/Telecoms support staff



### **Excellent audio quality**

The earliest VoIP systems had lower audio quality compared to traditional landlines. But Zed One's telephony service is a second generation system, with sound quality that is at least as good as a regular landline.

### **The Zed One difference: A Fully Managed Service**

Unlike our competitors, we provide a full management service. You won't even have to think about installation, maintenance and support. We will do it all for you - right from the initial set up, and this includes making sure you can keep your existing telephone number, unless you want to change it.

If you want to add or remove users or features you simply tell us. In short, we will do all of the techie stuff for you.

### **Support whenever you need it**

We are available 24x7 to help and support our customers. We resolve 95% of cases on our first response and 98% of these in less than 10 minutes.

### **A range of services to take care of all your business IT requirements**

This is just one of the many IT services we provide including cloud computing, on-premise solutions, connectivity, IT support, telephony, office IT moves and hardware/software supply configuration and installation.

For information about individual services, or how we could provide a one-stop solution for all your IT needs, please call us, send us an email or request a call back via our website.

### **Expert help and advice is only a phone call away**

We are business IT experts so you don't have to be. If you're unsure what your business needs, give us a call for some expert free advice.

We've probably advised dozens of organisations in similar circumstances. We are not tied to any suppliers or committed to only one type of solution. And we are ready and willing to help.

### **Standard features include**

- Simultaneous Ringing
- Voicemail
- Voicemail to email
- Fax to eMail
- Mobile Phone Apps
- Conference calling
- Calls From Anywhere
- Shared Call Appearance

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IT Services & Support for Business