IP Telephony

IP Telephony transforms how your organisation communicates.

Find out how you can benefit.

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Rethink telephones.

IP telephony is ideal for any organisation that requires instant and reliable communication. It is highly effective in distributed organisations, or those that operate in more than one site. The system can support hundreds of employees and enable them to collaborate seamlessly.
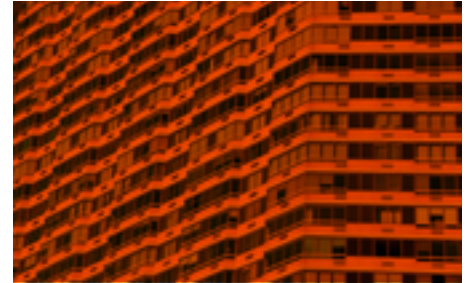
KEY FEATURES & BENEFITS

IP Telephony uses voice over Internet Protocol (VoIP) to enable voice calls to be made and received over the internet. You can enjoy all of the features of a great telephone system without the need for any onsite equipment, and at a fraction of the cost.

CONNECTED

Maintain contact with your sites and customers across the world at a fraction of the usual cost. Stay in touch at home or on the move, and make and receive calls with the same number, exactly as you would from the office.

FLEXIBLE

Add new users and devices instantly so you have the flexibility that if your organisation grows, your phone system can grow with it. Compatible with a range of devices, so you can make the most out of your IT infrastructure.

SECURE

Enjoy peace of mind with encryption that ensures the security of the call to protect your business. Stay in contact with resilience that eliminates downtime. Maintain compliance with logging and recording of all calls.

As IP Telephony is hosted over the internet, it has several unique advantages that help drive productivity, reduce costs, encourage collaboration, or keep your business protected:

IP Telephony removes the need for expensive ISDN systems & lines. Instead, everything works using the Internet, this means you can standardise your voice and data communication streams over one connection.

Make the world smaller and enable users to call any phone number in the world for a fraction of the usual cost, with free calls between connected sites, enabling your business to make substantial cost savings.

Take advantage of better analytics and statistics with IP Telephony and work out how much time or money you are spending with each contact. Better understanding of your processes can help you achieve your targets.

TECHNICAL FEATURES

- Supports as many numbers as you need, whether they are 0800, premium rate, or any UK area code numbers.
- Dynamic Conferencing - create secure conferences with password security for up to 15 members
- Call Recording - Record all calls for compliance purposes, or record calls already in progress.
- Custom reports - find out who your most expensive calls are, your longest, or those calls made out of hours.
- Only pay for what you use - no connection charges, with calls priced to the second
- Outlook / CRM integration with on screen pop up of inbound calls. Compatible with a range of CRM systems.
- Phone system statistics - live and historic information for actions such as: answered calls, call duration, average hold time
- Call flow analysis - an extension to phone system stats which can provide full call trace information on inbound calls
- Operator panel - view live information of each call or transfer yourself in. Often used in staff training situations.

DEVICE INDEPENDENT

Some businesses need to scale their communications systems rapidly and IP Telephony systems which are device independent are a perfect choice.

With plug and play devices, you can rapidly add devices and virtual lines in multiple locations, and remove them when required. Or you can enable employees to work from home or on the move with a device of their choice.

SIP compatible software means you can operate your phone from a range of devices, whether they run on Windows, Windows phone, Android, OSX, iOS, or Linux.

If you want to make better use of existing IT resources, we can work around your individual requirements - as there are over 100 devices available with a wide range of functionality.

What do we specialise in?

CONNECTIVITY

The team have vast experience in finding the right connectivity solution that works for your organisation, including **Fibre Ethernet**, **Amazon or Azure Direct Connect**, and **Smart Networks** to simplify network managment.
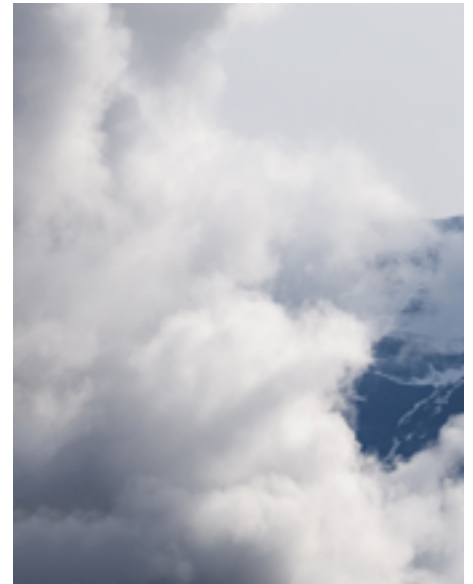
COMMUNICATION

Innovative ways to improve communications using the Internet and cloud are increasingly widespread. Serviceteam IT can help with voice, data, email, and document managment with **IP Telephony**, **Exchange** & **Sharepoint**.

CONTINUITY

In the face of growing external threats, ensuring your business can continue operations is essential. Serviceteam IT can identify vulnerabilities and implement solutions that maintain **compliance**, **security**, and **continuity**.

CLOUD

Enhance productivity, communication, and scalability. Harnessing platforms such as **Amazon Web Services**, **Office 365**, and **Azure** for compute, storage & content, database, networking, analytics, management & reporting.

What can we do for you?

Serviceteam IT draws upon over 20 years of experience to design and deliver bespoke connectivity, network, and telecoms solutions for your organisation.

Serviceteam IT design and deliver sophisticated connectivity, network, and telecoms solutions. We get to know our clients inside out so we can design custom solutions with a single point of contact for delivery and management.

The objective is to simplify your business environment into an intuitive user friendly one where owners and senior managers have an understanding of their IT ecosystem and are comfortable that it is supporting the business.

It is our ambition to remove the mystery that surrounds IT and Communications so you have a clear understanding of what you are purchasing, why you are purchasing it and what benefits it will bring you.

This allows us to make the right recommendations to our customers to ensure that their IT and Communications is supporting their business strategy. Our services and solutions methodology exists to enable your IT and communications consumption to find the best fit for your organisational needs, supporting your objectives, delivering value, and focusing on results.

If you would like additional information or would like to speak to someone about how you can benefit from IP Telephony, there are a number of ways to contact us:

☎ 0121 468 0101
✈ info@serviceteamit.co.uk

UNLIMITED
Unlimited SIP trunks, with the option to upgrade bandwidth to support more

RELIABILITY
Up to 99.999% uptime as guaranteed by Service Level Agreement

EXTENSIBILITY
Our infrastructure can easily grow, adapt, and scale with your business

CONTINUITY
Network designed with appropriate contingency options to ensure uptime

SUPPORT
24/7 support from our dedicated fault management team

RESILIENCE
A resilient connect to minimise downtime, delay, packet loss, & jitter

MAINTENANCE
Hardware maintenance included within standard service

COST SAVINGS
Do away with expensive hardware, switching, and set-up costs

COMPLIANCE
Full IPv4 and IPv6 compliance means you can continue to communicate.

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