HORIZON BATTLECARDS

Horizon Channel Battlecard

What is Hosted telephony?

In simple terms a hosted telephone system is one that sits in a network data centre (known as the cloud) rather than at your premises. Users manage the system through a web interface or mobile app, and make calls over the service through their data connection. Hosted telephony means you no longer need to maintain and upgrade a PBX on site, or over multiple sites, and removes costly long term PBX maintenance.

What's driving Hosted?

Cost reduction	Both total cost of ownership and monthly expense
More features	Enhances productivity
Natural progression	Already using cloud through email and data storage
Connectivity	Broadband now more reliable; Ethernet more accessible and capacity increasing
Cultural change	Tablet generation now in the workforce and making key decisions

Why host your PBX?

No capital outlay

No PBX maintenance costs or upgrades at every site

Free upgrades and immediate implementation of new features

Instant changes, moves and additions

Free calls between your offices

Free calls to local UK 01/02/03 numbers

Manage your own calls and facilities

Great voice quality

Save money

Disaster Recovery as standard

Let's your staff work flexibly wherever they want

VOICE Horizon Channel Battlecard

How does it work?

Premium handsets plus desktop and mobile clients

With Horizon, your telephone system sits in the cloud rather than in your office, and calls are made and received over a broadband connection to the network. From there they are routed to the normal phone network and mobile devices.

Easy to use web portal

Network and Broadsoft controller platform

An easy-to-use **web portal** provides you with a dashboard giving you convenient access to information, such as call history, voicemail and recorded calls. Personalised settings can be set quickly and easily ensuring your calls are handled effectively.

Reliable, secure network
We lead on quality of service, scale and reliability. In addition to the network, we can easily and quickly transfer your existing phone numbers onto the Horizon platform.

Broadsoft call controller platform
Supporting millions of business users worldwide, the world's leading call controller platform from Broadsoft sits at the heart of Horizon, providing the widest feature set and a sole focus on delivering the richest user experience in unified communications.

Ideal customers

Suitable for any-sized business, capable of serving hundreds of employees

Dynamic businesses that want flexibility - never miss a call in the office or when out and about

Multi-site organisations - connects branch offices together and allows for free calls internally

Companies looking for Disaster Recovery measures in place to provide a resilient phone service in any emergency

Organisations that prefer outsourcing and Opex - hosted on your behalf, there are no expensive maintenance costs and you only pay for what you use

Improving customer contact - manage calls seamlessly between users and offices to provide the best caller experience

Training and monitoring - a cost-effective way to record calls from any location, in any direction and configured instantly at the click of a mouse

Businesses wanting everyday business critical phone features seamlessly on their mobiles

Customer pain points

Relocating to new premises

Rationalising current infrastructure

Seeking business continuity solution

Cost reduction

Seasonality and scalability

Home and remote worker solution

Lack of management reporting

GDPR / MiFID II

Any business trading by phone will, from 2018, be impacted by increased regulation/legislation:

MiFID II regulations specifically increase the scope and breadth of compliance activities within the financial services industry, specifically mandating recording client interactions leading to sale/trade.

Anyone conducting payment card transactions should be adhering to PCI DSS standards.

GDPR will also have implications for all organisations that collect data about customers residing in the EU.

With heavy fines for breaching these, we offer a suite of call recording and PCI compliance services integrated with Horizon and SIP trunks for fixed line calls and mobiles, to support compliance and industry best practice.

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Horizon Call Centre

Horizon Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities that can be configured and managed via a web portal. This add-on service enables easy management of call centre environments, boosts productivity of call centre agents and overall efficiency of the call centre and helps deliver first-rate customer service.

Horizon Call Centre is ideal for any business that receives inbound calls; for example those with sales teams, help desks, accounts departments, receptionists or customer service representatives, right through to more formal inbound call centre environments.

Connect

Connect takes Horizon to the next level, providing business-critical features from your Horizon service seamlessly on your company mobiles.

With native integration and no additional apps, you can present one number to your customers, have a single voicemail across all your devices, dial colleague extensions direct from your mobile and even pick up hunt groups.

More calls answered and your business looks more professional.

BLIZZARD TELECOM

0845 873 7950 | www.blizzardtelecom.co.uk | partners@blizzardtelecom.co.uk

55 Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4SJ