

# Hosted UC

## Using the Cloud to Communicate

### What is Hosted Telephony?

A hosted UC PABX is your company's phone system but with all the advantages of the cloud and unified communications and is delivered and managed by ng telecom.

Cloud based hosted telephony is provisioned and accessed via the internet enabling you, via a web based portal, to easily manage and configure the IP-based telephony solution according to your needs. As a result, straight-forwardly adapting to demand and connecting users with free internal calls.

### Connectivity

Connectivity is paramount to the success of deploying a hosted application no matter if it's for a single user or SME client. We have a long established and reputable history for supplying data connectivity for voice applications.

Our core network is spread between 3 data centres in and around London, facilitating no single point of failure within the network. By buying the connectivity from us you know it will be suitable for all your needs.

### Your Partner in the Cloud

Powered by leading provider Asterisk, we enable you to offer a world class, cloud-based phone solution with feature-rich unified communications tools that deliver on today and tomorrow's business communications needs.

## NGVOIP

### PABX in the Cloud



Your phone system delivered from the cloud rather than your office. Plus, get the sophisticated features and functionality of a traditional phone system without hefty initial investments and ongoing costs.

### Accessible Anywhere



Provide flexibility and maximise productivity by enabling employees to work from home, hotel, remote site or abroad as though they were at their desk in the office.

### Easy Control



A simple and user-friendly web portal allows you to easily update users and add or remove users without the need for special training or IT staff.

# Unified Communications without Boundaries

NGVOIP delivers carrier-class cloud PABX services with all the features businesses expect from a traditional phone system plus real-time communication services such as instant messaging and presence information. NGVOIP takes all of the guesswork away by offering a cost-effective, pay-as-you-grow, service. It doesn't skimp on quality or features, it won't hurt the bottom line and it will continue to deliver innovative services year after year.

Our cloud-based hosted UC telephony solution brings more than just significant cost savings, it brings a wealth of features and benefits that delivers flexibility, increased operational efficiencies, productivity and resilience.

## Key Features

- **One Number Simplicity**  
With just one phone number calls can be routed to wherever you are - desk phone, smartphone, tablet or laptop making it easy to work from anywhere.
- **One Business Directory**  
Access your directory with presence information and instant messaging across multiple devices.
- **Call Grabber**  
Easily move calls between your desk phone and your mobile.
- **MeetMe Conferencing**  
Easily make and receive audio and video calls using your mobile devices.
- **Real-Time Collaboration**  
Bring team members and business partners together to share information and get decisions made.
- **Voice Messages**  
See and listen to your voice messages with just one touch.
- **Simplify call management**  
Easily set up menu structures, routing selections and schedule options. Be sure every call is answered and routed efficiently and correctly, day or night.
- **Attendant Console**  
Virtual receptionist or supplement your receptionist to support incoming calls, after-hours and overflow call routing.
- **Call Control features**  
Get sophisticated call features from your mobile device including mute, hold, transfer, call park and call retrieve.
- **UC services without a desk phone**  
Anywhere you have internet access have a full UC experience; find colleagues, see their presence, send / receive instant messages and make/receive voice & video calls.
- **Manage your phone service 24/7**  
Measure real-time and historical performance or just gain access to your call settings.

## NGVOIP

Virtual PBX	✓
Hosted VoIP	✓
UC tools	✓
Instant Provisioning	✓
Any Number Anywhere	✓
Excellent Customer Service	✓
Preconfigured IP Phones	✓
Cloud Voicemail & Fax	✓
Collaborate Any Device	✓
Cloud Contact Centre	✓



## Why NG Experts:

- **End-to-end managed IT & Telecom service solutions tailored to your specific business requirements**
- **On-demand access to the latest cutting-edge, enterprise level technology and expert technical support**
- **Delivering flexible, reliable solutions to help your business maximise its potential**
- **Going the extra mile to support our clients & deliver outstanding customer service**
- **Get the support when you need it**

# The Benefits of NGVOIP

The right cloud communications solution needs to be simple to use, offer service flexibility and not require added IT support. NGVOIP delivers tools that improve user productivity and customer engagement. It has the scale and administrative tools to support one location or one thousand and offers dual redundancy facilitating no single point of failure; robust protection.

## Greater Flexibility



Providing flexibility and increasing productivity by enabling staff to work when and from anywhere. Whether at home, a remote office, a hotel room, an airport or a coffee shop, staff can work as though they are at their desk in the office.

## Rapid Deployment & Easy to use



Immediate and simple set up gets you up and running much quicker than a traditional telephone system. Our simple, user-friendly web portal allows you to easily add, remove and update users without the need for special training or IT support.

## Increasing Mobility



Providing users with one phone number that routes calls wherever they are and to any device - desk phone, smartphone, tablet or computer. Ensure staff are able to interact efficiently with customers and each other regardless of their location.

## Reliability



Spread across secure, geo-redundant data centres ensures the highest levels of reliability. Even in the event of disruptions via our portal calls can immediately be re-routed to any other location, back-up site or phone ensuring its business as usual.

## Scalability



Grow or shrink the number of extensions required. Via our portal it's simple to add, change, remove or move users. Pay for what you need and manage everything from one account.

## Significant Cost Savings



Low set up costs and no on-site equipment needed means there's no hefty initial investments or ongoing maintenance or upgrade costs. Plus, get free calls between staff across our network.

## Feature-Rich



All the features and functionality expected from a traditional phone system plus unified communications features, including instant messaging, presence and conferencing.

## Plug & Play



Works right out of the box. We pre-configure the handsets for you so as soon as you need them you are ready to go. Users just simply need to plug their phone into the network.

## Integrate



NGVOIP can integrate with your existing phone system, helping to protect the investment you have already made, while providing you with new services and features.

## Call Management

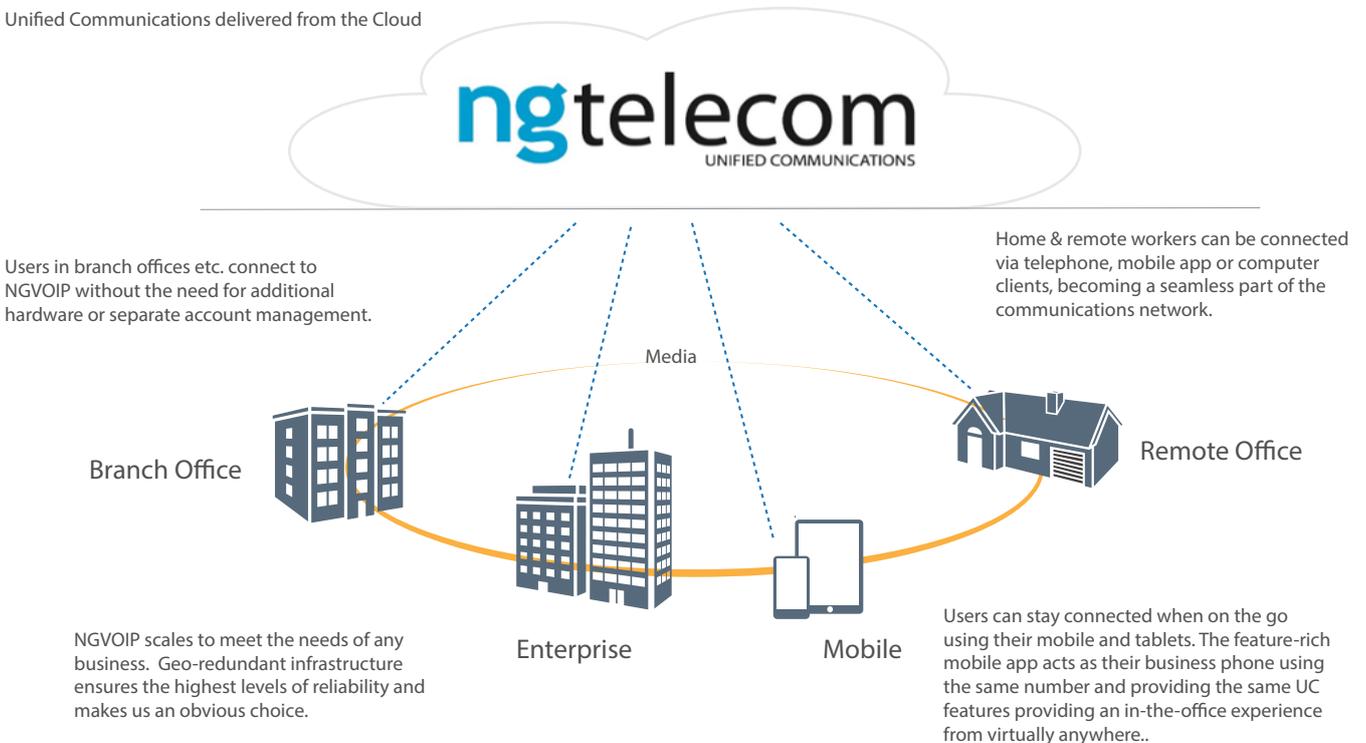


Get sophisticated call features from your mobile. Setup your menu, routing selections and schedule options across multiple locations. Select where incoming, after-hours and over-flow calls go and how they are received.

# Simplify & Enhance your Communications

Offering the most comprehensive suite of Unified Communications software and all from the cloud. It also offers an additional level of flexibility by allowing individual UC applications to be accessed from the cloud to complement and enhance your existing communications infrastructure. Workers on the go, teleworkers or office-based staff can always be in touch and with one single number allows businesses to simplify and enhance the communications experience whether at the desk or across the world.

Unified Communications delivered from the Cloud



## ng telecom - Unified Communications

Ng telecom are a rapidly growing communications provider with a difference. This means building end-to-end managed IT & Telecom service solutions that are tailored to your specific business requirements.

We provide flexible, on-demand access to the latest cutting-edge, enterprise level technology and expert technical support. Our services also include private and public cloud solutions, Hosted Services, Security, Wi-Fi, Unified Communications, Telephone (VoIP) all available standalone or as part of an integrated solution.

Ng telecom offer businesses reassurance and meet customer expectation by providing Unified Communication solutions as an all-in-one package. Our solutions improve productivity and team collaboration by unifying system communications phones, email, text, conferencing, and video. We handle your customer communication needs quickly and effectively with:

- Data, voice, video and wireless connectivity placing customer communication firmly at the forefront
- Employees can choose the best way to communicate with customers, whatever their work styles or space
- Use with any device, on any network, on-site or remotely

Find out how our solutions can benefit you.