

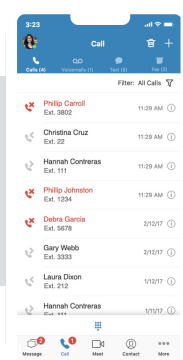
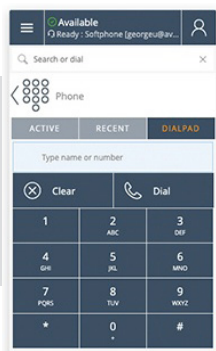
OFFICE TELEPHONE SOLUTIONS



**ANT Telecom deliver products and
services from major telecom providers
to meet your business needs**

OFFICE TELEPHONE SOLUTIONS MADE EASY BY ANT TELCOM

- ✓ **Cloud, Hosted IP PBX**
- ✓ **Desktop Phones, Softphone, Mobile app**
- ✓ **Lines; ISDN, Analogue, SIP Trunks**
- ✓ **Mobile SIM**
- ✓ **Ethernet, Superfast Broadband**





EFFECTIVE, COMPETITIVE AND EASY

We partner with all the major providers to deliver a comprehensive range of telecom products and services to help you run your business.

We have over 30 years experience to provide you with unparalleled support and services at fantastic rates.



openreach



AVAYA



O₂

DELIVER AMAZING CUSTOMER SERVICE

Calls can route through to staff wherever they are



Office

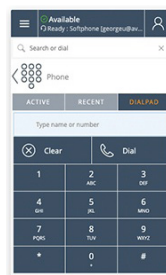


Coffee shop

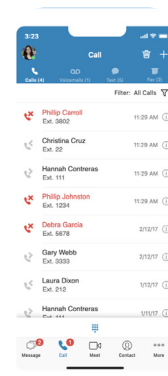
We can set up your solution in different ways, so there is no reason to miss a call.



Desktop



Softphone App



Mobile App

Unlike traditional telephone systems where calls route through to the office only, with the latest technology you have far more flexibility and can choose multiple destinations for calls to ring through to. This means your customers have a far greater chance of reaching

the person they want to speak to regardless of whether they are in the office, home or in a coffee shop and you as a business can deliver a much better service.

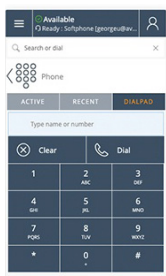
FREE TO WORK ANYWHERE

Attracting the best talent to come and work for your business is hard enough, but why make it harder? With the latest telecom solutions, staff can work from anywhere in the UK, making it much easier to recruit the best people and helping you to save money by minimising or maximising on office space. It will also go some way to help you reduce your carbon footprint.

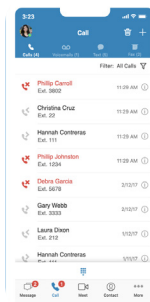


COMMUNICATE ACROSS PLATFORMS

With our solution and applications you can make and receive calls anywhere, all from one number



Softphone App



Mobile App

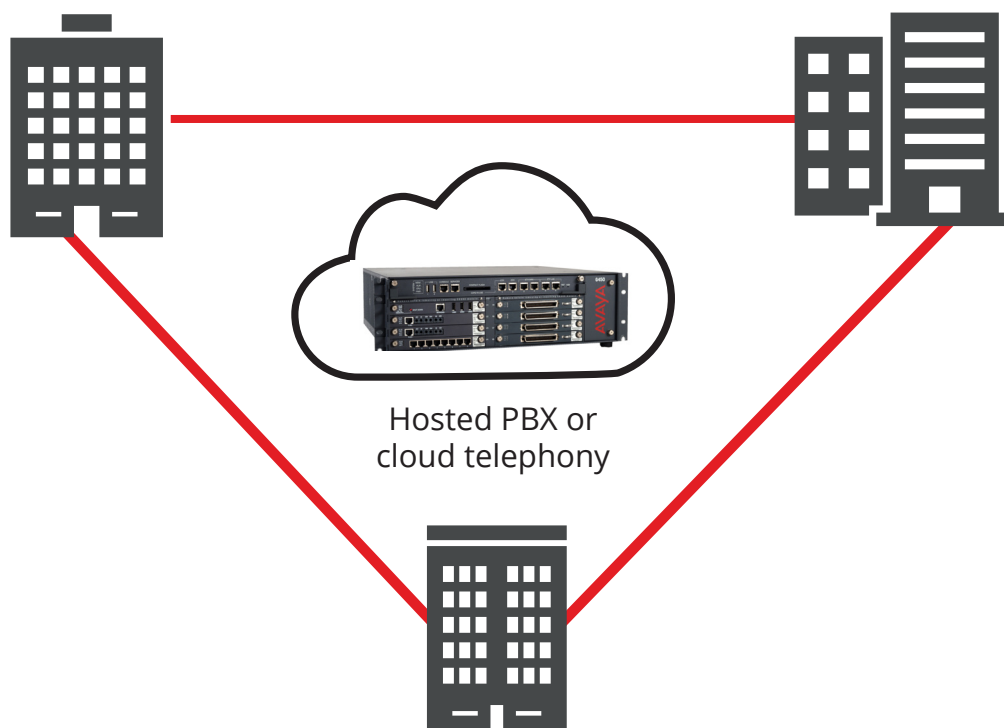


Desktop

LESS HARDWARE MORE SAVINGS

ONE SYSTEM SOLUTION

One system across all sites, so no need to replicate hardware and internal telecom teams across all sites.



With our cloud and hosted solutions we either manage the platform for you or it's far easier for your internal team.

Opening a new office doesn't need to be a huge investment. With the latest telecom technology you no longer need to replicate systems across your sites, instead

you can adopt a one system model which is cheaper and faster to deploy but also requires far less man-power to manage, providing a huge ongoing saving.

NO UNEXPECTED SURPRISES

Additional costs from call charges, maintenance or engineering call outs can be a nasty shock especially when you're trying to run a tight ship



SIMPLE SOLUTIONS SAVE

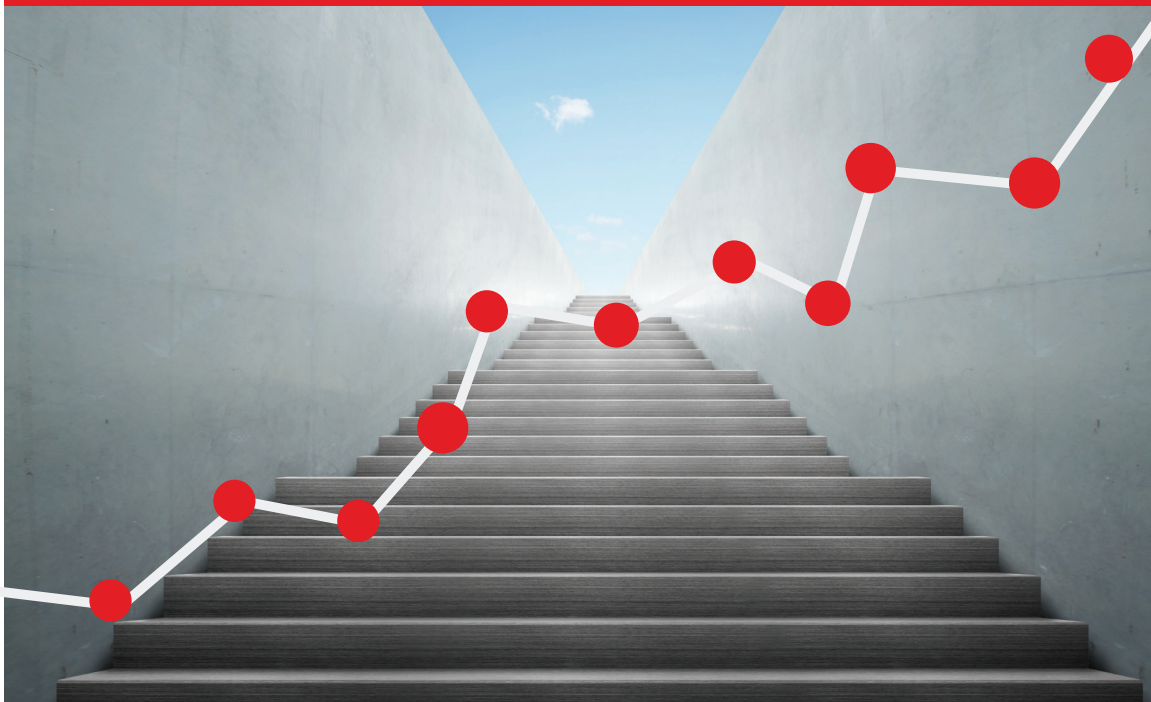
We can provide inclusive packages so your call and service charges are all part of a monthly ongoing rate that is easy to manage with no unexpected surprises.

Though you may have already paid for your existing telecom system, ongoing call charges, maintenance fees, system upgrades and the occasional engineering call out, can present a nasty shock when you tally up your total annual costs. We can provide you with the latest telecom technology, with your call and service charges all bundled into a monthly ongoing rate that is not only easy to manage and budget for, but could represent a significant saving.



SCALE UP OR DOWN

SIMPLY PAY FOR WHAT YOU USE



It can be frustrating paying for things you no longer need like applications or subscribers.

With our cloud solution you can quite easily scale down in the same way you scale up. So if you want to test applications or add subscribers you can. But what's also great is that you can easily remove the things you no longer need, saving you a whole load of money in the process.

For seasonal businesses that require more man-power in certain months than others, it can be frustrating paying for the additional infrastructure all year round but only benefiting for a small portion of the year. It's the same with applications that are never properly implemented or used by the company. However, with cloud solutions you can scale up or down users as you see fit and stop paying for applications licences if the roll out wasn't successful.

MORE PROTECTION

AUTOMATIC FAILOVER BUILT IN

A total failure to your telephone lines is a major concern to all business owners.

Missing potential sales or the ability to provide services to existing customers is an event that most organisations don't want to experience once, let alone twice.

With traditional systems, putting solutions in place to minimise risk in the event of a line failure can be expensive and setting up call diverts with certain service providers once lines are down, can be painstakingly slow. However, with the latest technology incoming calls can automatically re-route to a different number of your choosing, when it detects there is a fault with the line. What's more, each number you have can have it's own preferred re-route number, so in many ways it is business as usual. Something to celebrate we would imagine.



**NO NEED TO PANIC
IF YOUR LINES FAIL**



With automatic failover, calls can re-route directly to mobiles until the fault is fixed

REDUCE YOUR RISK

HOW DOES BAD WEATHER AFFECT YOUR BUSINESS?



Snow preventing staff from travelling by road

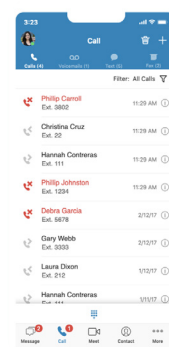
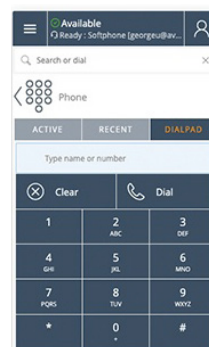


Weather conditions causing major disruption to trains

It's estimated that the UK economy loses £1 billion a day due to bad weather and travel disruptions. Therefore, it makes sense for businesses to try and minimise their risk if the business is ever affected.

With modern technology that includes softphone and mobile applications, it's possible for businesses to continue with little disruption with staff working effectively from home.

Minimise your risk with an effective business continuity plan, so staff affected can work from home and still make and receive calls.



RESOLVE DISPUTES

**RESOLVE CUSTOMER DISPUTES QUICKLY AND
PAINLESSLY BY RECORDING YOUR CALLS**



Traditionally, recording a small number of users can be quite an investment especially when you include install and ongoing maintenance charges. However, with cloud services, voice recording can be delivered as part of a SaaS model (cloud), making it far more reasonable for a small

number of users or for businesses to trial without having to invest heavily upfront. With our solutions, recording and finding telephone calls couldn't be easier. We also have applications that can help you use recorded calls for training purposes too.



COACHING



TEACHING



KNOWLEDGE

TRAINING



SKILLS



LEARN



DEVELOPMENT

PRODUCT PORTFOLIO



Platform

We provide different platforms options; Cloud, Hosted PBX and On-Premise to meet customer requirements.



Lines/Billing

We offer fantastic call and service rates for lines; analogue, ISDN and SIP including inclusive call packages.



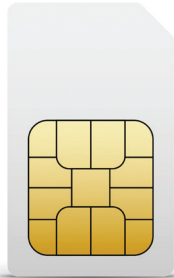
Handsets

We provide different handset phone ranges from Avaya, Yealink and Polycom as well as supporting BYOD on a number ranges.



Routers/Switches

We have great prices on 8, 12, 24 and 48 port Cisco switches as well as broadband fibre routers.



Mobile SIM

Our SIM only Vodafone and O2 packages offer excellent value for money with unlimited voice and SMS along with inclusive data options.



Ethernet/ Broadband

We provide broadband services from a range of leading suppliers delivering speeds of up to 1G per second, so always worth checking with us if you can't get the speeds you need.



Voice Recording and Storage

We have solutions to record desktop and mobile users. Packages available from 1 user all the way up to include everyone.



Accessories

We offer all sorts of accessories including headsets and wireless phones.

ABOUT US



SERVICES

We help our valued customers focus on what they do best. As a specialist telecoms company with over 30 years experience, we work in collaboration with our customers to design and deploy the latest telecom solutions to help them deliver fantastic customer service.

Our team of consultants and engineers have a wealth of experience resolving customer challenges using a broad range of telecommunication technologies. Our high levels of customer service are based upon developing strong relationships with our customers either at the end of the phone or in person. We consistently go above and beyond to keep solutions running, quickly resolving service-related issues to get customer systems back on track and optimising solutions to ensure they are consistently in line with the evolving needs of our customers.

CASE STUDY



CUSTOMER NEED:

Vorwerk expanded into the UK market in 2004 as a very small team operating out of a single office. As sales increased it became clear that they required a telephone solution that could scale with the business.

When a customer call or email came in it would be picked up and dealt with by a member of the team, but there was no way of reporting how each particular enquiry was being handled and by whom, which made it very difficult to implement improvements to customer service.

Also, there was no way of prioritising enquiries, or ensuring multiple enquiries by the same customer were handled by the same member of the team. As the business began to grow managing capacity within the team became more of a challenge. Inbound calls were not routed, so all phones would ring and get answered by the same members and ignored by others.

THE SOLUTION:






ANT installed an IP telephony system and IPOCC Multimedia Centre from Avaya, along with IP desk phones and call centre agent licences.

It was important to implement a scalable system as since implementing the new solution, sales has doubled and it's customer service team has grown three-fold – with call volumes of approximately 2000 per week.

The new solution enables Vorwerk to monitor inbound enquiries in real-time and automatically route them to the best suited agent based on a certain skill or existing customer relationship. SLA's can also be monitored and reported on so that the customer service manager can resource effectively and provide an excellent level of service. As a multimedia system, customers can communicate with the team via their preferred method; telephone, email or webchat.



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For information visit **www.anttelecom.co.uk** or call us on **+44 (0)1494 833100**