



Voice Services



8 things you should be looking for in a hosted voice provider

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And why Gamma could be the solution

1. Features and management

Many hosted voice services offer limited functionality, far less than a typical traditional PBX. In addition, the ability to make changes is not always straightforward.



What about Gamma?

Gamma's Horizon hosted service offers everything expected from a traditional PBX, as well as built-in call recording, auto attendant, call queuing and both mobile and desktop clients. With an easy-to-use interface and extensive administrator features, your customers can manage their communications effectively.



Advisor questions:

How do they handle remote or mobile workers? Ask to see the product roadmap. Do they use customer feedback to shape the roadmap? What's the size of their engineering and software development teams?

2. Customer experience

The most important part of any hosted voice deployment is the customer experience. Your partner's performance is a reflection of your company in the customer's eyes.



What about Gamma?

By owning and controlling all parts of the hosted service, we offer a true end-to-end solution that other providers are simply unable to replicate. Furthermore, we own and manage all the hardware deployed, as well as the software used throughout the Horizon service.



Advisor questions:

Who owns, manages, operates, supports and maintains each element of the hosted solution? Do they make their performance statistics public?

3. Resilience and security

Ensuring business continuity and high levels of security are critical when choosing a hosted partner.



What about Gamma?

We hold ISO22301 Business Continuity Management and ISO27001 Information Security

Management standards, which are mandatory when supplying solutions to the enterprise market.



Advisor questions:

Ask to see evidence of the hosted supplier's business continuity and security ISO accreditations.

4. Competitive pricing

Offering clear pricing with a bundled solution provides commercial flexibility.



What about Gamma?

We recognise the need to be commercially competitive. We offer free calls to UK 01, 02, 03 and

mobile destinations, free Cisco or Polycom handsets (subject to T&Cs) and fraud management. Because we own and maintain our own voice and data networks, we buy as a carrier and can negotiate exceptional rates on our products.



Advisor questions:

Are there any hidden set-up fees? Will you benefit from free calls to UK local numbers? Are handsets

included in the subscription FOC? How do they handle fraud protection? Will they charge for upgrades?

5. Seamless deployment

A smooth installation and management of number porting is key to a success deployment.



What about Gamma?

We invest in ongoing operational improvements to ensure our resellers can effectively support their

customers. Our online portal enables you to port and provide numbers in a scalable and automated fashion.

In 2012, for example, we ported over

250,000

numbers from other providers to our platforms.



Advisor questions:

What porting agreements do they offer? How many numbers on average do they port each month?

6. Web-based interface

The ability to make real-time changes quickly, efficiently and from any internet-facing device is vital to the day-to-day management of a telephony system.



What about Gamma?

Our hosted voice service is built using a bespoke GUI powered by a number of application platforms.

Broadsoft provides most of the core features on the hosted service, however where we have our own application platforms in the network the GUI is built to talk to these. This gives us a commercial and technical lead compared to other Broadsoft only platforms and crucially we provide and own an interface that uses straightforward language and navigation.

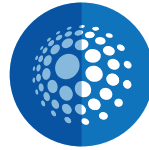


Advisor questions:

Ask to see a demo of the solution to ensure it's easy to set-up and manage.

7. Financial stability

Trusting your voice services to a third-party is a big decision for any business. Ensuring that you select a partner that is financially stable is vital. Choosing a partner that isn't can lead to catastrophic consequences for your business.



What about Gamma?

Gamma is listed on AIM and is a debt-free, cash-rich, profitable business trusted by some of the largest telephony providers in the UK. We employ over 530 staff (as of November 2014) spread across sites in the UK and Budapest.

8. Support and fault handling

If things go wrong a speedy and effective response is key for your customers.



What about Gamma?

Located in our Manchester-based support centre, our dedicated support team is focused solely on business customers. More than 98% of our customers have remained with us after the first year of service. This retention rate is one of the highest in the marketplace and is testament to the exceptional service we deliver.



Advisor questions:

Where is their support team based? Is it available 24/7? What percentage of their support is UK-based? Make a test call into the support centre and see how well they handle it. Ask to see SLAs for support.



Contact Gamma to find out more about Horizon today:

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