

Hosted VoIP

Helping you
stay connected.

Connected. Responsive. Productive



“ I am delighted with how well the implementation has gone. They have left no stone unturned and have looked after us every step of the way.”

Wye Surgery

Introduction

A telephony system that allows your teams to stay connected from any location is a must-have in today's world of rapid and continuous change.

The days of costly and inflexible infrastructure that tie your employees to an office are gone. Cloud-based telephony systems deliver an enriched communications experience and allow your people to remain effective no matter where they are.

Instead of voice data being transmitted through a traditional phone network, internet connectivity allows communications and other digital services to be integrated and share a single connection.

Our cloud-based telephony and data solutions will help you build a more agile and robust communications platform for your team while reducing your operational costs.

www.agilico.co.uk





Hosted VoIP

A Hosted VoIP (voice-over-IP) solution provides all the capability of an advanced on-premise business phone system, without the complex and pricey infrastructure. An internet connection is all that is required – with voice data travelling through the internet rather than a normal telephone cable.

Scalable, secure and able to deliver a superior customer experience, business VoIP telephony solutions give you the flexibility to take and make calls from anywhere; monitor and manage your phone network in real-time; and benefit from advanced and easy to use IP phone features such as call recording, auto-attendant, call queuing and more. Meanwhile, all the platform's hardware and software is managed by us, through our cloud telephony platform.

Connected to a computer or any other smart device, a Hosted VoIP solution delivers not just conventional voice, but many additional features at the click of a mouse – instant messaging, conferencing and other smart collaboration tools. And as it's cloud-based, you can rest assured you'll always have access to the latest features, rather than risk being stuck with outdated on-premise systems.

Greater flexibility

Add users and features in just a few minutes, to suit demand.

Increased mobility

Never miss a call with a soft phone, available on a mobile, laptop, tablet and more.

Improved customer experience

Should maintenance or a disaster cause an outage, divert calls in a few clicks and get back up and running in no time, via intuitive web interfaces.

Cost effective

Costly capital expenditure is no longer an issue, with all hardware and software managed by a third-party

23:13

Microsoft Teams



Welcome to Microsoft Teams!
A happier place for teams to
work together.

Sign-in address

Sign in

Get help with signing in

Microsoft Teams Integration

Many organisations are accelerating their plans to build a more agile working environment for their people. Microsoft Teams is often a critical component of that transformation – enabling people to communicate and collaborate, whether they're in the office, or on the move. Connecting your customer-facing telephony capability with MS Teams gives you a streamlined and unified approach to communication.

Your remote staff will be able to handle calls as if they were at their desks, meaning you can provide the same responsive service to your customers without complex and rigid call-forwarding processes. They can also access key files and documents from the MS Office 365 suite during a call, making them more productive and further improving customer satisfaction.

Microsoft Teams Direct Routing system integrates seamlessly into our cloud telephony platform. We can give your employees the ability to make an external call direct from MS Teams, making it a highly cost-effective alternative to the restrictive Microsoft calling plans and charges.

Cost saving

Significant cost saving per user when compared to Microsoft's calling plans, allowing you to maximise existing 365 license costs.

Complete Cloud Solution

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.

Never miss a call

Tailored business continuity with network and number level resilience to keep your business working.

Agile working

Allows for flexible and remote working and enables a collaborative approach, allowing you keep the same geographical number wherever you are.



Manage Your VoIP Platform Online

With traditional phone systems, you had to rely on your service provider to update your settings for you, which often involved waiting for hours or even days for changes to be made.

With our cloud-based telephony platform – ‘Agilico Connect’ – you’re in total control.

Agilico Connect includes an intuitive online customer portal, featuring a powerful administrative management capability which gives users the freedom to customise their phone system quickly and effectively, from anywhere.

- Assign numbers to users
- Create corporate telephone directories
- Create call groups
- Upload music files for music on hold
- Activate or edit call queuing
- Set up call recording
- Set up auto attendant
- Activate time-based routing
- Set any call barring policies
- Set different presentation numbers
- Monitor telephone usage and performance
- View and share performance reports

Intuitive interface

Quickly and easily modify your system settings in just a few clicks.

Accessible anywhere

Enjoy the freedom to manage your system from your laptop, phone or tablet – anytime and anywhere.

Total control

No need to wait extended periods for your service provider to update your settings for you – customise your system yourself, in seconds.



Enhanced

Unlimited calls to UK landlines & UK mobiles*

*Subject to a fair usage policy

- Direct Dial numbers (DDI's)
- Voicemail to email
- Video calling
- Instant messaging
- Presence
- Smartphone & Desktop Apps
- Auto-attendant
- Call queues & hunt groups
- Advanced call reporting
- Time & date-based routing
- Disaster recovery

Plus

- **Microsoft Teams integration**
- **Call recording**

Here's what you get with Agilico Connect

Our cloud-based telephony platform gives your people the power to perform and stay connected from any location in today's world of rapid and continuous change.



Standard

Unlimited calls to UK landlines & UK mobiles*

*Subject to a fair usage policy

- Direct Dial numbers (DDI's)
- Voicemail to email
- Video calling
- Instant messaging
- Presence
- Smartphone & Desktop Apps
- Auto-attendant
- Call queues & hunt groups
- Advanced call reporting
- Time & date-based routing
- Disaster recovery



Essentials

100 mins of calls to UK Landlines or UK mobiles

- Direct Dial numbers (DDI's)
- Voicemail to email
- Smartphone & Desktop Apps
- Auto-attendant
- Call queues & hunt groups
- Advanced call reporting
- Time & date-based routing
- Disaster recovery



Bolt Ons

Call recording

MS Teams Integration

Calling via MS Teams

Audio recordings

Professional Hold Messages

Remote Support bundle

Bolt-On covers unlimited remote changes to platform including:

- Changes to ring groups
- Portal Support
- Mobile App Support
- DesktopApp Support

Onsite Support bundle

Bolt-On as remote support bundle. *Minimum 20 seats.

- Handset moves
- Handset swap outs
- Onsite router & POE switch configuration where we have supplied connectivity

Make work easy.

Workplace technology and
expertise you can trust.



**Managed
Print**



**Information
Management**



**Agile
Working**



**Telecoms
and IT**

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www.agilico.co.uk