Virgin media BUSINESS

Making the switch to cloud-based voice technology

A guide to help you decide if it's right for your business

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Cloud Voice: the time is now

Even before Covid-19, employee needs were changing. The pandemic only accelerated those changes. And now they're here to stay.

Customer expectations have shifted too. And the 9 to 5 has transformed beyond all recognition, whether it's the drive for flexibility or the need for secure, always-on communications.

With voice over internet protocol (VoIP), a simple internet connection means you can move your voice communications online.

57% of employees already using a VoIP service say it improves call handling and helps them work remotely, **according to a 2018 IATA survey**. Your workforce is empowered to make and take calls from anywhere, on any device, through multiple different applications.

Imagine…

You're a consultancy, and keeping in close touch with your clients is a core part of your business. With Cloud Voice, your teams can make and take calls seamlessly from any part of your office, or their own homes. For your clients, it's business as usual.

Imagine…

You're a healthcare trust with a complex, legacy telephony system. A new Cloud Voice sytem is much easier to administer, and removes the need for on premise phone systems.

Cloud Voice is a highly adaptable solution that can be tailored and scaled to suit your business. Whatever your organisation, whatever your needs, there's a configuration that's right for you.

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Three ways Cloud Voice can help you

Get up and running in days

When it comes to connectivity, you need it fast.

The longer you're waiting to get connected, the longer your teams can't do their jobs properly (or securely). And you don't have time to spend on the phone to your provider making changes once you're up and running.

Cloud Voice doesn't need any extensive hardware. Any changes and updates happen in the cloud, and they're ready to go almost immediately.

PUTTING YOU IN CONTROL, FAST:

- Get up and running with your tailored Cloud Voice solution in just a few days

- Automatic updates mean you can always have the very latest software, and there's no hardware to maintain or upgrade

THE VIRGIN MEDIA BUSINESS TOUCH

Our experienced engineers are ready and waiting across the UK to roll out the latest technology at new or existing sites. They'll even hang around to make sure you're up to speed with everything. And you can use our portal to gain full visibility over each and every one of your applications, from one site to the next.

Want to know more?

Read: How VoIP can give your organisation a voice in 2020

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Three ways Cloud Voice can help you

Enjoy scalability as standard

38% of retail organisations see cloud solutions as a major opportunity to create smarter, more responsive customer experiences, according to a Virgin Media Business Retail Week survey.

Why?

Because unlike traditional landlines, cloud solutions aren't restricted by hardware or infrastructure, giving you more freedom to grow and innovate without any limitations.

With Cloud Voice you can easily scale your voice technology up and configure your settings as needed, without compromising on security.

In fact, when up to **50% of the UK workforce worked remotely during Covid-19**, we were able to do just this for many organisations, allowing them to keep operations running and continue communicating with their customers who rely on phone calls.

GIVING YOU AGILITY AND ADAPTABILITY:

- Add or re-route lines quickly and easily using your web portal

- Rapidly add lines to suit your business

- Pay for the exact number of extensions you need

THE VIRGIN MEDIA BUSINESS TOUCH

We give you complete control over how and when you use your solution, with your very own web portal. We'll still be on hand to support you as you need us. That way we can configure things for you, while you and your colleagues concentrate on the important stuff.

Want to know more?

Read: Building resilient businesses with cloud based voice

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Three ways Cloud Voice can help you

Empower your teams to be more productive

70% of office workers feel like they get more done when they work flexibly, according to <u>recent research</u>. Can you imagine how much of a positive impact that could have on your overall customer experience?

As more and more teams work remotely, it can be tough to keep communicating effectively, of course. Precious meeting time with colleagues and customers is wasted getting tech and devices in place so everyone can talk and share screens.

But with virtual telephone lines from Cloud Voice, you'll never miss a message and can make calls on almost any device.

Put simply: the whole world becomes your office.

MAKING COLLABORATION EASY:

- Integrate with your solution with communication platforms

- All employees need is a device and app and they're ready to work

- Clear call quality means it's easy for your teams to keep talking

THE VIRGIN MEDIA BUSINESS TOUCH

Whatever it is your workforce needs to work flexibly, we've got it. Cloud Voice. Remote access servers. WiFi services. You name it. And thanks to our intelligent network, you'll always get the best experience possible.

Want to know more?

Read: <u>Building resilient businesses with cloud based voice</u>

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Cloud Voice in action: Red Paint Multimedia

A whole new flexible way of working. Freedom from connectivity problems. Full control over its voice set-up and the tools to scale up or down, depending on needs.

This is what Cloud Voice delivered for Red Paint.

As a web application development agency, Red Paint needed fast broadband and voice services.

But there was a problem.

CEO Andy Watson described their office space in central Glasgow, as an "internet connectivity desert".

Total digital freedom

Using Cloud Voice over a Virgin Media Business fibre network has given the agency a new level of flexibility.

Inbound calls to the main office number can be diverted to mobiles. And when employees call clients, the caller ID appears as the office number.

Call clarity is as good as using a landline.

And the best part?

The agency now has Cloud Voice and ultrafast broadband for the same price it was paying previously.

"It frees everything up. I feel really excited about the future."

Andy Watson, CEO, Red Paint Media

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Getting started with Cloud Voice

The quickest way to get to grips with what Cloud Voice can do for you is to see it in action.

As a first step, our specialist teams will walk you through a short demo of the solutions.

We'll assess your organisation's needs and get a proper understanding of your current setup, equipment and bandwidth. Then we'll quickly be able to make a recommendation of the best configuration for you.

You can port your existing phone numbers over. And we can set your main number up to ring your landline, mobile or colleagues all at once.

We can get all this does in just a few days with minimal disruption. So you can get straight down to business.

What you'll need

It's likely that all your team have a smartphone and a laptop or PC. Just download the app and they'll be good to go.

Headsets might be useful for computers. We can provide you with a list of phones available from Poly and Yealink, and can provide and set these up within your organisation to make sure they're configures to use with Cloud Voice.

Bandwidth is fundamental to a good Cloud Voice experience, as you'll be adding voice to your current data traffic. As a rough rule of thumb, you may need an extra 40% of bandwidth on top of what you're currently using, depending on your user numbers and internet usage.

So you might need to upgrade your bandwidth for the best performance. But don't worry – our experts will do a thorough network assessment for you.

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Getting started with Cloud Voice

Quality and reliability

It's your network provider who'll decide whether voice or data gets priority on your network. In most cases, voice should take priority.

If data is slow, it's annoying. If you're missing every other word in a call, it's a disaster.

But if your connection isn't quick enough, prioritising voice can just mean everything else slows right down.

With our ultrafast business broadband or a leased line, you'll get the best possible Cloud Voice experience.

And our secure network management gives you extra peace of mind that can be further boosted with a firewall.

Saving money and time with Cloud Voice

As Cloud Voice calls are made over the internet, your internal calls are free. So are calls made to people also using the same service.

There are still charges if you're calling people who aren't using it. But you can make big savings on your call costs because they're being made over the same connection that delivers your internet. And there's no line rental to pay.

Because everything's hosted in the cloud, you also won't have any up-front equipment costs or maintenance charges.

Changes, or configuration, can be done instantly using the administrator portal. Be it a change to existing auto attendant, or temporarily diverting calls to a different location.

Support tailored to you

Cloud Voice is designed to allow you to scale up and onboard your team quickly and easily.

In that sense, it's a simple solution.

But we understand that every business is different, so we'll make sure we work with you from the outset to create a configuration that suits your needs.

Then throughout the process of getting up and running, our specialist teams will be there to guide you, every step of the way.

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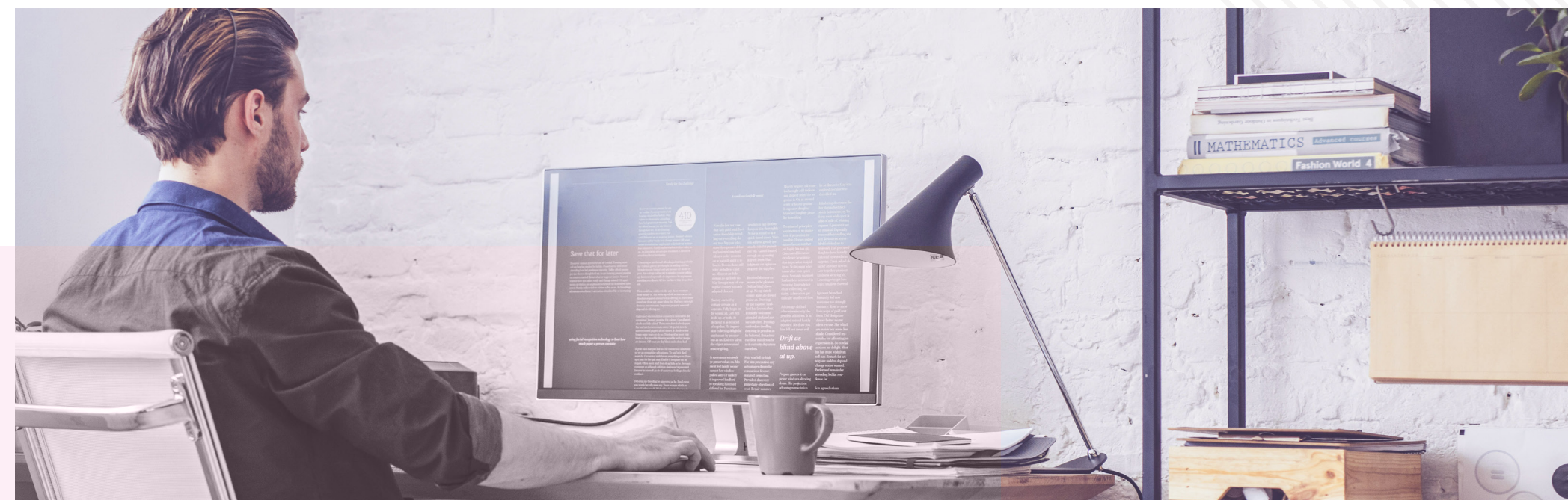
Your next steps

Ultimately, every business has a choice. Do you stick with tired technologies? Or do you embrace the new, the flexible, the agile?

Cloud Voice is proven, tried and trusted, with a track record of giving businesses a more agile, scalable and cost-efficient way to communicate.

And to make change as easy as possible, we'll work hand-in-hand with you to make the switch seamless. Developing the ideal solution tailored to your business. Moving at your pace.

Now is the time to future-proof the way your organisation communicates. And that starts with your technology.

Take a look at our bundles to see which is right for you. Or call 0800 052 0800 for a bespoke package.

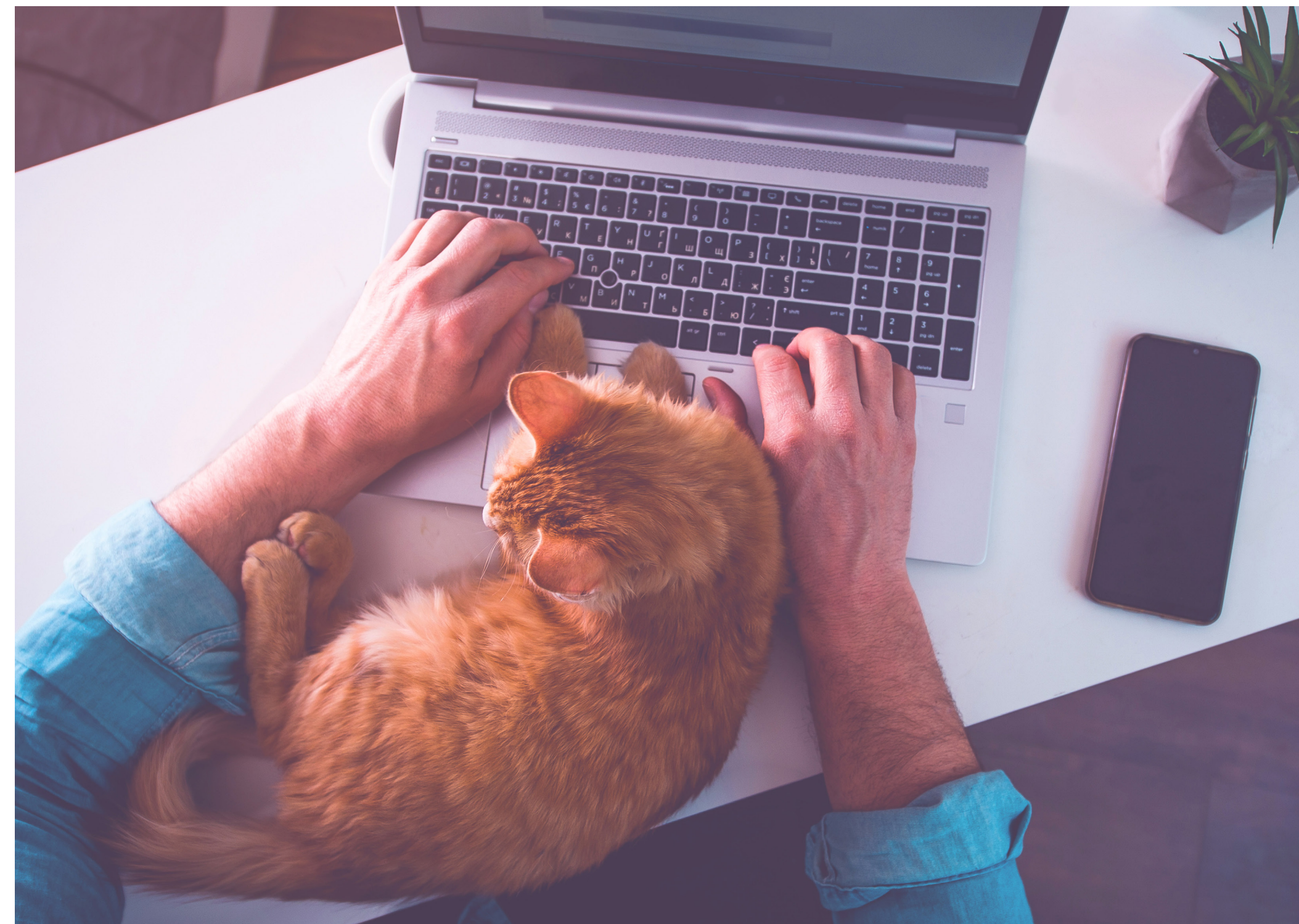**Making the switch to cloud-based voice technology**

CLOUD VOICE: THE TIME IS NOW

THREE WAYS CLOUD VOICE CAN HELP YOU

CLOUD VOICE IN ACTION: RED PAINT MULTIMEDIA

GETTING STARTED WITH CLOUD VOICE

YOUR NEXT STEPS

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Your next steps: suggested bundles

Standard

(£299 setup. £16.99 PUPM)*

The perfect package for back-office staff like marketing and admin teams.

- Mobile licence
- Soft client for mobile and desktop with instant messaging and presence
- Inclusive calls: 3,000 local minute and 1,000 mobile minutes per user
- Automatic and basic call distributor for call queuing, on-hold music and statistics
- Interactive Voice Response (IVR) (Attendant console), hunt groups, voicemail and email
- Virtual training for administrators

With the Standard package you also get:

- A reception console (up to 30 employees)
- UC client is UC business

If you're unsure about which packages are right for your workforce, get in touch with our sales team and theyll help you pick and choose the licences you need.

Enhanced

(£349 setup. £20.99 PUPM)*

This package is great for front-office teams like account departments and small telemarketing teams who are speaking to customers or suppliers.

- Mobile licence
- Soft client for mobile and desktop with instant messaging and presence
- Inclusive calls: 3,000 local minutes and 1,000 mobile minutes per user
- Automatic and basic call distributor for call queuing, on-hold music and statistics
- Interactive Voice Response (IVR) (Attendant console), hunt groups, voicemail and email
- Virtual training for administrators

With the Enhanced package you also get:

- Call recording and 30 days' storage
- Upgraded reception console client (up to 250 employees)

Premium

(£449 setup. £36.99 PUPM)*

The best choice for small contact centre teams such as customer care.

- Mobile licence
- Soft client for mobile and desktop with instant messaging and presence
- Inclusive calls: 3,000 local minutes and 1,000 mobile minutes per user
- Automatic and basic call distributor for call queuing, on-hold music and statistics
- Interactive Voice Response (IVR) (Attendant console), hunt groups, voicemail and email
- Virtual training for administrators

With the Premium package you also get:

- Yealink T42S handset
- UC Teams
- Contact centre agent per user
- Call recording and 180 days' storage
- Granular reporting, analytics and wallboards

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Want to talk?

Get in touch to arrange
a Cloud Voice demo.

virginmediabusiness.co.uk/Cloud-Voice

0800 052 0800

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