



Concert's Hosted Telephony is a next generation business telephony system, provided as a completely managed service, offering a highly sophisticated and cost effective phone system.

Concert's hosted telephony service can unite your organization into one enterprise, irrespective of the location, number of sites and remote users.

As all the intelligence is housed remotely, there is minimal capital outlay and services are constantly updated so future enhancements become available without the need for costly upgrades.

Customer Solutions

Office Solution

The office solution makes analogue lines and PBXs redundant. Calls are handled centrally, providing advanced functionality without the need to own a PBX. Additionally, the service offers free inter-branch calls (on-net), unified dialing between all locations and reduced calling rates to destinations.

Trunking Solution (PBX Migration)

The trunking solution provides an upgrade and integration path for legacy PBX systems. The trunking solution seamlessly integrates with the office and teleworking solutions and hooks existing PBXs up to the hosted telephony service so there is no need to lose existing investment.

Teleworking Solution

The integration of home-workers provides a flexible working environment with dual benefits of enhancing productivity and improved work-life balance. This results in the business realising significant commercial benefits and savings, whilst offering users the same business level functionality regardless of their location.

Business Highlights:

- Seamless integration of multiple locations
- Improve productivity through flexible working & call routing
- Manage moves, additions and changes easily
- Flexible and scalable solution with inbuilt future proofing
- Reduce telephone call and line rental costs
- Advanced business telephony functionality
- Business continuity and disaster recovery



Features

Single centralised system for all users:

Cost effectively connects multiple, branches with a single system and dial plan. The service provides a full range of PBX functionality to users at all locations.

Advanced Phone Management

Intuitive online tools enable users to customise the functionality of their phone in real-time. It allows users and administrators different levels of control and is easy to use.

Call Routing

Control when, where and from whom you receive calls. Phones can be programmed to automatically follow you wherever you go.

Call Recording

Different profiles allow incoming and outgoing calls to be recorded on demand to an on-site server.

IVR

Allow incoming calls to the main number to have the option to dial relevant departments via the automated message. Also, DDI dialling to known extensions.

Technology

High-speed internet connectivity is used to carry the voice streams. Concert offers carrier-grade performance which is engineered to a much higher resilience and availability than a standalone PBX – reducing the risk of network failure and outage.

Carrier Class Availability

The hosted telephony system is based on a telco grade offering resilient architecture with full redundancy. The system can support millions of users through two parallel, UK based technical centres ensuring no single points of failure.

Highest Quality Calls

Leveraging refined voice compression and echo cancellation, Concert ensures that high quality calls take up minimal bandwidth, identical to calls over a PSTN network.

Scalability

Hosted telephony is based on a carrier grade system and modular design, capable of scaling to support millions of simultaneous calls and users.

Benefits:

Cost efficient

- Reduced call and line rental costs
- Ongoing development; no software upgrades
- Minimal capital outlay
- Free calls between sites (onnet)
- Reduced reliance on telephone system maintenance

Flexibility and control

- Seamless integration of all locations
- Improved call routing (across multiple sites and home workers)
- Supports flexible working at home and during travel
- Phone settings and functionality follow the user
- Moves, adds and changes are configured easily and in realtime

Functionality and Reliability

- Full business PBX functionality
- A scalable solution with inbuilt future proofing
- Carrier class service and support

Superior service

- Superior business focused solution
- Simple and easy to use
- Solution is monitored and managed consistently and supported by SLAs

