Spectrum

Hosted Services

Connect every element of your business

Content

Hosted Services
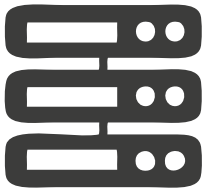
Unify your communications with hosted telephony

Advances in technology mean that business telephony now reaches beyond the traditional desk phone. It enables Unified Communications, digital collaboration, mobility, conferencing and video.

Hosted telephony is a telephone system that resides in the cloud rather than in your office. You can access the system through a standard IP handset or on a screen-based virtual phone with headset.

Calls are made and received over a broadband connection to our Spectrum Cloud network, then routed to your fixed and mobile devices.

Hosted telephony means no costly PBX maintenance or upgrades. We are responsible for the hardware and software, including system upgrades. Your system can also integrate with collaboration tools like instant messaging, email and desktop sharing, to enable conversations to pass seamlessly between fixed and mobile devices.

Data Centre Services
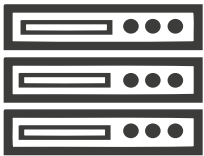
Secure your network with data centre services

Business dependency on information technology is increasing.
Firms of all sizes are as reliant as ever on data.

This makes the data centre an important business tool.

Every business needs to know that their data is safe and secure at all times.
Data centres offer greater levels of security, flexibility and accessibility to data.

Data Centres are ideal for companies that need a customised, dedicated
system that gives full control over their data and equipment.

Why Spectrum?

Doing things differently, we don't identify the products that you need. Instead, we work with you to create tailored solutions that will challenge your business to be better.

With our range of bespoke, flexible and cost-effective hosted data solutions, you can ensure that your business data is being constantly monitored, to reduce downtime and ensure continuity.

Whether you need your own secure, resilient, configurable purpose-built data centre, or make use of our own data infrastructure, our hosted data services are built around you.

Using the latest network technology, we also offer a range of off-site data storage and real-time data replication services to help your business do better. Always.

Cloud Services

Flexible cloud solutions, saving time and money

Building an IT infrastructure can be complex and expensive for SMEs. Limited resources, expertise, time and budget can often limit what you are able to achieve.

The cloud can help your business overcome those obstacles and reach its full potential. It allows you to focus on running your business rather than your IT.

You can take advantage of a wide portfolio of computing, storage and network products. You can scale these on-demand as your business grows.

However big your business, the cloud can drive down costs and deliver increased operational efficiency, productivity, agility and flexibility.

Why Spectrum?

We believe there's always room to be better. That's why we design bespoke cloud service solutions, to increase productivity and challenge you to be better.

Our solutions let you consolidate multiple suppliers into a single, easy-to-use interface, so you can keep full control of your IT.

Connecting your employees from wherever they are, our solutions will improve performance and guarantee security - all at a fraction of the price of a physical IT infrastructure.

Able to scale and grow as your business does, our cloud service solutions will save valuable time and money while enabling you to be better. Always.

CloudTalk

New heights in cloud telephony

Advances in technology mean that business telephony now reaches far beyond the traditional desk phone. It enables unified communications, digital collaboration, mobility, conferencing and video.

As communications become increasingly converged, businesses need telephony solutions which provide a real-time unified approach.

Systems need to integrate with collaboration tools like instant messaging, email and desktop sharing. Conversations need to pass seamlessly between fixed and mobile devices. Businesses need to constantly examine their communications options in order to support a mobile workforce.

Telephony systems need to deliver a higher return on investment than ever before. This is where Spectrum CloudTalk comes in.

Why Spectrum?

Tailored to your business, our CloudTalk solutions are built to help you be better.

Using the latest technology to transform your telephony, our bespoke CloudTalk services deliver consistent communications service to employees, regardless of their location.

All under a single network, our CloudTalk solutions help you reduce costs, boost productivity and make your operational effectiveness better.

Offering an equipment lease or lease to buy schemes, we build the perfect solution for your business.

We also offer annual maintenance, ensuring your business has better telephony solutions. Always.

Hosted Call Centre

Call centre solutions, whatever your size

Many businesses operate some form of contact or call centre, from small helpdesks to large-scale, multi-site, multimedia contact centres.

A good call centre can enable your business to attract and retain customers, keep callers informed, empower customers, boost productivity, manage efficiencies and streamline operations.

However, every call centre is different and although there is no 'one size fits all' solution to call centres, you can choose from an array of options, forecasting and integrated workforce management tools to ensure you have a cost-effective contact centre solution that meets the specific needs of your business.

Whether you run a small contact centre with only a handful of operators, or a large, multi-site centre with complex capability requirements, you'll need a bespoke contact centre solution that will help you streamline business operations and boost customer satisfaction.

Why Spectrum?

Doing things differently, our bespoke hosted call centre
solutions are designed to challenge you to be better.

Tailored to your business, our solutions enable remote working, integrate
business processes, control costs and ensure your business continuity.

Our solutions also provide automated TPS checking
to ensure compliance from the outset.

Flexible and adaptable to entry-level applications through to
complex multi-site, multi-operator or cloud-based operations, our
solutions are designed to grow and develop as you do.

With our bespoke hosted call centre solutions, we'll help you build
a better way. Always.

Office 365
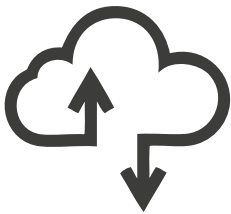
Solutions to boost collaboration and productivity

Microsoft Office 365 gives you access to your favourite applications, wherever and whenever you need them.

Do your best work with installed applications across your devices, plus online file storage and sharing.

You can store your files online and share them with anyone, and work on them, together, in real time.

Because your files are stored online, they're always in sync and up-to-date. Office applications are always the latest version too. And you can deploy and manage Office 365 across your company, regardless of its size. You can add and remove users in minutes, scaling it up or down depending on your business needs.

Skype for Business

Connect with clients and colleagues, wherever they are

Skype for Business allows you to send instant messages, hold meetings and screen share, all from one easy-to-use desktop or mobile app, that works with Office 365.

With Skype for Business, you can start conversations with IM, voice, or video calls; see when your contacts are available online, in a meeting, or presenting; and broadcast online to a large audience, of up to 250 users, from anywhere in the world.

Skype for Business also allows you to set industrial-strength security for meetings, to ensure your content and communications remain private and secure.

It can be opened and used directly from other Microsoft Office applications, meaning you can chat, call, or join a meeting with a click, present your screen during meetings or give control to others.

Why Spectrum?

Our bespoke Office 365 and Skype for business solutions
are built to challenge you to do better.

Migrating your current IT systems into Office 365 so you can start to take full
advantage of how Skype for Business can make your business better.

As a Silver Microsoft business partner, our experienced and accredited
Engineers and Consultants will not only create tailored solutions
but also guide and support you through the process.

We can handle initial configuration, email migration, user creation and active
directory integration and also offer services such as SharePoint design.

Delivering a better performance, our solutions give your business a better way. Always.

Case Study

Curve Theatre improves business efficiency with Spectrum CloudTalk

Opened in 2008 by Her Majesty The Queen, their award-winning building, designed by acclaimed architect Rafael Viñoly, offers a completely unique visitor experience.

Managed by The Leicester Theatre Trust, Curve is a registered charity providing engaging world-class theatrical experiences for local communities. They enable people of all ages and backgrounds to access, participate in and learn from the arts, nurturing new and emerging talent, and creating world-class theatrical experiences.

Solution
• CloudTalk hosted voice solution
• Yealink handsets
• SIP connectivity
• Resilient data link

Results
• Single point of management and system administration
• Complete flexibility of number routing and scalability
• Easy user configuration
• Faster, fully resilient, carrier-redundant data network

The Challenge

Operating a bespoke PBX and bolt on call centre solution with ISDN30 lines had proved to be unreliable and issues were difficult to pinpoint between the two platforms.

The Curve wished to improve functionality but changes to the complex platform involved extensive engineering support and so were time-consuming and expensive to implement.

Spectrum's Approach

Implementation of a CloudTalk hosted PBX solution including wallboards for the ticket office and Yealink IP desk phones. Rationalisation of existing connectivity and transition from ISDN to SIP.

"We selected the CloudTalk hosted PBX system over other competitors because it offered us more features. The product afforded us greater flexibility for a great cost. Spectrum are happy to listen to suggestions for the product and the support is first class.One of the best companies we currently deal with."

Benjamin Falkner, Information Technology Manager at Curve Theatre.

The Results

"Call routing and mobile phone pairing allow calls to get to the right people faster and with greater accuracy. This definitely saves time and allows our receptionists to spend their time on more important tasks and dealing with our visitors face to face.

Greater reporting is now available to us than we've ever had before. The reporting structure integrated into CloudTalk has helped our ticket office to spot deficiencies in their staffing

allocation and tackle these, meaning we can more efficiently answer calls which, in turn, generates more revenue for us.

We have been able to put into place menu systems that are easily configurable by our team leaders taking the pressure off the IT department to manage elements of the phone system. Menus also allow customers to direct themselves which has massively improved our business efficiency.

The support structure in place at Spectrum is exceptional and we know we can get support on any issues we encounter, giving us peace of mind that we are secure even out of hours.

New features developed by the CloudTalk solution to deploy remotely and manage the system remotely have been a great help." says Ben.

Spectrum

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