Spectrum

Business Telecoms

Connect every element of your business

BETTER PERFORMANCE. BETTER CONNECTIVITY. BETTER RETURN ON INVESTMENT.

Content

Business Telecoms

Bespoke business telephony solutions

A reliable telephone system is crucial to the smooth running of any business. It doesn't matter whether you're operating a call centre, multi-site premises, remote teams or a small standalone office.

Today's business telecoms systems, from leading providers, allow you to mix analogue, digital and IP devices over a range of connectivity options. It means you no longer need to run multiple, separate networks for core capabilities like data, voice and video.

This can reduce cost, limit vendor reliance, and give you more flexibility when it comes to upgrading and futureproofing your network.

IP telephony can transform your system and enable you to deliver a consistent communications service to all your employees.

Business Lines & Calls

Efficient, cost effective and reliable

Despite huge advances in digital and wireless technology, many organisations still rely on analogue phone lines to do business.

Analogue systems have supported businesses for decades. They are still used for voice traffic, ADSL connections and plenty of other services, such as alarm monitoring and PDQ machines.

They are usually inexpensive to install and maintain. Line rentals are relatively cheap. They can carry out basic functions such as hold, mute, redial, and speed dial and they may also be able to transfer calls between extensions.

Whilst having their limited capabilities compared to cloud-based systems, there are many ways to merge analogue and digital devices, which means you can have the best of both worlds.

Why Spectrum?

Installing business-quality lines as standard, we give you the connectivity solutions you need to empower you to be better.

Our bespoke business line & calls solutions use only the top level networks, ensuring that call quality is always crystal clear.

From installing a single analogue line for fax or alarm monitoring, to managing large ISDN30e with several bearers and thousands of DDIs, our solutions are tailored to your business.

We monitor your account continuously, identifying potential cost savings and resolving network faults within guaranteed SLAs, giving you peace of mind.

With our business lines & calls solutions, we give you the connectivity to be better. Always.

SIP Trunking

Tailored solutions to cut costs and futureproof your business

SIP Trunking combines voice and data traffic over a single network connection. It can deliver immediate and substantial cost savings. It's cheaper on a per channel basis, as set up costs can be 100% lower than ISDN.

It is also more flexible, is quicker to install and can offer robust business continuity. Unlike ISDN, SIP trunks are quick to provision and easy to enable.

It's easy to add the features you need, including call recording, voicemail and IVR. SIP trunks make distributing and load-balancing inbound calls simple and flexible.

If you have the available bandwidth, SIP can carry your data and video as well as your voice calls.

Business Telecoms

Why Spectrum?

With our bespoke SIP Trunking solutions, we give you the resilient, cost-effective, futureproof, enterprise-quality VoIP solutions your business needs to be better.

Our SIP Connect solution allows you to enjoy the benefits and cost savings of world-class IP telephony while retaining your existing infrastructure and telephone numbers.

We also offer free inter-site calling, even for international sites, as well as Lync 2013 making it easy to migrate your voice solution to a Lync environment.

Tailored to your business, our SIP Trunking solutions are built to challenge your business to be better. Always.

Innovative Inbound Solutions

For complete call management and control

Inbound telephony provides online access to a full range of call handling, monitoring and management tools.

This feature-rich network service is scalable and cost effective. It can help your business to deliver perfect customer service.

With inbound, you're in control and not reliant on a network operator to make changes on your behalf.

From simple call routing to comprehensive call centre services, inbound provides everything your business needs.

Why Spectrum?

We believe there's always room to be better.

Our inbound solutions enable you to control calls on any number, anywhere and from any device. Easy-to-use and intuitive, they give you better flexibility and productivity.

Everything is online, feeding into your network so you can make changes and access other features and direct calls to other locations quickly and easily.

With no capital outlay or set-up costs, you can fund it out of operational spend, enabling quick decision-making and implementation.

Custom designed for your business, our innovative inbound solutions are built to give you better voice communications. Always.

Telephone Systems

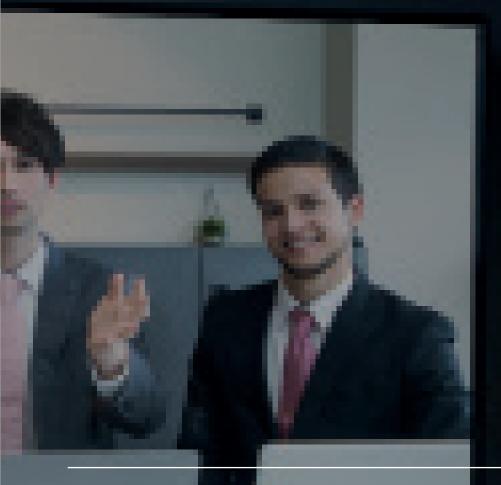## Reliable, secure and scalable

Bespoke business telephony solutions

A reliable telephone system is crucial to the smooth running of any business. It doesn't matter whether you're operating a call centre, multi-site premises, remote teams or a small standalone office.

Today's telephony systems allow you to mix analogue, digital and IP devices over a range of connectivity options. It means you no longer need to run multiple, separate networks for core capabilities like data, voice and video.

This can both reduce cost and limit vendor reliance and can also give you more flexibility when it comes to upgrading and future-proofing your network.

IP telephony can transform your system and enable you to deliver a consistent communications service to all your employees.

Why Spectrum?

Doing things differently, we build bespoke telephone
system solutions to make your business better.

Partnering with world-class suppliers, we design, deliver and support resilient, highly
available, secure and scalable telephony infrastructures exactly tailored to your business.

With a flexible portfolio of services and add-ons that can scale
and develop with your business, our telephone system solutions
minimise business disruption and reduce downtime.

All under one network, our telephone systems increase your operational
effectiveness and give you a better solution. Always.

Session Border Controller

Secure your communications

Secure and reliable Session Border Controller solutions

PBX fraud is on the rise, as legacy telephony networks integrate VoIP without properly securing it with a Session Border Controller (SBC).

Typical firewalls protect only your data network. As soon as you open it up to the internet, by connecting to your VoIP services, your entire network is exposed.

This means your data and voice networks can be compromised. This can cause your bills to skyrocket as your system becomes vulnerable to cyber attack.

SBCs help to protect your data and voice networks by handling every aspect of VoIP calls.

Why Spectrum?

Working with the world's leading SBC technology providers, we offer session border controllers that challenge your business to be better.

Helping unify and secure your communications, our SBCs support high levels of transcoding without sacrificing critical functionality, such as security or call admissions control.

They can protect your network against Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, as well as toll fraud and theft of service.

Performing well under pressure and extreme conditions, our SBCs give you a better performance. Always.

Unified Communications

Streamline your business

Boost collaboration and productivity with Unified Communications.

Unified Communications (UC) enable you to communicate and collaborate anytime, anywhere, from any device.

By integrating your communications, you can improve response times, speed-up project management and get the most from all your devices. Adopting a UC strategy can change the way you do business.

It can ensure your workforce can communicate effectively, from wherever they work. You can increase efficiency and productivity through enhanced workflow and seamless integration.

UC is at the core of cost reduction, agility, simplification, increased productivity and competitive advantage.

Why Spectrum?

Improving response times and customer service, our bespoke Unified Communications solutions are built to make your business better.

We work with leading providers to tailor UC solutions to your exact requirements, that allow one number and one device for voice, video and Instant Messaging.

Our UC solutions also bring enhanced flexibility and adaptability to your business' processes and environment. They also help reduce your carbon footprint and increase productivity by giving you collaborative, home and flexible working.

With our accredited and experienced technical teams, we also offer unrivalled support, empowering your business to be better. Always.

Case Study

University of Bristol

Better business connectivity for today and tomorrow

Bristol is one of the most popular and successful universities in the UK and was ranked within the top 50 universities in the world in the QS World University Rankings 2018.

It has around 17,000 undergraduate students and more than 5,000 post-graduate students. The university has had a reputation for innovation since its founding in 1876. Its research tackles some of the world's most pressing issues in areas as diverse as infection and immunity, human rights, climate change, and cryptography and information security.

It currently has 40 Fellows of the Royal Society and 15 of the British Academy, and is involved in numerous international research collaborations and integrates practical experience into its curriculum.

It appointed Spectrum, following a competitive tendering process, to provide a replacement resilient SIP trunking solution, to replace its existing

Sonus session border controllers and SIP, plus a number of standard phone lines and data connectivity services, including FTTC & ADSL.

Solution
• Project design, configuration and implementation support
• Centralised SIP connectivity
• Traditional telephony
• SBC deployments across all faculties, with SBAs for local Skype server resilience
• Local inbound SIP connectivity for remote site resilience
• Consolidated voice services provision, billing and support

Results
• Enhanced connectivity and voice routing options
• Access to latest technology
• Real-time control of data usage
• Enhanced network security
• Cost saving though rationalisation

The Challenge

The University of Bristol adopted a strategy to replace its aging telephone systems with a hybrid solution based upon both Microsoft Skype for Business (SfB) and Unify Openscape over the next three years.

User-based telephony will be migrated to SfB unified communications (including telephony), while location-based telephony will be migrated to Unify Openscape.

Some location based telephony will utilise SfB where collaboration capabilities are required.

Both business systems will be provisioned with SIP trunking services which will be provisioned over the Janet Network, with additional SIP trunking service to be routed / provisioned independently of the primary SIP services to provide resilient carrier connectivity to both the Openscape and Skype for Business solutions.

Spectrum's Approach

A full voice and connectivity audit was undertaken to assess the university's exact requirements, before we made a number of recommendations regarding the provisioning.

A phased implementation plan was also prepared and executed, to support a smooth transition and end user adoption in several stages.

Rationalisation of existing connectivity and migration over to a Spectrum IP telephony solution, incorporating SIP and ISDN services, took place, providing complete control over the routing of individual DDIs.

Integration of Sonus session border controllers into existing infrastructure, enabled any-to-any connectivity between legacy PBX technology and SIP connectivity.

The Results

Spectrum delivered an easily-managed, resilient, feature-rich, highly-scalable and futureproofed telephony platform which is adaptable to suit the growing needs and capabilities of the University of Bristol.

Consolidation led to increased flexibility and cost savings for the delivery of network services using Spectrum SIP products.

Staff and students now have access to a wide range of communication tools, which offer greater flexibility in call handling, interaction and collaboration.

These considerable benefits were combined with the design, procurement and complete lifecycle delivery offered by Spectrum.

Spectrum

spectrum-coms.co.uk
0844 856 3301
info@spectrum-coms.co.uk

Head Office
Spectrum House, 4 Faraday Court,
First Avenue, Centrum 100, Burton Upon Trent,
Staffordshire, DE14 2WX

Registered in England 03290876