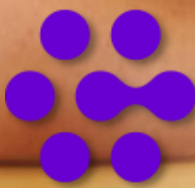
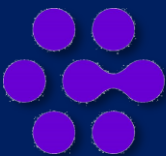


CLOUD-VOICE SOLUTION



Gamma
Platinum Partner

AN INTRODUCTION TO



Gamma



Horizon

ABOUT US

About Us

We are experienced, knowledgeable consultants specialising in supplying phone systems and business services that benefit your business through cost reductions, unified billing and a personalised account management service.







Working With Us

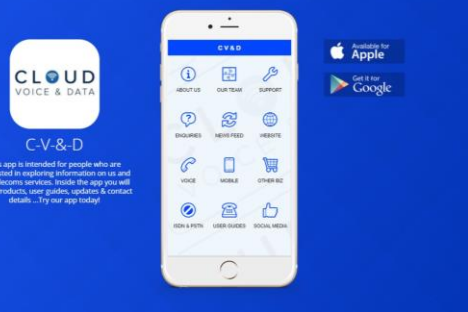
As Fixed and ICT Managed Service providers we provide innovative communications and IT solutions that increase efficiency and productivity. We empower businesses nationwide to reach the next level of success with support and account management along the way.

Unify All Of Your Communications

Cloud, Voice and Data deliver all in one business communications. Whether it be your company email, the network that delivers your key business applications, the telephone system this integrates with or the mobile voice and data network, we have the capability to deliver this as a unified solution. This all in one approach consolidates your supply chain, helping to reduce costs, enhance efficiencies and improve service reporting and support.

Services

- Voice  Business telephone systems. VOIP. SIP. ISDN. Lines and Calls.
- Mobile  Business smart phones and tablets. Network and bespoke tariffs. MDM.
- Data  Business broadband; ADSL, Fibre, Ethernet leased lines, VPN, MPLS.
- IT  Office 365. IOT. M2M. Anti-Virus. Server and User support contracts.
- Security  Interior & exterior CCTV recording, live viewing & mobile app. Security gates. Intercoms.
- Energy  Gas and Electricity. Cost comparisons & contracts using the top suppliers in the UK.



Mobile App

Scan the QR code.
Click open, this will give you a preview, you'll then need to select the download option on the menu on the right hand side 'install app'.



Example of Implementation

| | | | |
|---|---|--|--|
|  Pre-Sales Action: A consultant engages with the customer and CV&D Pre-Sales to gather requirements and gain an understanding of the current situation. Owner: Business Consultant |  Proposal Action: Present our findings and recommendations either by an onsite visit or a proposal document Who: Business Consultant |  Agreement Action: CV&D and the customer review, adjust where required and agree on the proposal. A contract is created and issued to the customer. Owner: Business Consultant |  Order Validation Action: CV&D Project Manager checks the order is correct, approves the order, assigns an engineer and sends confirmation to the customer. Owner: Project Manager |
|  Configuration Action: An Engineer configures any equipment or telephony systems, CV&D Project Manager activates any lines or access circuits. Owner: Project Manager |  Installation Action: Engineers will prep and install your service on a specified date to ensure a smooth transition from your old service. Numbers will port to us on this date. Owner: Engineer |  Training Action: The Engineer will complete onsite training with all staff on the activation date. Followed up by after sales call or appointment from the Business Consultant. Owner: Engineer/Business Consultant |  Follow Up Action: Your Business Consultant will now take full management of your ongoing account. After sales and on going account management. Owner: Account Manager |



CLIENT EXPERIENCE

Account Management

At CV&D we place great importance on our Account Management structure and pride ourselves on the professional nature of the service we provide to our customers.

All our Account Managers are highly trained to work with you to maximise the benefits of your communications in your organisation and your sector. Your Account Manager is closely supported by an impressive range of expertise from our internal Customer Service Team. This support enables him/her to resolve specific issues involving your account and also ensures that your account is managed in a professional and efficient manner.

Your Account Manager's key responsibilities include:

- Assess your specific needs.
- Proactively manage your monthly costs by reviewing your spend every quarter, by using a Tariff Analyser tool.
- Help build the relationship that forms the virtual team of CV&D and your company.
- Produce monthly bills for cost centre billing.
- Produce a step-by-step implementation plan.
- Ensure your expectations have been met.
- Help ease your company into the CV&D support functions.
- Demonstrate the longevity and reliability of the solution.
- Help define the measurable deliverables to allow you to justify return on investment.

Dedicated Customer Support Team

Our Customer Service structure has evolved so that we can ensure that we always exceed your expectations. We are continually introducing and developing technology to provide our staff with the tools and information to provide first time resolution on a query whenever possible. We also ensure that service meets high quality standards by continually coaching and developing our customer care staff. We guarantee that:

Regardless of your problem or query, we'll do everything we can to deal with it the first time you call.

- When contacting us, you will always get through to a customer support consultant within, no long-winded set of options.
- When you call, you'll be talking to trained business advisers who have no other job but to help business people like you.

CV&D offers dedicated Customer Service for both key contacts and the individual users within your organisation. Our Customer Support Team take full responsibility for all aspects of daily service and their aim is to offer professional and knowledgeable support in a variety of functions including:

- Invoice / billing queries • Written query solution • Equipment recovery / repair • Telephone query resolution
- Adhoc reports • Account re-structures • Technical support • Customer detail amendment • Order Processing
- Consolidated Invoicing

Contact the customer support team:

Telephone number: 01323 407775

Email address: customersupport@cloudvoicedata.co.uk

Your Customer Support Team can be contacted by phone or email and, in addition, the Team Manager's number is provided to key customer contacts for escalation purposes in accordance with our Service Level Agreement.

Hours of Service

Monday to Friday - 8.30am to 5.30pm (this is when your Customer Support Team is available to take calls and complete orders and administration). Outside these hours, we can operate an out of hours customer support service should it be necessary. For:

- Stolen bars (placing bars not lifting).
- Network queries.
- Advice on handset functionality queries.
- Portal changes for users (network dependant)

THE ISDN & PSTN

SWITCH OFF

In 2015, Openreach announced that they will be switching off the PSTN and ISDN network in 2025, marking the biggest change in the telecoms industry for over 30 years, but what does this mean for you?

- PSTN (Analogue line). This is the line that a classic broadband product will use to run into your building. Carrying ADSL and FTTC.
- ISDN. This product sits on the PSTN network and provides dual lines for businesses that have 2 or more users on their lines and telephone systems.

So if you have either of the above products, which most will, this seriously affects you and we would recommend you read on to know what's required and when, and please use us for advice.

We're here to help you prepare for the approaching deadline.

We have all the knowledge, tools, products and pricing to make sure you're ready, set and future proofed way ahead of the deadline.

And within an affordable, top quality and well managed package.

The Public Switch Telephone Network (PSTN) is aging and will reach the end of life in December 2025. The PSTN supports a number of Openreach products which Communication Providers (CPs) purchase at regulated pricing and often sell to businesses and consumers, wrapped up in their own line rental, broadband and call package deal. These include: Wholesale Line Rental (WLR) and Integrated Services Digital Network (ISDN).

PSTN will also be used to support a business or residential broadband connection, which will be on either ADSL or FTTC (fibre to the cabinet).

You may need to wait some time to replace PSTN, due to the availability of the new products on the Openreach network, but with us we will always keep you up to date on what's available and when.

Integrated Services Digital Network (ISDN) is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the digitalised circuits of the public switched telephone network.

A traditional PBX Telephone system will be on the ISDN infrastructure, so these systems will need replacing with an upgraded product.

So if this affects you, please take a look at your options, as you will need to upgrade.

Upgrading These Products:

PSTN for voice will be replaced by products called SOTAP & SOGEA, which are products that are line & broadband inclusive in one package, rather than needing the 2 combined.

And contrary to popular belief you do not 'have' to upgrade from ISDN to a Cloud-Hosted (VoIP) service. There are options... certainly with us.

It is true however, that any new system will use broadband connectivity to handle the voice calls.

Unlike most Telecommunications service providers, CV&D have options for your upgrades.

INTRODUCTION TO HORIZON

Horizon is a hosted business telephone service that resides in the cloud rather than your office. It provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

Simple to use, powerful features

Make your workplace more productive

- Smarter working
- Your choice of device
- Range of options
- Horizon Integrator
- Integrator CRM
- Call Queuing
- Receptionist Console
- Call Centre
- Collaborate
- Management Reporting



Improve flexibility and productivity for your business with a hosted communications service. What is Horizon? To support the growing trend for home and flexible working, Horizon is a complete communications service that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. Horizon takes the burden away from your IT team. Local administrators manage and configure the system according to your organisation's needs. Employees can then manage their calls easily and effectively, maximising individual productivity.

The following page will highlight just some of the features of Horizon, along with their benefits.



Watch our YouTube Video on Horizon

<https://www.youtube.com/watch?v=eUarv8W8eMg>

HORIZON

HIGHLIGHTS

- 1. Complete Business Communications** system Horizon combines handsets from several manufacturers, an easy-to-use web interface, and Gamma's trademark network resilience to provide a cheaper, more flexible phone service. It also helps to improve your organisation's productivity and image - seamless integration with well-known CRM systems and soft phone features help present highly professional communications with the minimum of effort.
- 2. Work Smarter** Save money and improve interoperability between your mobiles and fixed phones with extremely competitive on-net rates over a business-grade network. Horizon is perfect for home-workers or staff who need to work from different locations, with clever features that ensure you never miss a call. We also offer more in-depth call management reporting and wallboard integration, to help your organisation gain a real-time understanding of calls. You can get a data feed for your Horizon service which will let you export the statistics you need to help analyse call patterns and manage your business.
- 3. Unrivalled Quality** Call quality, as with any communication system, is clearly dependent on the underlying access available. With Gamma's Ethernet or Broadband products delivering the service to your location, you can be assured of great voice quality, underpinned by some of the most stringent service level agreements in the business.
- 4. Suitable For Any Sized Business** Horizon is suitable for any sized business and is particularly effective if you have multiple sites working together. It's also capable of serving hundreds of employees. Horizon is cloud-based and accessed via a web-based portal, so there are no PBX maintenance costs, and with minimal capital outlay it's a reliable and proven service whatever your business.
- 5. Full Service And Support** Gamma provides everything from handset to core network access, on-site installation to training and help guide, saving you time and hassle. Full support including training, number porting, provisioning and 24/7 UK-based assistance is provided, giving you complete peace of mind. Horizon offers your business a more flexible, lower cost alternative to a traditional phone system.

HORIZON

ADMIN FEATURES

Easy to use interface



Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.

Administrator Interface



Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

Call Recording



Record inbound, outbound or internal calls for compliance, customer service or audit purposes. This optional feature allows secure online playback and retrieval of call details. Set Horizon to record some calls, all calls or record calls on demand. Pause and resume a recording using the in-call menu option on the Horizon desktop app and certain handsets from the Horizon range of devices.

Auto Attendant



You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

Horizon provides the flexibility of phone integration with its multi-line and multi-line users. This is a feature of our multi-line and multi-line technology of multi-line.

As you know well, our new product features advanced voice and integration. With the support of our team, we are providing the best experience for our customers and performance monitoring.

We have a team of experts and we are working to provide the best quality of service, with reliability and a user-friendly interface. We are working to provide the best experience for our customers and performance monitoring.

With the support of our team, we are providing the best experience for our customers and performance monitoring. We are working to provide the best quality of service, with reliability and a user-friendly interface. We are working to provide the best experience for our customers and performance monitoring.



HORIZON

ADDITIONAL EXTRAS

Drive mobility in your business - Horizon on your mobile

Connect offers your business the power of both your desk phone and your mobile device. Integrating Horizon with our Gamma mobile service. This optional service allows you to access a range of features anytime, anywhere, regardless of device. In streamlining your business communications, you're able to provide your staff with the flexibility to work wherever they are and ultimately improve overall business productivity and customer service delivery.

If your business relies on a mobile workforce, you'll find Connect a great asset. It's easy to use, can be adopted incrementally and at your own pace. With a simple price per user, you'll also benefit from having just one provider and only paying for what you need.

By combining the flexibility of a mobile device with all the business-class features of Horizon, Connect makes your team more productive, your customer service more responsive and your costs more controllable.

The MyConnect companion app provides an enriched experience.

- A truly converged fixed and mobile feature set
- Utilise Horizon system features on your mobile
- Use the native dialer to make calls
- One number across all devices
- Present your landline number from your mobile
- Record all business calls, even when mobile
- One voicemail system for all your calls - pick up and respond to messages from any location
- Call reporting for all calls made, received or missed across all devices
- Single web portal - to manage both Horizon and mobile device

Horizon Extras

AKIXI Management Reporting

Do you know how many calls you are getting, how they are being handled or who is handling them? Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

- Instantly see what needs to be changed to improve customer service
- Monitor time to answer and manage calls more efficiently
- Analyse internal call patterns
- See how many calls are being abandoned with the ability to return them
- Optimise resources by ensuring the right number of operators are always in place

Features

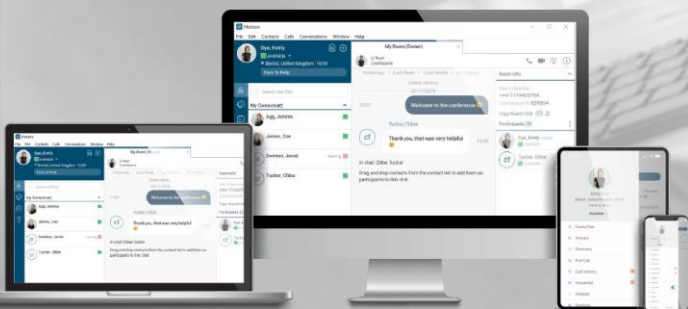
- No server on site - enables multi-site monitoring and supports business continuity
- Real-time statistics - provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored
- Accessibility - use with any internet-enabled device in your office or on the move
- Push reporting and alarms - customisable to ensure business-critical metrics are always available
- Receipt of call to end of call reporting - monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification
- Track after hours calls - highlight suspicious activity or unauthorised calling
- Abandoned call recovery - see instantly if a missed call has been returned
- Activity and extension activity monitoring - quickly and easily monitor key extension or call routes to ensure maximum efficiency



Call Centre

Horizon Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities that can be configured and managed via an easy-to-use web portal. This add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the efficiency of their call centre to deliver first-rate customer service. Horizon Call Centre is ideal for any business that receives inbound calls to sales teams, help desks, accounts, receptionists or customer service representatives, right through to more formal inbound call centre environments.

- Intelligent call distribution - ensures calls are answered efficiently and get through to the right people
- Quality caller experience - easily monitor inbound call activity, with 'barge in' and emergency escalation when needed
- Enable flexible working - as Horizon is cloud-based, agents can be based anywhere. Users can easily take calls for multiple departments from one device
- Quickly escalate difficult customer queries - for those times when agents need support from more senior staff
- Gain valuable insight - access to historical and real-time data to help address training needs and identify potential gaps in resource during peak times
- On-demand, scalable service - customers only pay for what they need and can scale up or down when needed



Watch our YouTube Video on Horizon Soft Client
<https://www.youtube.com/watch?v=8PwTfbb9QE>



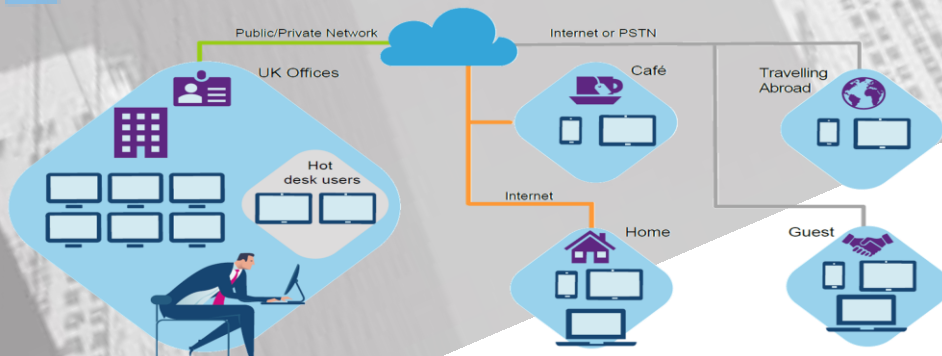
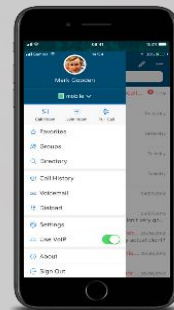
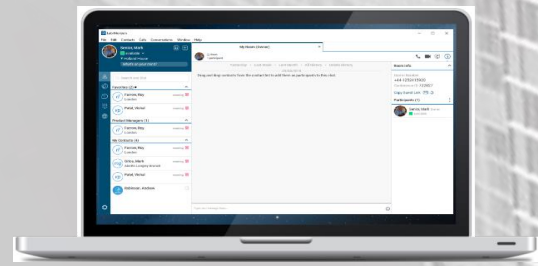
Watch our YouTube Video on Akixi
<https://www.youtube.com/watch?v=7VRP-y2BvAk>

HORIZON COLLABORATE

Don't just communicate, collaborate!

A complete Unified Communications solution, providing businesses with an easy-to-use and reliable collaborative experience across multiple devices and sites.

- Hosted PBX features
- Presence
- Instant messaging
- Video calling
- Ad-hoc and planned conferencing – My Room
- Web collaboration



Watch this YouTube Video on Collaborate
<https://www.youtube.com/watch?v=aVbBYMiBAY>

HANDSET CHOICES



Poly VVX150



Poly VVX250



Poly VVX450

| Business IP Phones | Polycom® VVX® 150 | Polycom® VVX® 250 | Polycom® VVX® 450 |
|---------------------------|---|--|--|
| Overview | | | |
| Summary | Two-line, entry-level IP desk phone | Four-line, basic IP desk phone with colour display | Twelve-line, performance IP desk phone with colour display |
| Target audience | Home office or shared/common-areas | Small and medium-sized businesses | Knowledge workers at businesses of all sizes |
| Basic features | | | |
| Lines | 2 | 4 | 12 |
| Screen | Grey | Colour | Colour |
| Fixed feature keys | 12-key dialpad, speaker, mute, headset volume | 12-key dialpad, speaker, mute, headset volume | 12-key dialpad, speaker, mute, headset volume |
| Programmable keys | | 2 | 10 |
| Expansion Modules | N/A | N/A | 1 Polycom VVX EM50 |
| Advanced Features | | | |
| Wi-Fi | N/A | Yes | Yes |
| Built-in camera | N/A | N/A | N/A |
| Bluetooth | N/A | N/A | N/A |
| Connectivity | | | |
| Power over Ethernet (PoE) | 10/100 | 2 x 10/100/1000 | 2 x 10/100/1000 |
| USB ports | N/A | 1 x USB 2.0 | 2 x USB 2.0 |

Yealink



YEALINK DECT

- High-performance SIP cordless phone system.
- Includes one (1) W53H handset and one (1) W60B base station.
- 1.8" 128 x 160 TFT colour screen with intuitive user interface.
- Up to eight (8) concurrent calls.
- Up to eight (8) DECT cordless handsets (additional handsets sold separately).
- Up to eight (8) SIP accounts.
- Support Opus audio codec.
- Up to 18-hour talk time (in ideal conditions).
- Up to 200-hour standby time (in ideal conditions).
- Quick charging: 10-min charge time for 2-hour talk time.
- TLS and SRTP security encryption.
- Noise Reduction System.
- Headset connection via 3.5 mm jack.
- Charger wall mountable.



Cisco 8841

The Cisco 8841 IP Phone offers five programmable line keys. You can configure keys to support either multiple directory numbers or call features such as speed dial. You can also boost productivity by handling multiple calls for each directory number, using the multicall-per-line feature. Fixed function keys give you one-touch access to applications, messaging, directory, as well as often-used calling features such as hold/resume, transfer, and conference. Backlit acoustic keys provide flexibility for audio path selection and switching.

Other key features of the phone follow:

- The IP Phone 8841 offers a 5-in. high-resolution (800 x 480) widescreen VGA backlit colour display. Localised language support, including right-to-left on-screen text, meets the needs of global users.
- The phone supports a built-in Gigabit Ethernet switch for your PC connection.
- Support for Cisco EnergyWise™ technology makes the Cisco IP Phone 8841 more energy-efficient and ecofriendly; the phone is qualified by Energy Star organisation.



Watch this YouTube Video on Polycom VVX
<https://www.youtube.com/watch?v=vQ9jNCvoUU>



Watch this YouTube Video on Cisco IP Phones
<https://www.youtube.com/watch?v=vDiNyUquARo>



Watch this YouTube Video on Yealink Dect IP
<https://www.youtube.com/watch?v=hnRi3URqlhw>



**THANK YOU
FOR YOUR TIME**

ANY QUESTIONS?

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