

IP Telephony

Gage Networks provides enterprise grade IP Telephony solutions to large and mid-size companies, enabling business quality calls and telephony features with no capital expenditure.

Your business needs a phone system that will give:

Business flexibility

To support office expansion and moves and multiple sites all connected on the same telephony platform with common numbering system.

Flexible call routing

Automatic call distribution (ACD) provides intelligent call distribution so that inbound calls are handled exactly how you want them to be. Options include routing based on time of day, day of week, originating area, call volume and originating CLI, which can be combined into sophisticated call routing plans to handle inbound calls as effectively as possible.

Interactive Voice Response (IVR)

Or Auto Attendant with customized messaging - all callers to your business will get a professional first impression and calls are directed to correct people or departments in your business.

On Phone Directories

Can be integrated with a corporate LDAP directory for easy maintenance - all users have all the phone numbers they need at their finger tips.

Call Conferencing

Internal and external virtual audio conference rooms with optional PIN protection.

IP Phones

We recommend and supply only the highest quality range of Polycom® SoundPoint® IP Phones, see our IP Phone Portfolio for more information.

Key Features:

- Caller ID
- Call Transfer
- Call Waiting
- Call Forward (Divert)
- Call Hold (with music on hold)
- Do Not Disturb (DND)
- Ring Groups
- Voicemail accessible from desk phones and optionally sent as .wav file to your email address.



What you need:

Resilience

Each customer has their own instance of the Gage Networks IP Telephony platform. The platform and power systems all have redundancy to provide a high availability solution with diversity of connections to the core network. All Hosted IP Telephony platforms are housed in our data centres to provide a secure and scalable service.

Reliability

Service availability and call quality are essential for business success. We provide a managed MPLS network to guarantee Quality of Service (QoS) and connectivity to carry your voice traffic. Your voice telephony never touches the Internet. We offer flexible connectivity using Leased Lines, Ethernet or managed business class un-contended DSL for remote offices and home workers/remote staff. Only Hosted IP Telephony can provide the capability for automatic call re-routing for business continuity and disaster recovery.

Efficiency

Converging your voice calls and data over a single IP network inherently provides economies. Using a hosted system removes the need for capital investment in expensive telephony equipment (PBX) and the associated high costs of maintenance and support. This provides exceptional efficiency and savings in a multi-site business.

Savings

Your costs are predictable, with a simple "cost per seat" model. As your business grows, just add more seats to scale with the business. We don't charge for telephony features, all features are included in one price. Calling on-network is tariff free and off-network calls to the PSTN and mobile networks are at the most competitive call rates.

What we provide:

We manage everything for you

A fully managed and supported service, from requirements capture, through to service delivery and training.

We provide ongoing support, maintenance and service. This saves you the cost and resources required to run such an Enterprise grade telephony system.

We manage all your numbers

We can port your existing numbers or provide new geographic and non-geographic number allocations and registrations. Your business can have a single contact number or DDI (direct dial inwards) numbers for all employees.

We register your numbers with emergency services

We provide registration of all your numbers with the emergency services database to support 999 and 112 calls.

We monitor call quality

Your network connection, bandwidth and call quality is monitored continuously for service continuity and our UK based Customer Support desk is available 24x7x365 to support all service queries and customer configuration changes.

If your business has, or will need, a contact centre to support customer service, sales or telemarketing, Gage Networks can provide a leading edge Hosted Contact Centre solution as part of an IP Telephony Solution. See our Hosted Contact Centre datasheet for more information.