



ADSI VoIP

Reliable, cloud based telephony services for your business
www.adsi.co.uk

mobiles

fixed voice & data

IT services & support

autovoice

VoIP

energy

A company you can rely on

Founded in 2002, ADSI offer a range of cost effective business to business solutions with on-going account management for small companies, corporates and large enterprises.

Initially we entered into the telecommunications market by providing quality mobile solutions, and later, fixed lines for business. Over the years we have added energy consultancy, automated voice messaging, IT support & service and a range of other professional managed services.

In 2016 we added VoIP to our product portfolio and are delighted to offer this flexible and tailored cloud based telephone service to you.

What is ADSI VoIP?

ADSI VoIP is a hosted telephone system that can work anywhere across multiple sites and is managed and configured by us to suit your company requirements. As well as giving your organisation access to low-cost and free IP calling, the system puts a huge range of smart call management features at your fingertips. Mobiles and other devices can also be integrated,

you can answer or make calls from anywhere in the world, all through your office numbers.

ADSI will host and manage your telephone system according to your business needs, employees can then manage their calls easily and effectively, therefore maximising individual productivity.

Anyone can use ADSI VoIP, - you may be a brand new start-up simply needing a new phone number, a growing business needing a flexible way of supporting new staff and homeworkers, or an established business needing to replace an obsolete office PBX or switchboard.



“ with ADSI we feel that they really do put the customer first ”

Why choose ADSI VoIP?

Fully managed features

Trouble free user management, one call to our support team and a number of changes can be made almost instantly

One number anywhere

Callers only need one number to reach users via desk phones, mobiles and laptops, with seamless call transfer between user's devices.

On demand service with no hidden costs

As ADSI VoIP is hosted on your behalf; there is no PBX equipment, no major hardware investment. Additionally you only pay for what you need on a per seat bases.

Free calls

Free calls to UK Landlines and UK Mobiles.

Flexible working

ADSI VoIP allows increased efficiency by enabling flexible working environments through hot desking, home working and mobile device integration.

Number choice

Keep your existing, get new numbers or both, increase your business reach by adding local area numbers for any region in the UK.

Business continuity solution

Unexpected events like snow, floods, utility works or emergency situations will not disrupt your business. As ADSI VoIP is based in the cloud, your organisation can continue to make and take calls.

Amalgamated systems

No longer do multiple sites require complex, separate and expensive PBX systems, with ADSI VoIP, Head office, branches, field operatives and home workers are unified onto a single system.

Our Team, your support

Move your phones to the cloud and enjoy a maintenance free, cloud based hosted VoIP PBX phone system that can be set up simply, quickly and cheaply, all backed up by our professional Customer Service team.

From your initial enquiry, the installation process and through your entire contract our fully trained ADSI VoIP staff will be there to advise and support you and your business. We will identify your company needs and work with you so that you get the most from your VoIP system ensuring optimum telecoms efficiency.

Once your new VoIP service is live we are just a phone call away for any support and advice you need.

Customer Care is paramount

Ultimately ADSI provide a cost effect solution whilst making sure you receive the maximum benefit of our recommendations. It is essential that you always come first and that your ADSI experience from start to finish is outstanding. We want you to recommend us to all your business partners and associates.

Our capability and effectiveness sets us apart from the rest. Our processes all adhere to best practice service, with continuous review of customer satisfaction to improve future performance. We work closely with our technology partners to ensure our staff are trained and accredited to the highest standards.

Our product has the following accreditations;



With ADSI VoIP you get;

- A reliable and inexpensive advanced cloud based telephone services specifically designed for small businesses
- More cost effective than on-site PBX and ISDN with;
 - 2000 free minutes per month to UK mobile numbers
 - 2000 free minutes per month to UK Landlines
- Available at an affordable monthly cost, from as little as £19.95
- Set up is easy, quick and cheap – no large capital outlay
- Takes the burden away from your IT team.
- We manage and configure the system according to your organisation's needs.
- Free Disaster Recovery and Fraud management as standard
- Free selected Polycom handset
- Free fraud management
- Dedicated support and back up from our professional UK based Customer Service team.
- Our system meets both ISO22301 and ISO27001 standards.
- Flexible Geographic numbering allowing you to move offices & keep the same number
- A range of unique features to enhance productivity and efficiency
- DECT & Conference options



Handsets

We offer a choice of Polycom, Cisco or Yealink IP handsets, from an entry point phone for the home worker, to the executive handset at head office. Unlike other solutions, an installation can combine manufacturers in any configuration to ensure the best handset is used for the customer's requirement. All of our handsets are pre-configured before being sent to site and designed to be plug and play. The only manual intervention required will be plugging the handset into a PoE switch, the handset will then load all the firmware required and automatically connect to the platform.



User features

The following table shows the standard features included with ADSI VoIP.

▶ Auto Attendant	▶ Calling line ID Delivery (External)
▶ Automatic Call Back	▶ Calling line ID Delivery (Internal)
▶ Busy Lamp Fields	▶ Calling Name Retrieval
▶ Call Admission Control	▶ Calling Plan
▶ Call Capacity Management	▶ Distinctive Ring
▶ Call Forward Always	▶ Diversion inhibitor
▶ Call Forward Busy	▶ Do not Disturb
▶ Call Forward No Answer	▶ Hunt Groups
▶ Call Forward Not Reachable	▶ Instant Group Call
▶ Call From Anywhere (Remote Office)	▶ Last Number Redial
▶ Call Hold	▶ Music on Hold
▶ Call Log/history (Top 10 missed, received, dialled)	▶ Music on Hold User
▶ Call me Anywhere	▶ N Way Conference Calling (Up to 13)
▶ Call Notify by Email	▶ Pre-set availability Profiles
▶ Call Park	▶ Scheduling on Auto Attendant
▶ Call Pickup	▶ Scheduling on Hunt Group
▶ Call Recording Inbound	▶ Selective Call Rejection
▶ Call Recording Outbound	▶ Sequential Ring
▶ Call Return	▶ Single Digit Dialling
▶ Call Transfer	▶ Three way Call
▶ Call Waiting	▶ Voice Messaging – User and Hunt Group
▶ Calling Line Id Blocking	▶ Voicemail to Email

“ ADSI provide an excellent service and value for money ”

Let ADSI VoIP connect your business...



Our modern digital VoIP intercloud network has 99.99% uptime and provides higher quality telephone calls than landlines or mobiles - essential for business grade telephone services.

“ Our contact is always cheerful and efficient ”

Additional Services Available

Tailored to suit your business

With ADSI VoIP there are many clever features included in the core package – such as voicemail, call transfer to mobiles, auto attendant, music on hold, call conferencing. Furthermore you can tailor your VoIP system with Bolt-ons; these have been designed outside of the core ADSI VoIP provision to offer more specialised customisation of the service.

The current Bolt-ons available are;

- Call Centre
- Call Recording Storage
- Call Queue Group
- Desktop Client Software
- Receptionist Console
- Akixi Call Management and Contact Centre Reporting Management
- Integrator – click to dial, outlook and CRM integration
- Mobile Clients; smartphone, android and tables



“ I would like to emphasise that I have been given excellent support by ADSI and would highly recommend the company. ”

Call Centre

This bolt-on allows businesses to easily manage their call centre environments through creation of supervisors and agents. It also allows more detailed reporting on agent behaviour, customisable messaging to callers - including estimated wait and call queue position, and increased capacity for queued calls.

Call Recording Storage

Provided in a range of charging tiers and designed to complement the on demand or X% of calls recorded capabilities over both users and groups. Calls are stored for up to 6 months and can be downloaded for permanent storage offline.

Call Queue Group

Call Queue helps you present a professional image to your customers by managing incoming calls effectively and delivering them to groups, as soon as users become available.

A basic simultaneous Hunt Group with the ability, should all users be engaged, to queue up to 25 calls at the network level. Each Call Queue Group can be customised with its own Welcome, Comfort, and Hold music/messaging and has the added capability of a user breakout.

PC Client

Separate to the core ADSI VoIP system, a client can be added to any PC or laptop offering an easy to use desktop client, allowing access to the ADSI VoIP system using a paired handset or separate USB. This allows the user to;

- Make calls from their phone or computer
- Send messages with Instant Messaging to other contacts and other messaging systems
- Access the individual users telephony settings for complete call control including diverts, transfers, conferencing, profiles, remote access etc.
- Enable Telephony and Client Presence
- Log in as an Agent to a Call Centre and select agent status

Receptionist Console

To complement the ADSI VoIP system, a dedicated receptionist PC console is available to manage incoming calls over a single or multiple sites. This console provides the ability to;

- Monitor incoming calls to key numbers over all ADSI VoIP sites
- Monitor fixed (200) or dynamic (800) users over all ADSI VoIP sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

Call Management Reporting

ADSI VoIP offers some key statistics through its standard reporting, however a more powerful, in depth solution is available through Akixi.

Akixi can provide;

- **Real time stats**
Wall boards with real time traffic information and alarms to ensure critical routes into the business are constantly monitored.
- **Accessible from any internet-facing device**
Use the service through traditional desktop devices or monitor on the go through your mobile.
- **Abandoned call recovery**
Ensuring if you do miss a call, you can see instantly if it has been returned.
- **Activity and extension activity monitoring**
Quickly and easily monitor key extension or call routes to ensure they are working efficiently.
- **Cradle to grave reporting**
Monitor a call throughout its path within your organisation by seeing every divert leg and call detail, easily and accurately segmented, for identification.
- **No server on site**
Allowing multi-site monitoring and business continuity in the event of an emergency

Integrator / Integrator CRM

Integrator lets you control your ADSI VoIP service from your desktop without having to log in to a portal or navigate through phone menus.

In addition, the software integrates with a user's Outlook program making contacts easily accessible and dialable from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive.

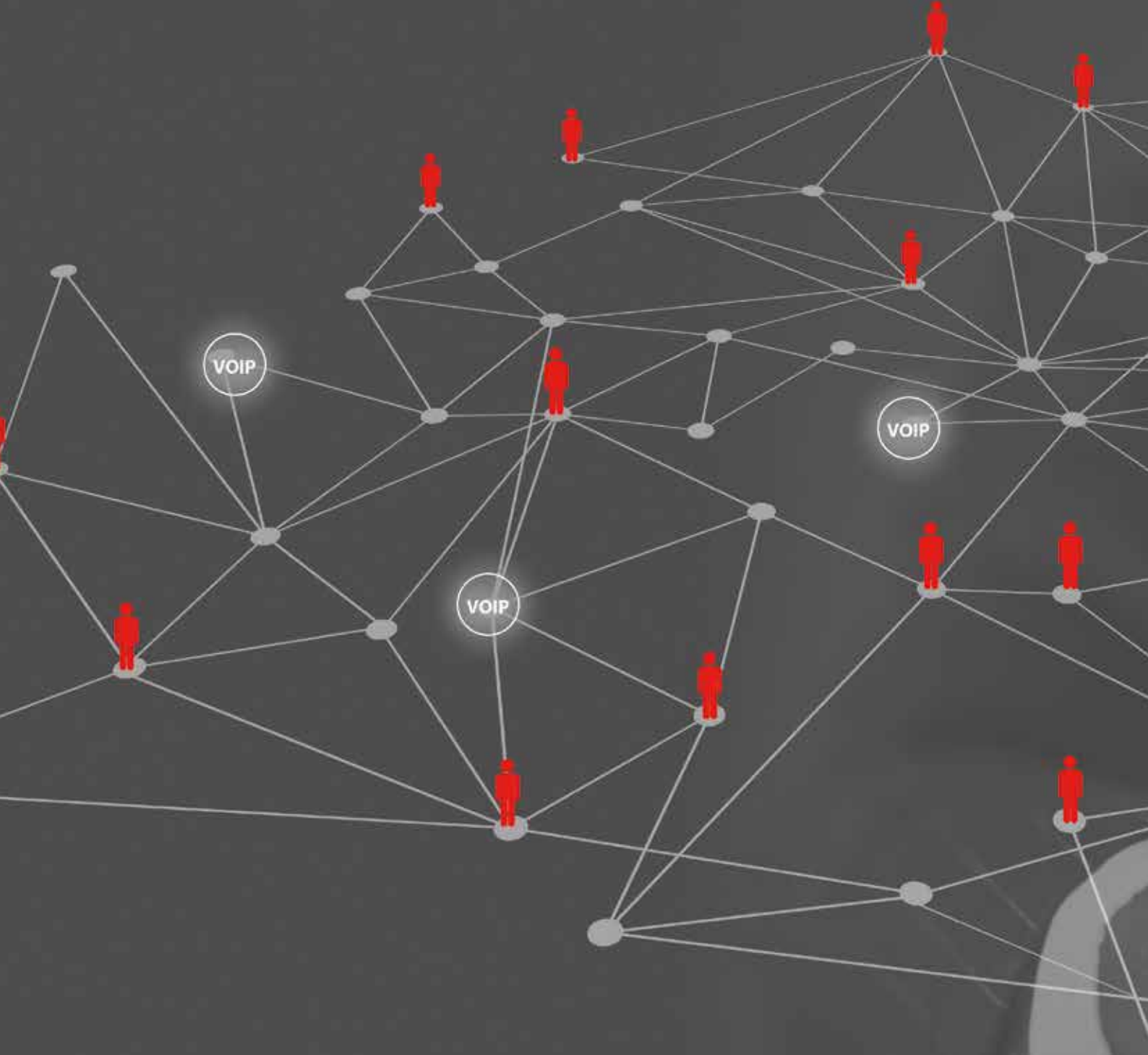
“ I find my account manager, very helpful and easy to contact whenever I require further information about my account. ”

Mobile Client

Similar to the PC Client features and use, the Mobile Client allows routing of ADSI VoIP features to user's mobiles using Wi-Fi or GSM. This therefore will provide you with the opportunity to significantly reduce mobile call costs by pushing calls over Wi-Fi and therefore potentially utilising your mobile data packages. The mobile client is available as a downloadable app.

“ I would have no hesitation in recommending ADSI to any of our contacts. ”





ADSI VoIP
Alexander House
Christy Court
Basildon
Essex SS15 6TL

Telephone 01268 495555
Email voip@adsigroup.co.uk
www.adsi.co.uk

mobiles

fixed voice
& data

IT services
& support

autovoice

VoIP

energy