



ADSI VoIP

Reliable, cloud based telephone services for your business

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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.

ADSI VoIP is an award winning cloud based telephone service. Hosted and managed by us, it can be tailored to meet your business requirements.

What is ADSI VoIP?

ADSI VoIP is a hosted telephone system that can work anywhere across multiple sites.

The system 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.

Once configured to suit your business, 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 home workers, or an established business needing to replace an obsolete office PBX or switchboard.

ADSI VoIP is flexible, easy and effective.



“ 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 hence no major hardware investment. Additionally you only pay for what you need on a per seat basis.

Free calls

Free calls to most 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 whatever happens.

Amalgamated systems

Multiple sites no longer 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 throughout your entire contract our fully trained ADSI VoIP staff will be there to advise and support you and your business. We can help 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 effective solution whilst making sure you receive the maximum benefit of our recommendations.

Our capability and effectiveness sets us apart from the rest. 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;



ADSI VoIP is;

- A reliable and inexpensive advanced cloud based telephone service specifically designed for small businesses
- Available at an affordable monthly cost, from as little as £19.95, per seat
- 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
- Easy to set up, quick and cheap with no large capital outlay
- Managed and configured by us according to your organisation's needs
- Free Disaster Recovery and Fraud management as standard
- Free selected Polycom handset on most standard orders
- DECT & Conference options
- 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 and keep the same number
- A range of unique features to enhance productivity and efficiency
- Free Fraud Management



Handsets

We offer a choice of Polycom 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'.



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 Profile
▶ 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 ”

Connect ADSI VoIP to your CRM...

ADSI VoIP provides integration with some of the top CRM systems in the UK market today, including;



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, and 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 User
- Desktop Client Software
- Receptionist Console
- Akixi Call Management
- Integrator, CRM & TAPI Driver
- Mobile Clients
- NEW Collaborate



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

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

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.

Desktop 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. This allows the user to;

- Make calls from their computer
- Access the individual users telephony settings for complete call control including diverts, transfers, conferencing, profiles, remote access etc.
- Enable Telephony and Client Presence

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

Akixi Call Management

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
- Accessible from any internet facing device
- Abandoned call recovery
- Activity and extension activity monitoring
- Cradle to grave reporting
- No server on site

Integrator / Integrator CRM / Tapi Driver

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 CRM system making contacts easily accessible and dial-able from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialing contacts very fast - helping users to work more efficiently and be more productive.

Tapi Driver lets you integrate your VoIP service with your 3rd party CRM using its Tapi Interface.

Mobile Client

Similar to the Desktop Client features and use, the Mobile Client allows routing of ADSI VoIP features to user's mobiles using Wi-Fi or 4G. This therefore will provide you with the opportunity to make calls on the move appearing as a call from the office.

The mobile client is available as a downloadable app.

Collaborate

Built and fully integrated on the existing hosted PBX is a new exciting product; Collaborate.

Similar to the existing mobile and desktop clients, Collaborate amalgamates these clients and adds a host of extra features to create a complete cloud-based Unified Communication service (UCaaS).

Suitable for businesses of any size looking to improve productivity, increase team working, make remote workers more efficient and speed up making business decisions, Collaborate provides the following main interchangeable functionality:

Voice – The same great voice service found in the desktop and soft client offerings.

Video – Voice, but with your face!

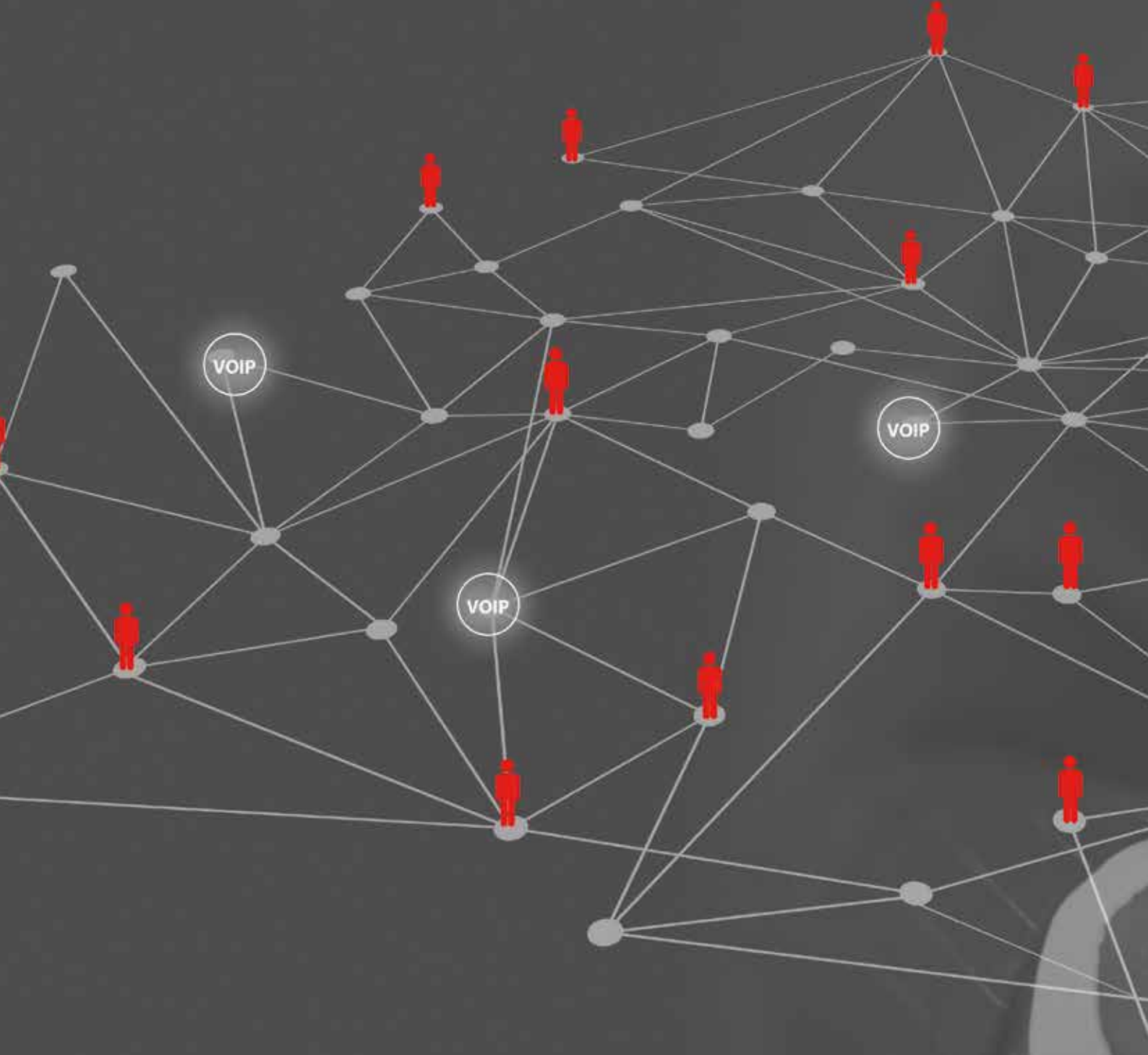
Chat – Instant messaging services allow for faster internal communications.

Conferencing – Instant conferencing for every user, utilising one or all of the above at a fraction of the cost of traditional services.

Sharing – Collaborate allows both screen and file sharing functions, perfect for remote support and presentations.

Guests – External participants can be invited in, and by using their web browser can have access to all of the above useful functions.

Driven through a set of end user applications for Windows, MAC, Android and iOS, Collaborate enables users to access business communications and collaboration services from their favourite devices – wherever they are.



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