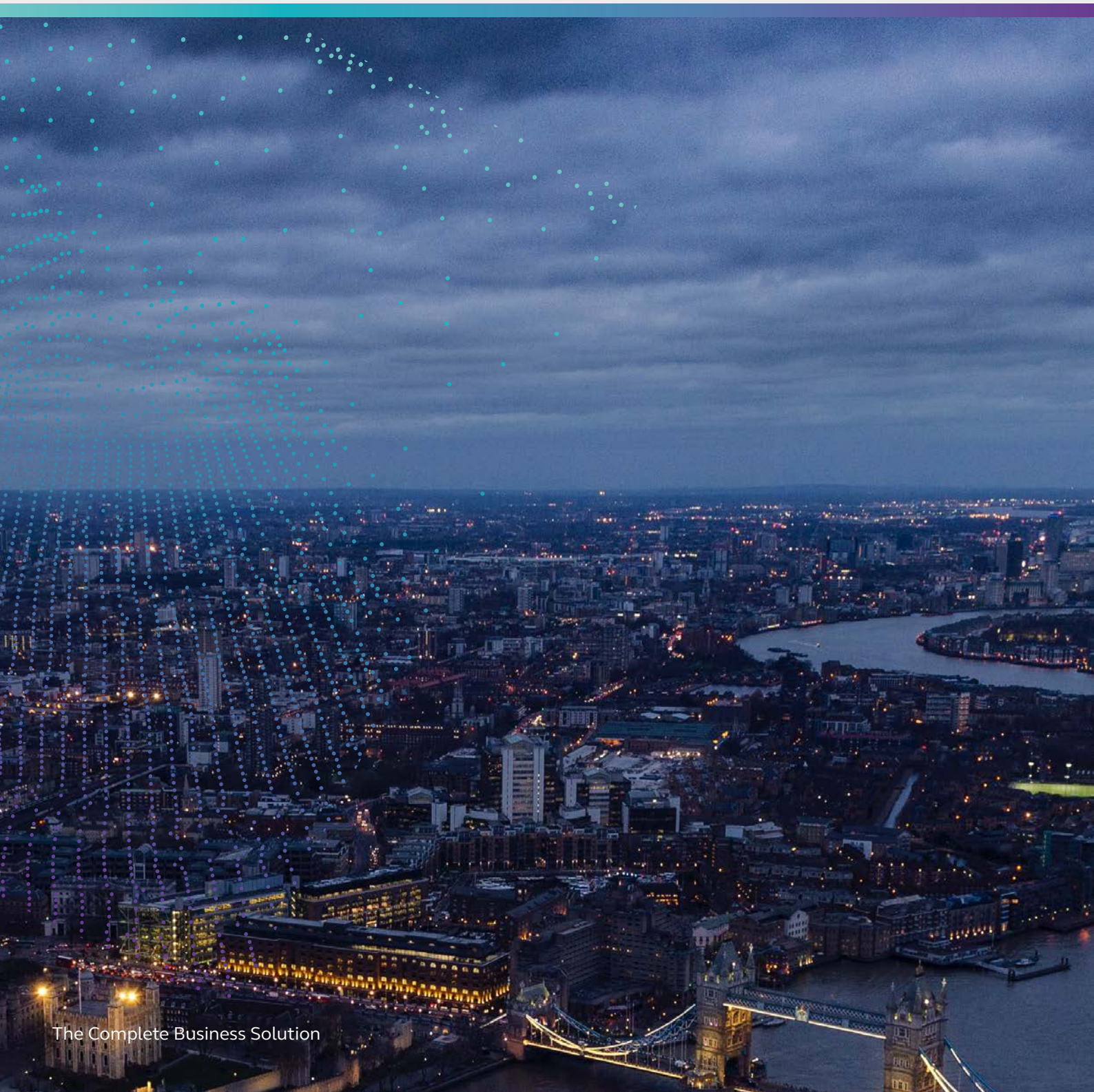


VOICE  
MOBILE  
DATA  
IT



**focus**horizon

The complete hosted telephony service for your business



The Complete Business Solution



# Easily control your fixed and mobile telephony



Horizon is a complete communications service for your business that provides an extensive range of fixed and mobile telephony capabilities, via 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.

## FEATURES YOU CAN EASILY CONTROL

Horizon puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

## EMPOWER YOUR STAFF WITH 'ONE NUMBER ANYWHERE'

Horizon integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.

## AN ON-DEMAND SERVICE WITH NO HIDDEN COSTS

As Horizon is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

## BUSINESS CONTINUITY SOLUTION

Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business. Horizon sits in the cloud, and as a result, provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.

## ENABLES FLEXIBLE WORKING

Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working and extending the service to mobile devices.

## NUMBER CHOICE

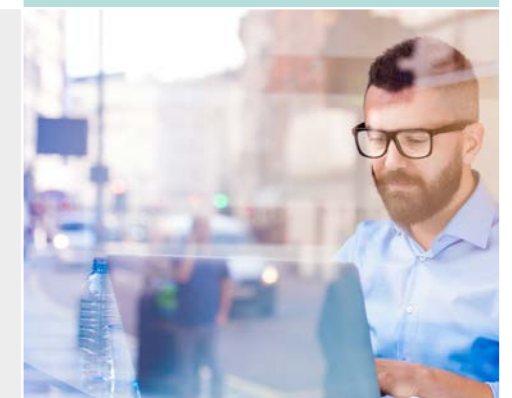
You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

## LOWER CALL COSTS

Horizon offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Horizon together with our mobile services, you benefit from free calls between your fixed and mobile devices.

## UPGRADE TO FOCUS COLLABORATE

Easily include all the business benefits of a Unified Communications and Collaboration solution supplied as a service, fully integrated with Horizon telephony.



# Make your workplace more productive



## Premium handsets plus desktop and mobile clients

Horizon provides high standards of phone interoperability with its useful desktop and mobile clients plus a choice of premium handsets from a range of manufacturers.



## A reliable and secure IP network

We lead on quality of service, scale and reliability. In addition to the network, we can easily transfer your existing phone numbers onto the Horizon platform.



## An easy-to-use web interface providing feature control and valuable user information

With an easy-to-use web interface, Horizon's usability allows administrators and users to control and configure the service from any location on any device.



## BroadSoft call controller platform

Supporting millions of business users worldwide, the world's leading call controller platform from Cisco BroadSoft sits at the heart of Horizon. BroadSoft provides the broadest feature set and a sole focus on delivering the richest user experience in unified communications.

# Simple to use, powerful features



## Call recording

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Horizon to record some calls, all calls or record calls on demand.



## Administrator interface

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



## 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.



# Your choice of handsets

Horizon can be used with a range of devices. We offer handsets from a choice of manufacturers from entry level, for low to moderate call volumes, up to premium business phones, delivering best-in-class desktop productivity for corporate executives and managers.



## Polycom VVX600 / 500

Premium business phone

- 12 lines or speed dials
- 320 x 240 pixel resolution
- Polycom HD Voice up to 7KHz on all audio paths
- 2 x Ethernet 10/100/1000



## Polycom Trio 8500

Ideal for medium sized conference rooms

- Equipped with the industry's most advanced sound quality including HD Voice and Polycom® Acoustic Clarity™ technologies
- 4.3m/14ft microphone pickup range



## Polycom Trio 8800

Perfect for large sized conference rooms

- Legendary Voice quality for the clearest and richest audio experience in a conference phone
- 6.0m/20ft microphone pickup range



## Polycom VVX450

Performance business phone

- 12 lines or speed dials
- 4.3" colour LCD screen
- 480 x 272 pixel resolution
- 2 x Ethernet 10/100/1000
- 2 x USB ports



## Polycom VVX250

Standard business phone

- 4 lines or speed dials
- 2.8" colour LCD screen
- 2 x Ethernet 10/100/1000
- 1 x USB port



## Polycom VVX150

Basic entry phone

- 2 lines or speed dials
- Backlit greyscale screen
- 132 x 64 pixel resolution



## Cisco ATA SPA122

Retain existing analogue devices

- Enables high-quality VoIP service with a comprehensive feature for analogue devices
- Compatible with all industry Voice standards and common telephone features



## Cisco 8861 / 8851 / 8841

Mid-range / Standard / Basic entry phone

- 10 line keys or speed dials
- 5.0" colour screen
- 800 x 480 pixel resolution



## Yealink W52P

Ideal for customers needing mobility

- High-quality sound
- Business-essential call features
- 50m indoor/300m outdoor range
- Includes base station and charging cradle
- Additional repeaters available



Additional expansion modules and conference phones available, please contact us for more details.





## FEATURES AND BENEFITS

Horizon is available with the comprehensive range of features below, as well as a range of additional enhancement options.



### Working as part of a team

- **N-Way** - call convenient collaboration with colleagues
- **Hunt Groups** - distributing and allocating calls across your team
- **Call Transfer** - transfer to any internal or external number
- **Sites, Groups and Departments** common or customisable settings
- **Call Park** - hold a call and pick it up on another phone
- **Call Pick Up** - answer a group member's phone
- **Instant Group Call** - enabling efficient collaboration



### Improving your company image

- **Call Waiting** - so you are ready to take your next call
- **Music on Hold** - get your messages heard
- **Diversion Inhibitor** - avoid your calls being passed on
- **Auto Attendant** - provide callers with menu options for call routing
- **Enhance Your Brand** - upload your company logo and specific adverts
- **CLI Flexibility** - present any number you have permission to call on behalf of
- **Authorisation Codes** - control access to phones



### Working efficiently

- **Click to Dial** - easy calling through the user interface or client
- **Account Codes** - assign calls to cost centres
- **Anonymous or Selective Call Rejection** - no more unwanted calls
- **Busy Lamp Keys** - call your colleagues when they are free
- **Do Not Disturb** - show you are unavailable
- **Company Directory** - available from the handset
- **Up to 100 Speed Dials** - for your favourite numbers
- **Call Recording** - for audit trails, compliance or training purposes
- **Call History** - view calls made, received and missed



### Mobile and flexible working

- **Home Worker** - lets you take your profiles and settings to your home office
- **Voicemail** - play a message from your desktop, save it or forward a copy to your entire team
- **One Number Anywhere and Sequential Ringing** - never miss a call
- **Call Notify by Email** - keep track of important calls
- **Hot-Desking** - use your number on any enabled phone in your company
- **Remote Office** - use your number and profile on any phone, anywhere
- **Call Barring** - bar unapproved call types



**focuscollabōrate**

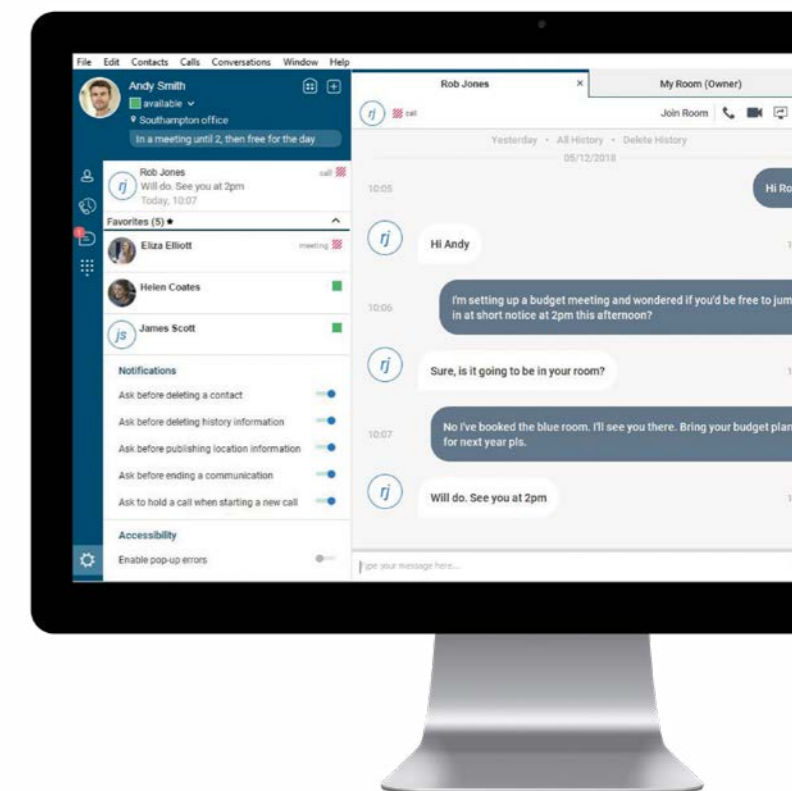
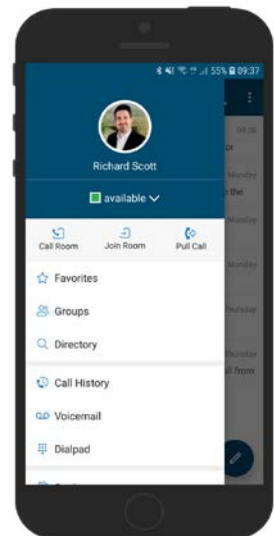
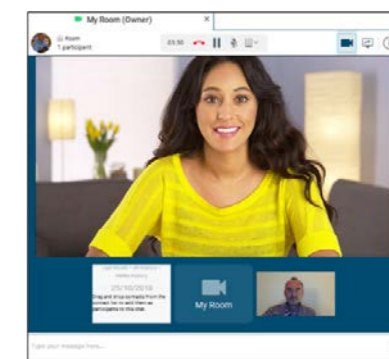
A complete unified communications experience

With digital transformation high on the agenda, today's businesses are looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions.

Available as a simple upgrade to Horizon, Collaborate offers instant messaging and presence, voice, video, desktop and application sharing, and document sharing. Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices - wherever they are.

### Benefits Include:

- **Instant Messaging** - online chat between users, reducing email inefficiencies
- **Video Calling** - create a stronger collaborative experience using visual communication from mobile or desktop app
- **Presence** - shows personal status that helps define the best way to communicate
- **Ad-hoc and Planned Conferencing** - quick and easy multi-party collaboration using My Room, a personal and fully managed conferencing space for voice, video and sharing
- **Hosted PBX Features** - the full telephony feature set and service including bundled minutes







SOFT CLIENTS

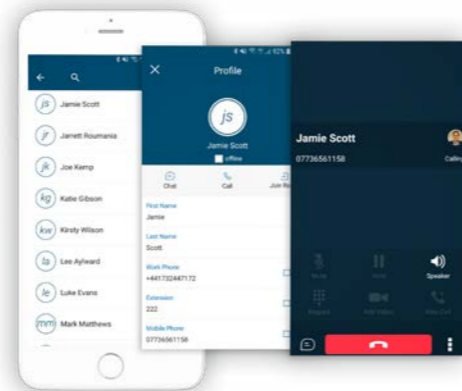
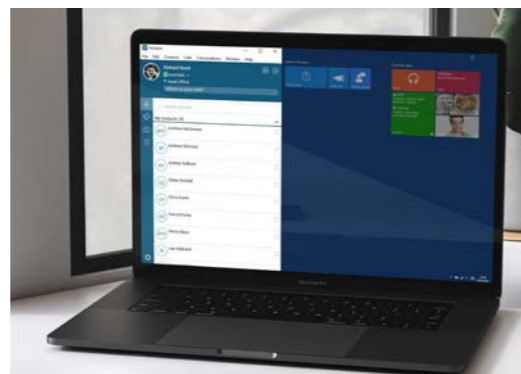


INTEGRATOR

Bring the power of Horizon to your PC, Mac, Android or iOS device and access a range of features to ensure your colleagues and customers are always in contact.

**Benefits Include:**

- **Presence** - present your office number outbound
- **Inbound Business Calls** - receive calls and display where the call has originated from by using Hunt Groups
- **Record and Report** - monitor calls outside of the office
- **Reduce Telephony Costs** - costs reduced when on the move or in temporary access points such as hotels and customer premises
- **Control of Account** - directly control your user account to implement Call Forwarding, Do Not Disturb or other call features



Integrator is a powerful piece of software that integrates with your CRM to improve your callers' experience by knowing who is calling, and why.

**Benefits Include:**

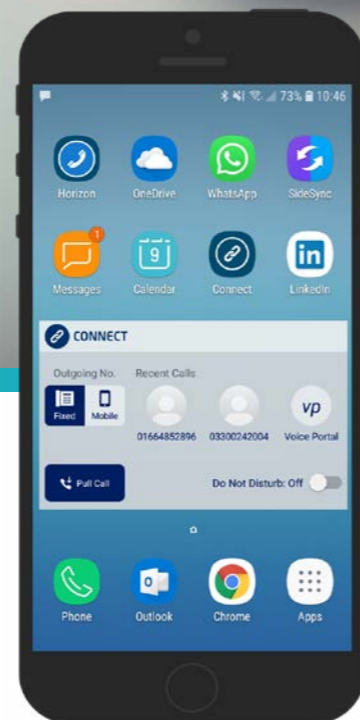
- **Call Preview from CRM Search** - available from Outlook and CRMs. Allows Horizon users to prepare for the incoming call and respond appropriately. This can make the caller feel more welcome and gives a more professional feel
- **Click to Dial** - available from Outlook and web pages. Makes Horizon even simpler to operate as users can make calls instantly and accurately from the information on their screen
- **Skype® for Business Integration** - presence changes to reflect On A Call or Do Not Disturb. Improves efficiency as colleagues and customers can only contact you when you are available
- **Desktop Control** - instant access from the desktop to Call History, Call Forward, Presence and other features







Connect offers your business the power of both your desk phone and your mobile device, by integrating Horizon with our mobile service.



**Benefits Include:**

- **True Convergence** - a truly converged fixed and mobile feature set
- **Phone System Functionality** - utilise Horizon system features on your mobile
- **Easy to Use** - use the native dialer to make calls
- **One Number** - across all devices
- **Landline Number** - present your landline number from your mobile
- **Record** - record all business calls even when mobile
- **One Voicemail System** - pick up and respond to messages from any location
- **Call Reporting** - for all calls made, received or missed across all devices
- **Single Web Portal** - just one web portal to manage both Horizon and mobile devices



Do you know how many calls you are getting, how they are being handled or who is handling them?

**Benefits Include:**

- **No Server On Site** - enables multi-site monitoring and supports business continuity
- **Real-time Stats** - provides wallboards with real-time call traffic information and alarms to ensure critical routes into the business are constantly monitored
- **Accessibility** - use the service from 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 extensions or call routes to ensure maximum efficiency







RECEPTIONIST  
CONSOLE



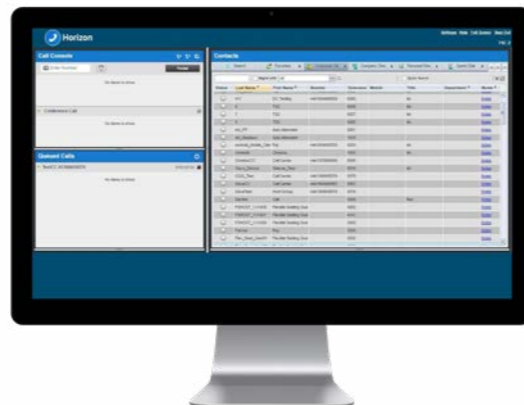
CALL CENTRE



Horizon Receptionist Console adds a low-cost way of managing your inbound calls and monitoring of multiple contacts or sites. It ensures that every one of your calls is answered professionally and efficiently, improving customer service and increasing business efficiency

**Benefits Include:**

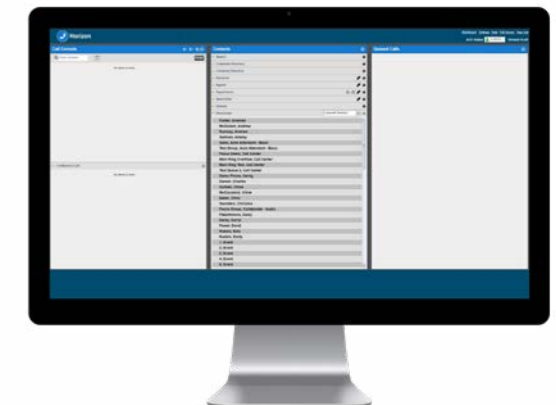
- **Manage Incoming Calls** - full control over incoming calls to single or multiple sites, ensuring every call is answered or redirected, as required
- **Call Directory** - access and monitor up to 800 directory contacts. This allows call routing decisions to be made quickly and efficiently to ensure the best available outcome
- **Manage Call Queues** - monitoring and manipulation of call queues with caller priority
- **Conference Calls** - establishment and management of multiple conference calls, connecting key contacts and resources to deal with incoming queries in the most effective way
- **Multiple Receptionists** - dynamically managing single or multiple numbers



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.

**Benefits Include:**

- **Call Queuing** - queue callers in the cloud and play announcements, queue position or estimated wait time
- **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







CALL RECORDING

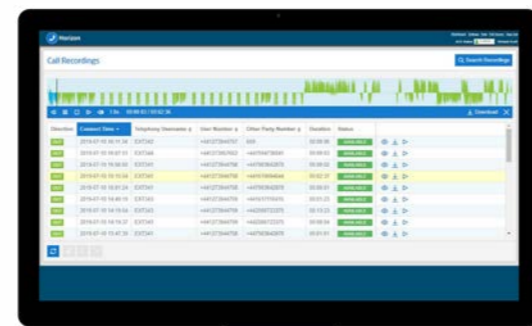


Stay connected,  
anytime, anywhere.

Call Recording is ideal for businesses looking to capture inbound and outbound conversations and store them in a secure, cost effective cloud environment.

#### Benefits Include:

- **Record** all inbound and outbound calls, both internal and external, across all devices including Desk Phones, Mobile Applications, Soft Clients and Focus Connect.
- **Secure** – store calls for 3, 6, 12, 24 or 36 months in the highly secure cloud.
- **Permissions** – allow team members access to call recordings based on user permissions that you decide.
- **Flexibility** – choose which users are recorded, record some calls, all calls or record on demand.
- **Search** – find the recordings you need quickly and easily by searching by time, date and calling number.
- **Compliance** – record calls for up to 84 months for MiFID compliance



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