

Hosted Phone Solutions



West Pier Telecom is a B2B provider of Hosted 'cloud' based systems which provides your business with an extensive range of fixed and mobile telephony capabilities all via an easy-to-use web portal.

With a Hosted solution, there is no server on site meaning that you can easily manage your phone system and there are no extra PBX maintenance costs to worry about!

So what are the benefits of a Hosted Phone Solution?

You are in complete control – Hosted puts you in complete control of your phone system as you can quickly configure the system according to your company's changing requirements, resulting in employees' calls being managed easily and effectively.

'One number anywhere' - Integrating desk and mobile phones simultaneously, callers only need to dial one number to reach you, ensuring that you never miss a call.

No hidden costs – As you are not buying a PBX telephone system there are no major hardware investment or financing costs to consider. You only pay for what you need on a simple 'per-seat' basis.

Lower call costs – With a Hosted phone system, you have the cost benefits of IP Telephony such as free site-to-site calls and cheaper call rates.

Flexible working – Through hot-desking, home working and the use of mobile devices, Hosted helps businesses become more efficient by enabling flexible working environments.

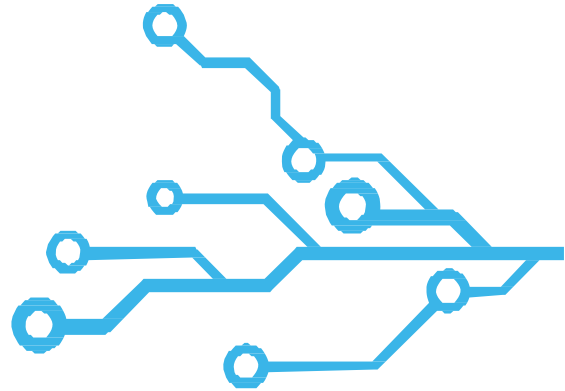
A choice of numbers – Whether you wish to keep your existing numbers or wish to have new numbers, Hosted offers you the flexibility to extend your business reach and use any local area number no matter your location i.e. have a London number in Manchester.

Business continuity - Due to its location in the cloud, a Hosted phone system ensures that unexpected events such as snow, floods or utility road works will not disrupt your business, meaning that your business can make and take calls no matter the circumstances.



Who are Hosted Phone Systems aimed at?

With only a minimal capital outlay required for a reliable and proven service in telephony, a Hosted phone system is ideal for any size of business and is highly-effective in organisations that operate on more than one site as it is capable of serving hundreds of employees.



Hosted is particularly suitable for any size business looking to improve its productivity and image. Here are some examples of how a Hosted solution is often used:



Perfect for businesses who want flexibility

Any business who have employees that are regularly on the move or out of the office use a Hosted phone system to ensure they never miss a call.

With a click of a mouse, a call can be sent to an employee's desk, mobile or colleague.



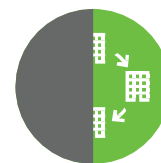
Improving Customer Contact

You are in control of calls whether you are putting a call on hold, play a marketing message or to even move a calls between users and offices, your customers will get the best experience when calling your business.



Training and Monitoring

Improve the quality of your business operations by using Hosted's capabilities to record all calls from any location and configured instantly at the click of a mouse.



Ideal for Multi-Sites

Hosted connects branch offices together meaning that calls are free between locations and mobiles with all employees on the same dial plans and directories.

If you would like further information on Hosted Solutions or wish to request a visit from a tech expert at West Pier,
Call us today on 0844 264 5522

