

HOSTED TELEPHONY

Helping organisations of all sizes to transform their business communications on a Pay-As-You-Use Basis.

Hosted Telephony from Sole-Aero is transforming business communications. It enables organisations to put in place a single telephony platform that meets the needs of all employees, regardless of their location and regardless of the device they choose to use.

Our cloud-based telephony solution enables you to gain the telephony services your business needs on a pay-as-you-use basis, improving the way you communicate with your customers, increasing collaboration and ensuring maximum productivity of every employee regardless of whether they are in the office, at a remote site, working from home or on the road.

WHAT MAKES HOSTED TELEPHONY DIFFERENT

Traditionally organisations would purchase a telephony system which was a PBX for their office. They would then have to decide upfront how many extensions they were going to need and the generic functionality required by every user. To provide communications in additional offices or branches they would then have to replicate this environment.

With hosted telephony there is no investment required in infrastructure. You leverage our carrier grade platform that is hosted and fully managed in the cloud. You then gain ultimate flexibility of deciding on a month-by-month basis how many users you wish to support and individually what capabilities you want to deliver to these users, on a pay-as-you-use basis.



REDUCED COST

No upfront capital investment, no ongoing support fees and reduced call charges – paying for only those users and functionality you need.



IMPROVED CAPABILITIES

Access to a comprehensive range of business telephony capabilities that continues to be extended.



INCREASED AGILITY

Ability to flex up and flex down both number of users and capability. The ability to support every user in every location.



REDUCED RISK

By detaching your business communications from your premises and leveraging a fully redundant cloud platform.



INSIGHT & CONTROL

Comprehensive reporting on how your business

communicates and capturing critical interactions.

DELIVERING ADVANCED VOICE SERVICES

Our Advanced Voice Services enable you to extend the power of your existing Sole-Aero Hosted Telephony with the following range of options:



Auto-Attendant & Self-Service

Providing the ability to automate the management of inbound call using voice prompts to identify which services are required and directing the call appropriately.

- Ability to direct call based on extension.
- Ability to look-up individuals from the corporate directory.
- Ability to route calls based on department or service required.
- Ability to provide standard announcements.
- Ability to offer self-service options.



Call Recording

With Sole-Aero's Hosted Telephony there is no need for expensive on-premise call recording, this capability is embedded within our cloud and can be switched on for particular lines or particular users.

- Ability to define which inbound and outbound calls are recorded.
- Ability to record both external and internal calls.
- Recordings are retained as standard for 30 days (with option to extend).
- Web-based GUI enables search and playback of calls.
- Recordings can be downloaded and emailed.
- Ability for batch download for archiving.
- Fully FSA compliant.



Call Reporting & Account Codes

The Call Reporting feature enables you to obtain a full picture of your inbound and outbound call history to enable you to manage your business communications.

- Powerful GUI enables you to define and run reports
- Comprehensive range of standard reports
- Ability to tailor reports for your specific needs
- Ability to leverage account codes to enable customer billing



Hot-Desking

With our Hosted Telephony the extension is not tied to a physical device and as such organisations are able to easily and effectively enable hot-desking either within a single office or across multiple locations.

- Users are able to sign-in to a device and automatically have this device inherit the properties of their extension.
- Users are able to use softphone clients on their PC providing fully functional voice services in any location.
- Users are able to utilise multiple devices with the ability for calls to be presented simultaneously to all devices.

SIMPLY BETTER BUSINESS TELEPHONY

Sole-Aero's Hosted Telephony delivers one of the most comprehensive ranges of business communication features enabling you to empower each and every employee to be more productive and improve the way you engage with your customers, partners and suppliers.



CALL & USER MANAGEMENT

- Ability to define geographic and non-geographic numbers and individual user DDIs.
- Manage call filtering including blocking specific prefixes and allow and deny lists.
- Automated call forwarding when required to extensions, external numbers and mobiles.
- Management of authorisation and account codes to enable project or customer billing.
- Extension status monitoring and comprehensive reporting.
- Option to take your number out of area/exchange.



CALL FEATURES

- Desktop application to view recent call history and a simple click to return call.
- Full PBX capabilities including call hold, transfer, park and pick-up.
- Support of Calling Line Identification Presentation for both internal and external calls.
- Customisable number presentation.
- Standard or customised music on hold
- Do not disturb



USER PRODUCTIVITY

- Personal web portal enabling each user to manage their own telephony environment.
- Click to dial from system wide and personal directories and support of speed dial.
- Ability to support multiple devices and enable simultaneous ringing across devices.
- Personal Conference Bridge enables third-party to be brought into a call.



MESSAGING

- Feature rich voicemail solution at both extension and system level.
- Capability for users to personalise and configure their mailbox.
- Unified messaging send voicemail into email inbox for easier operation.
- Ability to retrieve messages remotely or forward messages as email.

WORKING WITH SOLE-AERO

At Sole-Aero we combine a flair for innovation with a passion for service – our solutions are specifically designed to help small businesses, mid-sized enterprises and branch networks to communicate more effectively while reducing costs.

We believe in taking the time to truly understand every client’s unique business and their communication needs. We then work with them and our network of business partners to deliver high quality hosted telephony tailored to their requirements delivering real value.



ADVICE

Our experience in deploying hosted telephony for clients across many industry sectors enables us to add value through advising on best practice. We can guide you on what works best for businesses like yours and how you can maximise the value of the new capabilities that cloud telephony delivers for you.



DEPLOYMENT

At Sole-Aero we are focused on providing an end-to-end solution – from your connection to the public telephone network right the way through to the telephones on your employees’ desks. Our experience and expertise in VoIP is unrivalled and this enables us to seamlessly transition you to our Hosted Telephony and deliver the capabilities that you need to each and every user.



SUPPORT

We believe that the support we offer is second to none and pride ourselves on being accessible and responsive to our clients. Our 24x7 support centre constantly monitors both the availability and the quality of service of our hosted platform and not only resolves issues against clearly defined SLAs but ensures we address root cause to ensure we continually improve our service.

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