



# CLOUD PHONE SYSTEMS

## Flexibility now, future-proofed forever

Our cloud phone systems take connection to a new level. Every feature you could possibly need, complete flexibility in how you work, cost efficiencies, totally scalable.

contact that works wonders



As the workforce becomes increasingly remote,  
**Enreach's cloud solutions ensure everyone stays connected.**

Being 'housed' in the cloud means you can access your phone system and all its features from absolutely anywhere, anytime. All you need is a WiFi connection and you're ready to work from home, the office, the garden or anywhere else – and from any device too: laptop, landline, mobile, tablet.



**From start-ups to large, multi-site businesses, our cloud phone systems scale with you so you always have what you need to stay connected. There are reductions in line rental and call charges, free site-to-site calls and no upfront costs.**

Another great feature is that you can pick up calls across any device as well as seamlessly sliding calls from your mobile to your laptop, meaning employees can work from and be contacted via the same number, no matter where they are. The presence function lets others know when they're available, ensuring callers aren't left waiting.

Call recording and call management keep you on top of customer service and staff performance, while CRM integration makes customer data available to whoever needs it in an instant.

As well as all the everyday gains, you can rest easy knowing that any disruptions to your business due to a disaster or adverse weather are a thing of the past. Sitting in the cloud, call routing can be set up in the click of a button, meaning your business stays in business.

Enreach's cloud solutions mean no bulky, on-premise hardware, dedicated phone lines or specialist engineers. Instead this system is nimble and intuitive, meaning you can configure the system and add additional users from a centrally administered, web-based portal.





# **THE FREEDOM TO WORK YOUR WAY**

**We have two cloud solutions so let's chat through which would work best for your business and your budget.**

**Both products are infinitely configurable too, so we'll meet your needs whatever they are.**

# ENREACH CONTACT

Scalable, flexible and brilliant



**Enreach Contact is the flexible and fully scalable cloud telephony platform hosted at our Enreach datacentre. You get a totally unified experience, with a solution that works however and wherever you need it to.**

The super-easy to use admin portal means you can make changes to your system and settings in minutes - add and remove users, manage greetings for on hold marketing, access voicemail and your virtual receptionist, set up call diverts, change your presence status, view your call history, block numbers and use instant messaging, all in one place.

Built-in softphone functionality means you can make and take calls from any location or device. Log in from your browser or mobile app and you're all set. New starter? Don't wait for hardware - they just need a browser to start calling.

As well as being able to pick up calls from any device, you can also flip live calls to your mobile, show your business number from any device and set up ring plans between your devices, so they all ring at the same time or in sequence.



## KEY BENEFITS

- **Hosted in the cloud**
- Simple, intuitive admin portal
- **Video conferencing**
- Plug and play WiFi handsets
- **Your business phone number on all your devices**
- Built-in softphone
- **Mobile and browser app**
- Mobile integration
- **Pick up and flip calls to any device**
- Call recordings available in seconds
- **Presence to check when colleagues are available**
- Professional voicemail
- **Marketing on hold**
- Virtual receptionist
- **Manage users and settings in minutes**
- Instant messaging



# CLOUD PBX

The best of both worlds



**Our cloud PBX system places your business phone system in the cloud, giving you all the advantages and familiarity of your existing phone system but with huge flexibility, extra features and significant cost savings.**

With cloud PBX, it's all about working your way: simplified and streamlined communications, with calls delivered via the internet. Access your office directory and make and receive calls from your mobile, turning your smartphone into an extension of your desk phone.

You still have all the features of a traditional business phone system, but with the advantage of being able to work anywhere and anytime.

Integrating your phone system with your CRM system means you'll see the details of the person who's calling, view customer notes on screen and enjoy features like click-to-dial and presence, allowing you to check when your colleagues are available.

It's a brilliant tool for staying in touch with all the calls taking place across your business. See how many calls are being missed, monitor talk time and generate reports to analyse your call statistics. This is the information that could really revitalise your business.

## KEY BENEFITS

- **Hosted in our dedicated data centre**
- Call management, reporting and wallboards
- **Integrates with your CRM system**
- Easily converted from cloud to on-premise
- **Wide range of handsets**
- Mobile apps
- **Replicate your phone system on your mobile**
- Call recording
- **Computer integration, click-to-dial & presence**
- Professional voicemail
- **Marketing on hold**
- Virtual receptionist
- **Video conferencing**
- Instant messaging

**We can help your business to thrive.**  
**Give us a call and arrange your free consultation.**

call: **0800 097 6543**  
email: **enquiries.uk@enreach.com**  
**enreach.com/uk**

