



**teammetallogic®**  
IT support that speaks your language



# Horizon Hosted VOIP

## For Business



# Horizon Phone System

Business telephony has evolved and it is likely your current business communications can be improved with a cloud business phone system.

Horizon sits in the cloud. This vastly increases the capabilities, improves the reliability and customer experience of your business.

Horizon allows your business to optimise your business investment, improve your customer satisfaction, retain talented staff and save time and money.



## **Business optimisation**

Allow your business to proactively plan resources based on tangible data, as well as respond to any unplanned events.



## **Improved customer experience**

Enable your business to deliver a consistent and seamless experience to your customers, regardless of their location.



## **Staff effectiveness**

Collaboration through Horizon improves your business outcomes by aiding each member of staff to be more efficient and productive.



## **Staff satisfaction**

Create a positive work environment with flexible working arrangements that enhance employee experience & prioritise their well-being.



## **Service excellence**

Working with a single supplier with a SLA of 99.95%\* ensures a consistently high service quality to your customers.

\*Horizon Core Service Availability



## Powering today's workforce anyone, anywhere, anytime

**Businesses have also evolved. Adapting to the 'work anywhere' trend can be important for businesses.**

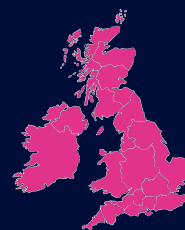
Moving to a hosted business phone system removes the need for employees to be on the business premises to work collaboratively and efficiently with colleagues.

Horizon allows a consistent quality service for your customers, wherever your workforce are working.

Horizon has both fixed and mobile capabilities which are accessed through an easy-to-use portal and app allowing users matched capabilities at home or on the move.

### PSTN Switch off

BT Openreach announced it is switching off the PSTN (and ISDN) network in 2027, which means everyone, including businesses, currently using PSTN-based services will need to move to another service before then.



## 60,000+

UK companies use  
Horizon telephony  
systems.



## 750,000+

Users trust Horizon for  
their business phone  
system.



## 1 in 5

Workers in Great  
Britain work at least  
one day from home  
a week\*

# Why your business will benefit from Horizon



## Optimise business investment

Proactively plan business resources based on tangible data.



## Saves money

Work with a single supplier offering best in class service level agreement.



## Improves customer quality

Ensure a consistent customer experience, regardless of the location of your teams.



## Saves time

Improves business outcome by aiding each member of staff to be more efficient and productive.



## Operational response

Effectively manage unexpected situations with prompt and decisive action



## Retain top talent

Create a positive work environment with flexible working arrangements that enhance employee experience and prioritise their well-being.

## Horizon Hardware

We are able to offer a full range of audio equipment, including portable headsets perfect for workers on the move.

We can also supply desk phones, ideal for office workers and those who work from home, as well as audio-conferencing units that deliver uncompromised audio quality and are suitable for meeting rooms and other settings.

In many cases we're even able to subsidise or fully fund hardware, meaning little or no upfront costs to you.



# Reliable Recruitment Ltd

**Hybrid working is a hot topic for businesses. Staying competitive within today's jobs market to ensure the retention of valuable talent within your organisation means many companies are considering a more flexible approach to the 9-5 office environment.**

As a growing business with over 30 members of staff, Reliable Recruitment are aware they could be providing a higher level of staff satisfaction to their workforce.

Implementing Horizon has increased benefits and capabilities compared to their previous, non-cloud telephony system including:

**Collaborate** – the agents can conduct screening video interviews and make calls from mobiles to candidates.

**Integrator CRM** – a client record will pop up on the agents screen when they call in, enabling the agent to answer the phone accordingly, by linking to Outlook or their CRM system.

**Call reporting tool** – allows managers to check staff productivity and then apply necessary training or call routing adjustments where necessary.

**Call recording** – for the purpose of quality monitoring and training.

**Smartphone app** – the recruitment agent is able to make and receive calls anywhere. This means agents can be contacted wherever they are and can be accessed using one number.

**Twinning** – the agent can receive calls on their mobile when an inbound call is received.

**Music and messages on hold** – give off a professional image while callers are waiting for their calls to be answered. Likewise by using an auto-attendant clients and candidates will be able to get through to agents faster and ensure they reach the correct department.

# Customisable to suit your specific business needs



## **Horizon for MS Teams**

Pair your existing Microsoft setup with Horizon to provide voice-enablement allowing you to make and receive calls internationally.



## **Advanced Call Analytics**

Real-time and historical advanced call analytics help your business efficiently manage resources by providing insights into call traffic, enabling effective allocation of resources as users become available, enabling effective allocation of resources.



## **Call Queuing**

Manage incoming calls effectively by quickly routing them to available users, presenting a professional image to your customers.



## **Horizon Collaborate**

Horizon Collaborate offers instant messaging, presence, voice and video calling with conferencing along with desktop, application and document sharing.



## **Integrator CRM**

Compatible with over 200 of the top CRM packages helping users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from their CRM system.



## **Call Recording**

Deliver exceptional customer experience by using call recording to analyse call quality and provide staff with training.



## **Receptionist Console**

Efficiently manage your call routing and monitor multiple contacts or sites with a low cost-solution. Ensure every call is answered professionally and promptly, improving customer service and increasing business efficiency.



## **Horizon Contact Centre**

Transform your business's call management with Horizon Contact, a powerful customer contact solution that enhances agent productivity and overall business efficiency, delivering exceptional customer service.

# Work Smarter, Together

Horizon is a hosted communications service that provides extensive fixed and mobile telephony capabilities that can be configured with various bolt-ons to create a telephone system which suits your specific business.

Provided by our technology partner Gamma, and accessed via an easy-to-use web portal, Horizon is intuitive to use. Save money by committing to a best in class SLA. Optimise your business investments using advanced call analytics and react with agility to unplanned events.



**Gold Partner  
with Microsoft  
for 15 years.**



**Published  
performance  
against a set of  
strict SLAs.**



**Over £80 million  
spent on  
R&D in 2022.**



**24/7 first line UK  
support teams.**



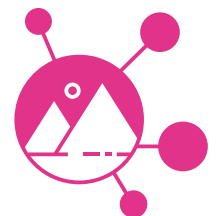
**No.1 SIP trunk  
provider  
in the UK.**



**Regularly audited to  
ISO standards.**



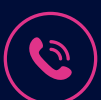
**AIM listed,  
profit making  
company.**



**Gamma own,  
operate &  
manage the  
network.**

Work smarter with **Horizon Hosted VoIP**  
from Team Metalogic today

**Contact us to get started**



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