A hosted telecommunications platform that combines lower telephony costs and significant productivity gains

Solgari
BRINGING CLOUD TO BUSINESS

Hosted PBX, VoIP & Mobile Services

Cloud computing has given small and medium businesses (SMBs) access to computing power, applications and services via the internet that were formerly available only to large enterprises. This is particularly true for **Hosted Voice Services** which can be delivered from the internet anywhere you are. **Hosted Voice Solutions or VOIP (Voice over IP)** or **Hosted Voice PBX (Private Branch Exchange)** provides significant benefits to businesses , whether large or small.

> *Our sales agents now call into our office by dialing the office extension from their mobile phone and Solgari has eliminated any premium long distance and roaming charges which has cut our cell phone bill by 80%.*
>
> - SHERRY FITZGERALD LETTINGS

Solgari's Hosted PBX & VoIP offering is a service that combines the advantages of lowering both telephony infrastructure and call costs while increasing the communications features available to a business. There is no need to install and maintain a local telephone PBX system with IP phones connecting to Solgari's full service cloud telephony platform. By taking advantage of the lowest platinum wholesale rates, all calls , including cell phones, are charged at the lowest rates. The extensive feature list includes the facility to make the **Hosted PBX** platform the centre of any company's Unified Communications strategy . This includes allowing mobile & home workers access the platform from everywhere on any device.

Why do you need our Hosted PBX & VoIP services?

Certain Cost Savings:

One hosted phone system, no line rental: the service is provided centrally so you don't need an expensive phone system on each site if you have more than one office. You also do not require phone lines if you have a data connection, therefore removing line rental costs.

Prefer outsourcing and OPEX as opposed to CAPEX: hosted on your behalf, there are no expensive capital outlays, maintenance or running costs and you pay for what you use on a simple per-user per month basis.

Cheaper office & mobile calls: Outgoing office calls are up to 50% cheaper using the Solgari VoIP platform, outgoing mobile calls are up to 80% cheaper by allowing all staff use their devices to connect to the internet and make calls via Solgari rather than through the mobile network. Solgari connects branch offices, mobile and home workers together, calls are free between locations and everyone shares the same dial plans and directories.

Auto Receptionist: Use the Solgari Auto Attendant service to handle all incoming calls and route to correct person or team, no manual intervention needed

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15 Day Free Trial

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Why do you need our Hosted PBX & VoIP services?

Significant Increase in Business Productivity:

Unify all communications – office, email, mobile & home workers - Solgari ensures that all business employees are using the same telecoms platform regardless of where they are or what device they are using; mobile devices & home offices integrate with the platform for both incoming and outgoing calls

Improving customer contact: never miss a call, put calls on hold, play marketing messages, move calls seamlessly between users , offices & countries, provide a positive customer experience

Training and monitoring: Solgari provides a cost-effective way to record & monitor calls; this centralised feature means calls can be recorded from any location as well the ability to barge into calls in a training environment

Business continuity solution: in a disaster the services can be instantly moved across to a backup plan that includes diverting calls to different locations without loss of functionality and without expensive call forwarding

Solgari Features - Unified Communications

Never miss a call, integrate phones email, faxes & mobile devices

Call Answering

- **Auto Attendant** – Answers all incoming calls and directs them to the appropriate person or department eliminating the need for a full time receptionist (available in 14 languages)
- **Custom Greetings** - set a custom greeting your customers will hear when they call into Solgari's Auto Attendant service
- **Automated Directory** – dial by name or extension
- **Day and Night Modes** – set Solgari to answer or redirect calls based on the time of day it is
- **Call Screening** – remove unwanted calls

Call Routing

- **Virtual Extensions** – have your calls routed to your office phone, home phone, or mobile devices or all so you never miss a call depending on where you are
- **Advanced Call Transfers** – users can transfer calls to anywhere in the system and across office locations worldwide
- **Hunt Groups** – calls can hunt across a number of extensions including mobile devices until answered or routed to voicemail
- **Agent Groups** – route call to specific agents, not numbers handling a particular customer or division
- **Hot Desking** – user can use their settings on other phones
- **Time Based Routing** – set for when users are available
- **Park a call and Pick Up elsewhere** in the office or mobile device

Voicemail & Fax

- **Centralized messages** – across the company
- **Personal Greetings** – user can set personal voicemail by dialling into Solgari
- **Phone, Email, and Instant messaging** – IM provided as part of the platform
- **Fax to Email** - allowing immediate review
- **Voicemail to Email** - for all calls
- **Click to Dial** – outbound from outlook or CRM platform or inbound from company's website

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Solgari Features - Mobility & Communications

Mobile & home workers using any device to access Solgari

Solgari Mobile

- **Using Solgari Apps** - Windows, iPhone, Android and iPad, your users can make VoIP calls through Solgari
- **One Number** - have one number for all locations regardless of geographic location. Receive inbound calls via mobile devices or Make outbound calls via office number from mobile device
- **Lower Costs** - removes cell phone international and roaming costs with Solgari's wholesale rates

Solgari Tier 1 VoIP Services

- **Lower Costs** - use Solgari wholesale call rates to reduce outbound costs
- **Tier 1 Quality** - only one call per 64 kb ensures call quality

Conferencing & Contacts

- **Conference on Demand** - set up as you require, include internal & external participants
- **Call Recording** - for training, monitoring & legal purposes
- **Know Contacts Available** - when contacting colleagues
- **Paging** - within the company

Solgari Features - Management, Connect & Security

Easy to manage, integrate with existing IT platforms

Solgari Administration

- **One Public Number/DDI** - easy for customer to reach you
- **User Portrait** - to complete the professional image to your callers
- **Upload Address Book** – all your contacts in Solgari
- **Call Recording** - to assess user performance or hear call details
- **Training Capability** – whisper or interrupt calls
- **Company Settings** – create standard templates & functionality
- **Call Log** - for all incoming and outgoing calls
- **Measure call length** and save under customer file - used by law firms for billing

Solgari Connect

- **API integration** – with any existing IT Platform including email, Lync, CRM
- **CRM** - record data around all incoming & outgoing calls, click to dial from CRM platform
- **Email** - integrate with your email platform, contacts, click to dial
- **Lync** - compatible with Lync for both outbound calling and using increased Solgari PBX functionality

Solgari Security

- **Voice Security** - Solgari deploys the strictest protocols in dealing with the phone jacking threat
- **Mobility** – applies particularly to use of mobile devices

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Next Steps

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