

adapt and replace expensive phone systems with a simple, cost-efficient alternative



The adapt Hosted VoIP (voice over IP) phone system allows your organisation to replace expensive phone systems, handsets, landlines and numbers with a simple, cost-efficient alternative.

adapt manages and hosts a powerful phone system that is available to use on a monthly subscription basis.

The increasing popularity of VoIP technology has been driven by the economic advantages it offers. The fact that it costs a lot less than traditional methods of telephony is a powerful incentive for most businesses. Alongside lower costs, hosted VoIP from **adapt** provides a host of other benefits, and is the perfect complement to our Hosted Desktop service, giving you affordable access to a comprehensive, fully mobile, state-of-the-art business infrastructure on demand: hosted VoIP brings you all the benefits of IP telephony – unified communications, lower costs, a flexible, scalable infrastructure and much more.

The **adapt** Hosted VoIP service is designed specifically for businesses. Unlike the traditional approach of installing a physical PBX system at each office, all telephony switching equipment is hosted at our secure, always available data centre facilities. The voice service is then delivered

securely over the internet to your offices, with IP phones connected to your office LAN. This network-based design is particularly suited for dynamic and growing organisations, as it can be quickly changed to fit your requirements. In addition, staff based at home or at remote offices can be given standard company phone numbers and get exactly the same functionality as head office users.

Work with **adapt** to drive your off-premise strategy and efficiently reduce costs without giving up control.

Hosted VoIP

Instead of using traditional landlines to route phone calls, **adapt** Hosted VoIP uses the internet. Voice data is transferred securely across the internet, just like file data. By using the VoIP method, a many traditional problems can be overcome, and no specialist equipment is required at your site. Digital voice quality is better than analogue, and there is a huge array of associated benefits.

Benefits

- **Easy to set up** – get up and running without any need for in-house expertise or capital expenditure
- **Inexpensive** – ring any number and enjoy 60% of landline call costs
- **Budgeting made easy** – you only pay a fixed, transparent monthly rate
- **Location-independent** – integrate employees into the company's phone system from anywhere with a broadband connection.
- **Advanced features and functionality** – ensure you never miss a call
- **Scalable** – it grows seamlessly as your business expands
- **Supported** – remove the headache of having to support a communications infrastructure

Features

- Fully hosted phone system
- Choice of DID number included
- Fully managed
- Softphone or handset
- Voicemail, IVR, fax and more
- Full control panel
- 24/7 UK-based support

No expensive infrastructure required

There's no longer any need to invest in expensive infrastructure, or to have the expertise to install, maintain and manage it – all you need is broadband and a VoIP-enabled phone, and you're ready to go.

Low call costs

Calls to all destinations – landline, mobile, overseas – are charged at highly competitive rates. In addition, phone-to-phone calls between **adapt** VoIP extensions are free – immediately eliminating internal communications costs.

Flexibility

You can start off small and expand your provision without any financial penalty. Simply add users to the system as and when you need them, allowing your communications infrastructure to grow organically with your business. VoIP removes the headaches associated with adding users, changing features or moving locations. In addition, we allow you to take your numbers with you, so your business phone numbers are no longer tied to a specific geographic location.

Feature-rich

The **adapt** Hosted VoIP gives you access to a cutting-edge phone system without the associated expenditure. Conference calling, call forwarding, automatic redial, caller ID, call barring, hunt groups, e-mailed voice messages and other features are all provided for a tiny fraction of the cost charged by traditional telecommunication companies. Moreover, the **adapt** Hosted VoIP is 'future proof' – we introduce new features as soon as the latest technology makes them possible, keeping you at the cutting edge whilst removing the hassle and capital expenditure burden.

Mobile

Hosted VoIP is about more than just the phone on your desk, and can become a unified telephony system for the office, home and mobile workers, all of whose specific needs can be catered for. In this respect, it's the perfect partner to **adapt**'s Hosted Desktop service.

Making the switch

The low call cost of hosted VoIP is by itself enough to make most new and many existing businesses switch from a traditional telecommunications infrastructure, but there are plenty of other reasons, including the advanced features it provides, location-independent access and instant scalability, plus the fact that it is completely supported by **adapt**.

High quality

Everything about the experience is identical to using a traditional phone system. In its early days, VoIP did have lower audio quality than traditional landlines, but customers were prepared to accept a minor loss of quality in exchange for lower call charges. Today, the lower call charges remain but the audio issues have long since been resolved, and the audio quality is equal to or better than that of a normal landline.

Easy installation

Both the phones and the system itself are preconfigured by us. You just need to plug the phones into your ADSL router or office network switch, and we do the rest.

Associated services

- Cloud Back-up
- Cloud Storage
- Hosted Desktop
- Hosted Exchange
- SharePoint Hosting
- Server Hosting

adapt is the independent managed services provider that is reducing cost and complexity from IT.

At **adapt** we focus on maximising the assets you already have rather than just selling you more services. What's more, being vendor-independent we don't have a stake in which technology you choose. Instead, our job is to recommend the best solution for your business, helping you design and integrate your technology for maximum efficiency. This often involves

consolidation and virtualisation of your assets, which can significantly improve your utilisation rates as well as immediately reducing your energy bills.

adapt is a client-led rather than a technology-led company, and works with its customers to develop modular propositions that support immediate business needs and can scale for future growth.

At **adapt** we believe that complexity is the enemy, and

this ethos is promoted from the initial architecture planning through to intelligent system design, performance and capacity management.

adapt provides services to over 850 customers in the areas of:
– Colocation and Hosting
– Connectivity and Internet
– Managed services
– Cloud services

Reduce cost and complexity within your IT talk to **adapt**.

For more information about **adapt** please visit www.adaptplc.com or call 0845 304 3047

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