

BUSINESS PHONE SYSTEM

INTRODUCING VIRGIN CLOUD VOICE

from Virgin Media Business



BUSINESS

Cloud voice is one of the most valuable services available to businesses in Ireland, eradicating issues that are costly to your productivity and ultimately to your business. These problems may include poor call quality, dropped calls, outdated hardware and a lack of scalability. Here's everything you need to know about how cloud voice works and how it can benefit your business.

1 What is cloud voice?

Moving your voice communications into the cloud means your people can collaborate anytime, anywhere and on any device. All they need is access to the internet.

Traditionally, in business, communications was limited to the internal telephone network with a hardware terminal that sat in the corner of the office. Now, by utilising cloud technology, your people can use all the features of your office system, whether they're in the office or not.

Here at Virgin Media Business our solution is called Virgin Cloud Voice:

- A fully cloud-based solution
- Which means your phone system is now hosted in the cloud
- Managed by you via an online platform
- With a Softphone mobile app (landline on your mobile, tablet or desktop)
- And powered by Ireland fastest broadband network

With Virgin Cloud Voice, your business can avail of a secure, easy to manage, streamlined infrastructure that's routed via your internet connection.



2

What are the benefits of Virgin Cloud Voice?

By switching to a cloud based solution, your business will experience flexibility, scalability of service and also benefit from new innovative features as soon as they are available. This new technology easily addresses a host of common concerns facing Irish companies including affordability and future proofing as well as opening a new world of flexible working.

Cost Effective

Our cloud voice solution is a software based system and fibre business broadband, offered as part of a monthly plan known as Virgin Cloud Voice, meaning that savings are realised straight away.

- Because everything's hosted in the cloud, you won't have expensive physical hardware to purchase or any additional maintenance charges*
- Changes, or reconfiguration, can be done instantly using the administrator portal. No need for an engineer to physically install or modify lines at a cost to you
- As calls are made over the internet, your internal calls are free
- Virgin Cloud Voice is a value package including the Fibre Business Broadband package of your choice, meaning even more savings for your business
- As we supply both the broadband and the voice products, you get everything on one bill, making it easier to budget

*The only start-up costs are the phone equipment itself (IP phones) and the once off installation fee.





Flexibility

By migrating voice communications to a cloud network, businesses have far more control over their phone network.

If resilience and flexibility were important in business before the Covid-19 outbreak, today they're more critical than ever. With traditional phone infrastructure, you would have had to contact your supplier to physically install or remove extensions at a cost to you. Not anymore.

- Add or re-route lines quickly through an intuitive self-service web portal
- Manage all the fancy features such as music on hold, call forwarding etc...at a flick of a finger
- You can combine your phone network if you have more than one physical site to allow collaborative communications between them

Throughout the process of getting up and running, our specialist teams will be there to guide you, every step of the way. Then you will have a dedicated support desk, right here in Ireland, always ready to help you.

Mobility

Giving your staff effective remote working tools improves productivity, work-life balance and engagement which is key to maintaining an effective and happy workforce.

As a cloud-based service, employees are no longer tied to their desk. They can choose to take calls at home or on the go, staying in touch and engaged with their work in a way that simply isn't possible with a traditional telephone system.

- Develop a frictionless experience for your customers through mobility of your sales and support teams
- Enable employees to use their entire office phone set up on their mobile, tablet or laptop
- And whatsmore any existing IVRs and Hunt Groups can be configured to work exactly the same way, no matter if your employees are in the office or working remotely

By moving phone line infrastructure to the cloud, you can free your key people from physical offices, giving them the flexibility to work in a way that suits them better and benefits the customers they work with.



Future Proof

It's not just the reduced dependency on hardware that makes the cloud-based service so appealing to businesses; there is also the ability to easily install upgrades as they become available.


- Automatic updates mean you can always have the very latest software, and there's no hardware to maintain or upgrade
- Full control over voice set-up and the tools to scale up or down, depending on your business needs
- Upgrade your package to the next plan available if you need

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Our cloud voice solution: Virgin Cloud Voice

The power of fibre business broadband and a cloud voice solution.

Virgin Cloud Voice from Virgin Media Business is offered as part of a monthly plan, meaning even more savings for your business.

Cloud Voice 400	Cloud Voice 500	Cloud Voice 750 COMING SOON	Cloud Voice 1Gb COMING SOON
 <ul style="list-style-type: none"> • 400Mb Fibre Broadband • 2nd Dedicated broadband modem • Cloud voice with up to 5 numbers* • Next Working Day SLA 	 <ul style="list-style-type: none"> • 500Mb Fibre Broadband • 2nd Dedicated broadband modem • Cloud voice with up to 5 numbers* • Next Working Day SLA 	 <ul style="list-style-type: none"> • 750Mb Fibre Broadband • 2nd Dedicated broadband modem • Cloud voice with up to 10 numbers* • Next Working Day SLA 	 <ul style="list-style-type: none"> • 1Gb Fibre Broadband • 2nd Dedicated broadband modem • Cloud voice with up to 10 numbers* • Next Working Day SLA
from €99 Per month (exc VAT)	from €119 Per month (exc VAT)	from €149 Per month (exc VAT)	from €179 Per month (exc VAT)

*Additional monthly fees apply if you require extra numbers and Softphone licenses (landline on your mobile or desktop) to be applied to your account.

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Managing your phone network with our online portal

With cloud voice, customers have far more control over their business phone network than they would have with traditional phone system. Our self-service portal is an intuitive platform where we have put user at the heart of every features we designed. And best of all, our teams are here to help you set up your cloud voice system and provide support anytime you need it!

Some of the main features:

- Call flow design
- Music on hold
- IVR
- Office hours routing
- Group hunting
- Fax to email
- Call reporting
- Call barring
- Call parking
- Extension dialling
- Conference calling
- Multi-site management
- Dedicated manager/receptionist mode
- Call recording (coming soon)
- User phone book (coming soon)



5

Our Softphone mobile app: Open a world of flexible working

With a Softphone licence you can conveniently use your landline number in and out of the office. All office contacts are now available on your mobile phone, tablet and desktop. You can bring your office anywhere!

What are the benefits?

- The ability to receive business calls coming from office landline anywhere
- Make calls even without a SIM card (via WiFi)
- The ability to call from your laptop or phone from anywhere with internet access
- The ability to create a single contact number for the whole company using IVR (Automatic Secretary)
- The ability to create a Hunt Group or redirect numbers while away from your desk or office
- Connections between devices in the company are made for free and with abbreviated (extension) numbering

Our Softphone mobile app is a powerful tool enabling remote working, flexibility and savings. Licences can be bought at any time and assigned to a team member simply via the online portal.

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Our business VoIP phones

When moving your phone network to the cloud you will need certified IP handsets. That is why we have partnered with best in class hardware providers to give you an all in one service. We will support these handsets along with your Virgin Cloud Voice service.

Examples of available phones:



Standard Desk Phone - T21P



Cordless Phone – W60P



High End Color Screen Desk Phone - T29G



Reception Phone with Expansion Module - T27G



Conference Phone – CP920



Corded Headset – Jabra Biz 1500 Duo USB

These are just a glimpse of available phones, the team will be on hand to provide a selection of devices that meets your requirements.

7 The Power of Fibre with Business Fibre Broadband

Although cloud based voice is a telephony and voice solution for businesses, it's fundamentally a data service. With this in mind, to experience the full potential of Unified Communications, it's important to choose a carrier that can offer you the most reliable business grade broadband.

Our ultrafast broadband brings together the power of next generation optical fibre and the magic of DOCSIS 3.1 cable to deliver incredible speeds, ranging from 250Mb to 1GB.

Some providers offer a broadband service that is based on Fibre to the cabinet/curb (FTTC). Providers offering FTTC rely on 'twisted pair' or 'multi-pair' cables made from copper wire for the last mile (the distance from a nearby junction box to your business). This means the further your business is from the cabinet, the less likely it is that you will be able to enjoy the maximum speeds that your provider advertises.

The way Virgin Media Business provides its service is referred to as Fibre to the Node

(FTTN). With FTTN, the fibre connects or stops at a junction box and then uses a hybrid fibre coaxial (HFC) cable to win the race at the last mile, completing the journey to your home office or business.

By utilising FTTN, Virgin Media Business is able to provide consistent bandwidth to its customers, regardless of distance from the junction box with no degradation of service.



8 Make Virgin Media Business part of your plan

If you want to get ahead – and stay ahead – get the business communications experts on board.

Not only will you enjoy the advantages of a cost-effective solution, but you'll also benefit from our relentless pursuit of innovation.

We'll make it easy for you to access to the very latest communication technologies and developments, freeing you up to get on with running your business.

Other solutions available to you:

- Broadband
- Mobile
- TV
- Cloud WiFi
- Security services
- IP addresses
- Home working solution



Ireland fastest broadband network

We have the fastest broadband network in Ireland and we own our network which mean the bandwidth is just for our customers.



Best in market service level agreement

With next working day fix time and dedicated business support team right here in Ireland..



Ireland greenest broadband network

Our entire Access Network and all our operational sites are supplied with 100% renewable energy.





Get in touch



1800 950 950



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