



Phone Systems

With experience working with businesses to understand their communication needs, we know that there is not a one size fits all solution when it comes to voice communications. To ensure that we provide our customers with a best-fit voice service, we offer a selection of solutions that span both traditional and hosted telephony.

Cyprium can advise you whether a standard PBX or an IP based system will benefit you more. Speak to one of our specialist for advice. The right solution depends on the individual requirements for each customer.

Cyprium can provide you with a range of physical or hosted solutions to suit your communication needs:

Complete Business Communications for small and medium sized businesses who will benefit more with a standard phone system

- **Avaya** is the award-winning complete solution for telephony, messaging, networking, conferencing, customer management and unified communications. Cyprium & their partners can provide your company with the award winning Avaya IP office phone system for small and medium sized businesses. This solution provides all the requirements to help your business work smarter and serve your customers more effectively.

Avaya IP Office 500 is a highly modular unified communications platform designed to meet the requirements of home offices, standalone businesses, and networked branch and head offices for small and medium sized organisations.

The award-winning IP Office 500 gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management and unified communications.

In a single, compact solution, Avaya IP Office provides an unprecedented set of leading edge communications capabilities to help your employees work smarter and communicate with customers more effectively.

- **LG** offer features normally only available on much larger systems, the LG phone system is a flexible and cost-effective option. LG phone systems are one of Cyprium's preferred suppliers for small to medium size businesses. The features available are normally only associated with much larger systems. The LG phone system is a flexible and cost-effective making it affordable option to small and mid-sized businesses.

LG phone systems use IP based connectivity, allowing businesses to run internal telephony system over LAN (Local network), with a mix of dedicated IP handsets, or computer based soft phones, installation is straightforward and systems are easy to maintain and upgrade allowing you to expand your phone systems as your business grows.

Whether your system is installed in single site businesses or as part of a multi-site network for larger organisations with multiple branches or satellite offices you will benefit from a number of applications which will not only help your business increase productivity but also help reduce costs, including PC-based Call recording, Computer-based telephony, home/remote/mobile worker applications in addition to advanced features

Our business telephone systems from LG-Ericsson are the perfect solution for any businesses looking to upgrade or expand their current phone systems.

Other Systems

Cyprium can offer a wide range of Telephone Systems which now also include NEC & Samsung. The choice of system we will recommend is dependent on your specific requirements & budget. Once we have discussed your needs we can then recommend the best system for you.

- **Maintenance** Maintenance is a facility that is often overlooked but is one, if not the most important service Cyprium & our partners provide.

We take great care in the maintenance of all our systems and have gained ISO9001 accreditation to compliment the standards we have strived to achieve with each of the support tasks we undertake.

Our Customer Care Helpdesk and Support Services are on hand to answer your queries and respond promptly to faults.

SURGERY COVER (QUOTED FOR)

Surgery Cover offers cover Monday to Friday 8.00am-8.00pm and Saturday 8.00am – 12.00pm excluding Bank Holidays.

PROJECT MANAGEMENT

The Project Manager is the key figure in the installation and Commissioning process. They become involved at the pre-sales stage and will remain assigned to the Project throughout implementation, right up to cutover and formal acceptance by the Customer.

They are responsible for planning the schedule of installation, which is agreeable to all parties concerned.

The Project manager is responsible for co-ordinating all the groups involved and ensuring that all activities in the schedule are completed on time. The Project Manager is the interface between the Customer and all other parties.

SYSTEM USER TRAINING

Training is extremely important part of the installation process and is one of the most fundamental components that ensure Customer satisfaction.

To help your staff cope with the newest of systems, we provide training programmes and sessions, as a small investment of time at this stage will help you make the most of your system right from the start.

• Hosted Solutions

Cloud Phone, Hosted Voice or Voice over Internet Protocol (VoIP) solutions offer your business greater flexibility through additional features and significantly reduced costs. These systems are easy to set up and maintain without the complexity, cost and training that standard telephony equipment often require. Hosted Voice systems offer enhanced call features including free office-to-office calls, on net call recording and group pickup as well as standard phone system functionality.

Cloud phone is a hosted phone system that offers you all the benefits and flexibility of a normal PBX phone system, but without the need to make any expensive up front purchases.

You simply pay a monthly rental for each phone you have and we will do the rest.

No need for any expensive on site phone system hardware, all moves add and changes will be managed through the cloud.

The Benefits of Hosted Solutions

- Easy to set up Multiple Sites
- Simple and easy to get started
- Port your existing phone numbers
- Perfect Solution for Home Workers
- Full PBX Phone System Functionality Available
- Managed telephony end to end
- Remote Support Available