



# POWER COLLABORATION WITH CLOUD-BASED VOICE TECHNOLOGY

Your guide to Cloud Voice  
from Virgin Media Business

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# Seamless remote collaboration: a must-have

**Seamless remote collaboration is no longer a nice-to-have. It's a must. In a hybrid working world it could be the difference between thriving or falling behind.**

During the pandemic, we had to react quickly to enable remote working to keep us all safe while keeping businesses going.

The Federation of Small Businesses reports that 24% of all small businesses adopted or increased their use of digital tech to support those homeworkers. Now it's time to make sure that all those new tools and apps are fully integrated - to support employees wherever and however they're working.

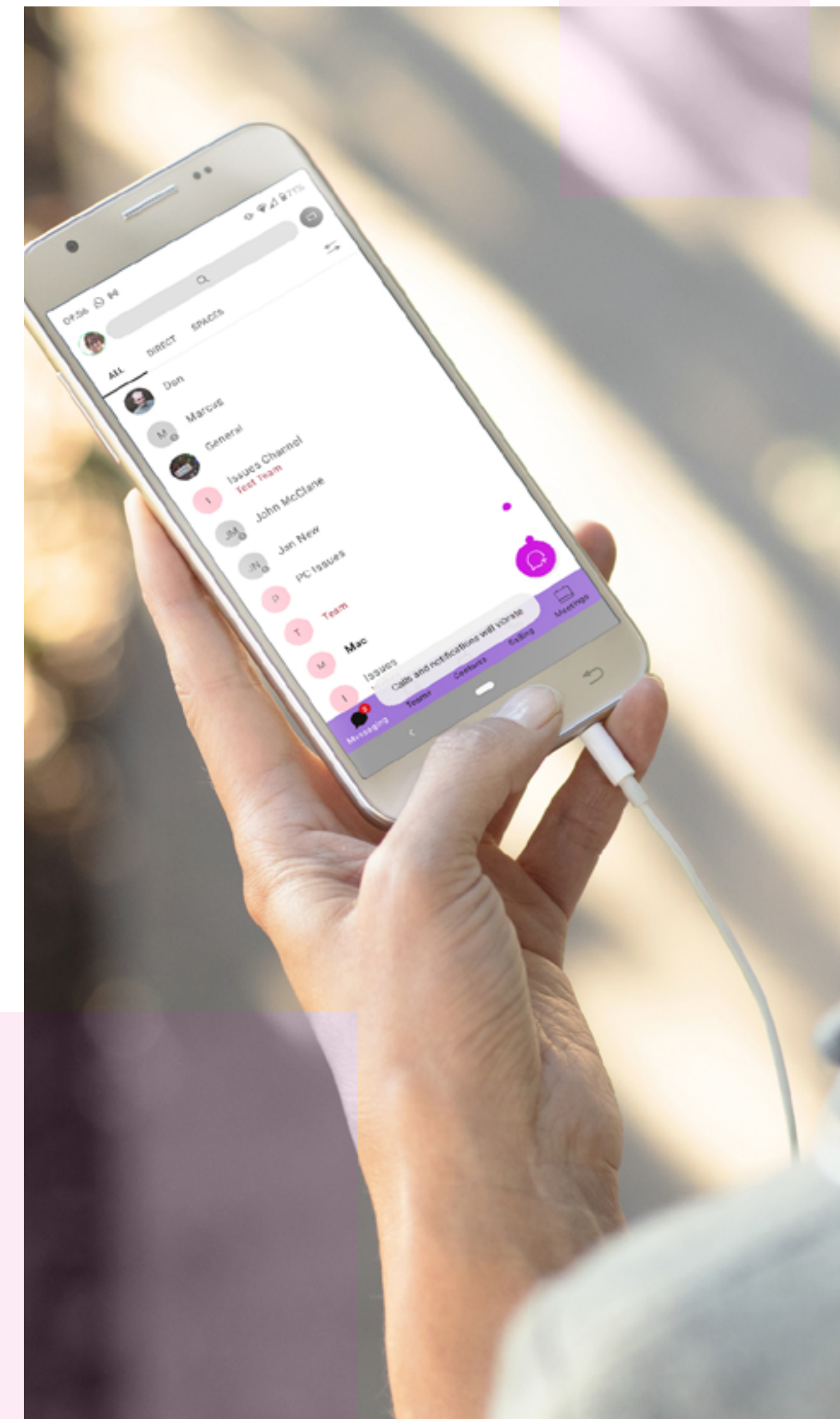
As we return to the office to some degree, we might be facing into a new world of hybrid working. Now is a once-in-a-lifetime chance to consolidate the changes made since March 2020, and transform steps that were once tactical into permanent, positive everyday solutions.

By introducing integrated and seamless collaboration, businesses can enhance productivity and enable employees to work smarter and better. Anywhere, any time, on any device.

## Better for your customers

75% of customers say they are more likely to purchase from a company who knows their name and purchase history, and recommends products based on their preferences.

With more personalised interactions, you can meaningfully engage with your customers and drive success.



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## Better for your employees

82% of millennials have said that [workplace tech would influence their choice of job](#), which means good use of collaboration tools could help you gain and retain top talent.

By engaging with and inspiring customers and employees, you can enhance productivity through integration, no matter what business sector you work in.



### Imagine...

**You're a consultancy.** Keeping in close touch with your clients is a core part of your business. With Cloud Voice with Webex, your teams can call up details on client history while they're on the phone, so they can deliver a fully personalised experience every time.

### Imagine...

**You're an agency** that needs to recruit top performers to grow your business. Cloud Voice with Webex allows you to offer fully remote and flexible working, enabling colleagues to use their favourite apps completely seamlessly with other tools. Helping you attract and retain the brightest talent. And as it enables remote working, they can be based anywhere.

### Imagine...

**You're a board games manufacturer** wanting to launch new products and expand into new markets. With fully integrated, HD video conferencing, you can run product tests in new markets and engage with new customers for proof of concept before launching, opening up new avenues for success.

### Imagine...

**You're a GP surgery** wanting to provide remote healthcare to patients across the community. On phone-based consultations with patients, you can call up patient data completely securely to see their history and make informed decisions about their healthcare.

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## Fully integrated and leveraged

Every business is different. That's why we offer you advice, guidance and support to understand your business before designing a flexible solution that **connects, protects** and **empowers** your ever-evolving workforce

As the solution **integrates** with common business applications, with more being added all the time, you can schedule, start and join meetings directly from Slack, Google Cloud, Microsoft, Salesforce and more.

Virgin Media Business's **expertise** can support you in enabling 360-degree collaboration from anywhere, any time, on any device. So your colleagues can work seamlessly together, access the tools and data they need, and engage with customers from any location.

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**One secure platform. Limitless hybrid working**



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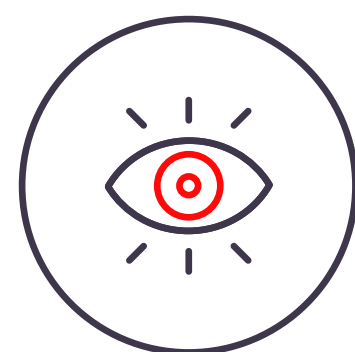
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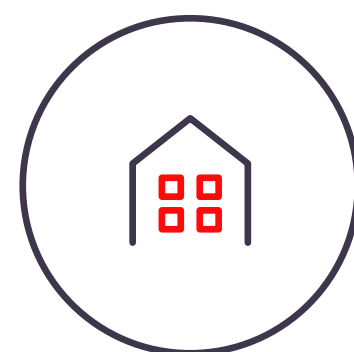
# One secure platform. Limitless hybrid working

**Cloud Voice is a feature-rich unified communications and collaboration service, now enhanced by Cisco Webex; delivering calls, meetings, and team collaboration essential for today's businesses – all in a single app.**



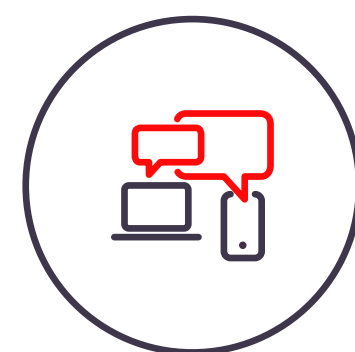
## High-definition video conferencing

– instant or scheduled: invite colleagues and guests to ad hoc or scheduled meetings. Engaging meetings with HD video, voice, messaging, screen sharing and calendar integration



## Personal meeting rooms

– your own virtual conference space that you can use for meetings anytime



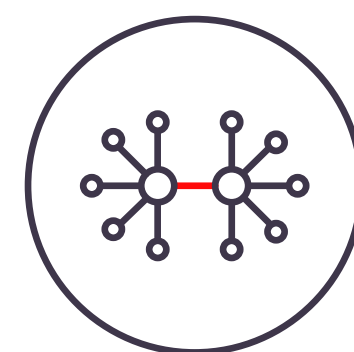
## Secure instant messaging

with enterprise-grade end-to-end encryption as standard to keep everything safe



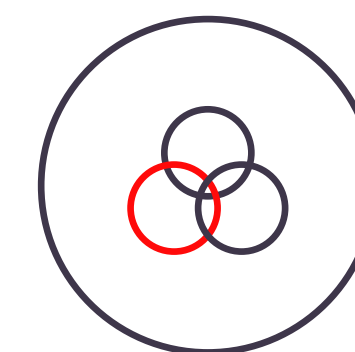
## A consistent experience

from anywhere, enabling colleagues to connect via mobile phones, desktops, or tablets



## Easy file sharing

with access to collaborative spaces and the ability to share with other users



## Seamless third-party integrations

with Microsoft Teams, Google Drive, Salesforce and more, with new integrations always being added

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# Four ways Cloud Voice can help you



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# Four ways Cloud Voice can help you

## 1. Enhanced productivity

Remote or hybrid working can make it difficult for teams to bond, collaborate and access content. But with seamless integration powered by Cloud Voice, colleagues can easily interact and bond both with each other and with customers, creating human interactions online.

70% of office workers say they get more done when they work flexibly. With the ability to communicate and collaborate from anywhere, the whole world can become the office:

- Experience enhanced productivity enabled through integration
- Connect and collaborate on anywhere, any time, on any device
- Find and share content quickly and easily
- Enable team interaction and bonding, and use custom status updates to create human interactions online
- Get creative with features like interactive digital whiteboards



### Integrates with common business tools

We all know what app juggling feels like. With Cloud Voice and Webex, you can combine communications and common business apps in one place, so everyone can work smarter, not harder. And compatible apps are added all the time.

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## 2. Greater flexibility

The world of work is constantly changing, and you need technology that can be scaled up as your needs – and budgets – dictate. Cloud Voice can grow with you, with complete flexible packages so you only pay for what you use. With apps for desktop and mobile, you can enable communication from anywhere, which means more control and flexibility for your business.

## 3. Built-in simplicity

From data to apps, remote workers need everything at their fingertips. But switching between apps and devices for different functions is frustrating and can eat into your time. Cloud Voice brings everything together, letting you get everything you need in a single app. And administration is simple too.

## 4. Baked-in security

Remote working could put strains on security. Any loss of data could cost you in terms of revenue and reputation, but security comes bedded in with Cloud Voice. End-to-end encryption from Webex means you can enable hybrid working with confidence.

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# Cloud Voice: getting started



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# Cloud Voice: getting started

**The quickest way to get to grips with what Cloud Voice can do for you is to see it in action.**

As a first step, our specialist teams will walk you through a short **demo** of the solution.

We'll assess your organisation's needs and get an in-depth understanding of your current setup and equipment, alongside bandwidth needs. Then we'll quickly be able to make a **recommendation** of the best configuration for you.

You can port your existing phone numbers over, or we can provide new ones. And with many call routing options we can help set up your solution in a way that works for you and your customers.

We can get all this done with **minimal disruption**. So you can get straight down to business.

## What you'll need

It's likely that all your team already have a smartphone and a laptop or PC. Just download the app and they'll be good to go.

Headsets might be useful for computers, or those always on the move. And you can still use desk phones if you'd like – we can provide and configure them to work with the service, all you need to do is connect them to your network.

Sufficient internet **bandwidth** is fundamental to a good Cloud Voice experience, as you'll be adding voice to your existing data traffic. As a rough rule of thumb, you may need an extra 40% of bandwidth on top of what you're currently using, depending on your user numbers and internet usage.

So you might need to upgrade your bandwidth for the best performance. But don't worry – our experts will do a thorough **network assessment** for you.



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## Quality and reliability

It's your network provider who'll decide whether voice or data gets priority on your network. In most cases, voice should take priority.

If data is slow, it's annoying. If you're missing every other word in a call, it's a disaster.

But if your connection isn't quick enough, prioritising voice can just mean everything else slows right down.

With our **ultrafast business broadband** or a **leased line**, you'll get the best possible Cloud Voice experience.

There's no need to worry about phone hacking either. You use the internet to send emails securely, so making voice calls over that same internet connection is no different.

And our **secure network management** gives you extra peace of mind that can be further boosted with a firewall.

## Saving money with Cloud Voice

Cloud Voice to Cloud Voice calls are free. There are still charges if you're calling people who aren't using it, but you can make big savings on your call costs because they're being made over the same connection that delivers your internet. And there's no separate line rental to pay.

In addition to replacing the need for line rental, Cloud Voice is a **full PBX replacement service** meaning you can simplify your estate. And, because everything's hosted in the **cloud**, you won't have any up-front equipment costs, maintenance or future upgrade charges.

## Support tailored to you

Cloud Voice is designed to allow you to **scale up** and onboard your team quickly and easily.

In that sense, it's a simple solution.

But we understand that every business is different, so we'll make sure we work with you from the outset to help you decide a configuration that suits your **individual employee needs**.

Then throughout the process of getting up and running, our specialist teams will be there to guide you, every step of the way.



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# Bespoke guidance and support for your business



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# Bespoke guidance and support for your business

**Our Voice specialist team are experts in network connectivity and will get to know your environment, pinpointing ways to enhance it and integrate solutions. They'll recommend a package to suit your needs exactly.**

- We'll look at everything, including legacy tech and all channels, to modernise it and optimise Cloud Voice
- You receive a tailored approach, with a solution for your business
- You know quality is built in, as we own our network and can guarantee service end-to-end
- Your network is resilient as standard, with unbeatable reliability to every location – and options for even greater reliability such as Access and DDI Resilience

## Bundles

### Functional

#### Great for:

Shared devices, e.g. lobby or hotel phones, university dorm phones, phones on a warehouse floor.

#### Fully featured cloud-based phone system, including:

- Hold
- Forward
- Park
- Hunt groups
- Transfer
- plus loads more

### Fixed

#### Great for:

People who work from a fixed location, or between working at home and in the office, but outside of that don't spend much time traveling.

#### All the features of Functional, plus:

- Voicemail with email notification
- A host of additional call features like auto call back, push to talk and single number reach

### Mobile

#### Great for:

Empowering productivity and collaboration through integration, anywhere, any time, on any device. Mobile licence gives maximum mobility.

#### All the features of Functional and Fixed, plus:

- Hot desking
- Webex Softphone or Basic

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## Webex

With 4 options to choose from, you can add collaboration services matched to individual employee needs and pair with any of the subscriptions above.



	Webex Softphone	Webex Basic	Webex Standard <small>(up to 25 meeting participants)</small>	Webex Standard <small>(up to 1000 meeting participants)</small>
Calling	•	•	•	•
Messaging with teams and spaces		•	•	•
Join as meeting participant	•	•	•	•
Voice and Video Conferencing		•	•	•
File Sharing		•	•	•
Desktop & application Screen Sharing		•	•	•
Full screen and gallery view		•	•	•
Multi-party chat		•	•	•
Web guest experience		•	•	•
Whiteboarding/ annotation		•	•	•
Space Meetings		•	•	•
Device pair with Cisco endpoints		•	•	•
Join from a video system		•	•	•
Personal Meeting Room			•	•
Call in Audio Number			Call In	Call In
Scheduled Meetings			•	•
Lock meeting				•
Recordings (Cloud)				•
Transcriptions				•
Floor Control				•
Presenter/ Password Protection Controls				•
Media Quality Indicator				•
Remote Desktop Control				•

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## In addition, boost your plan with optional extras

With a range of add-ons to help you build your own tailored solution:

- Call recording with six months' free storage and up to seven-year retention
- Central call queues (ACD)
- Basic call centre & supervisor functionality
- Additional auto attendants (one included)
- Receptionist console
- Advanced reporting
- E-fax
- CRM connectivity
- A range of Poly or Yealink phones, conference, headsets, webcams and more

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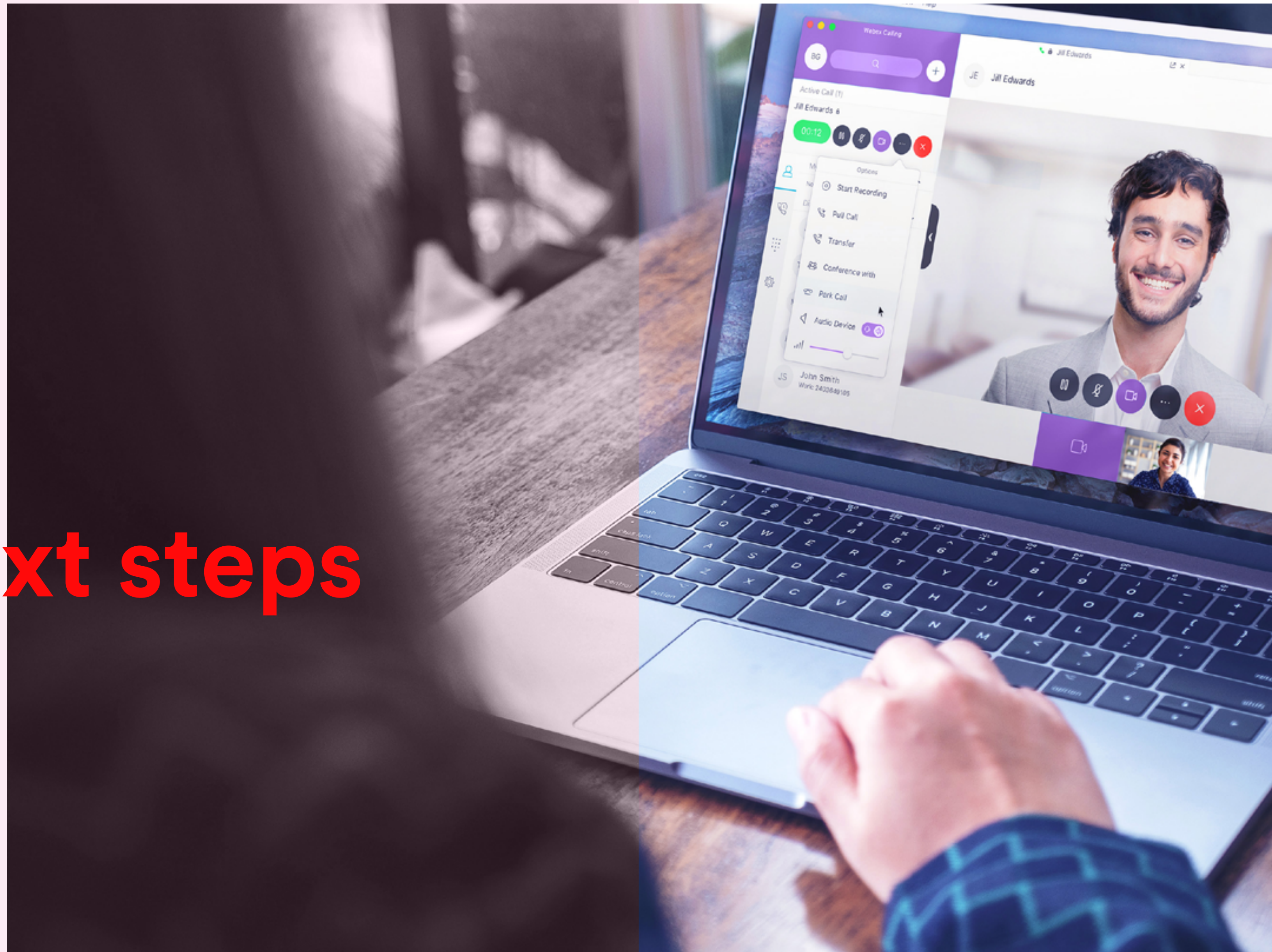
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# Your next steps



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**Ultimately,  
every business  
has a choice.**

**Do you stick with tired  
technologies? Or do you  
embrace the flexible, the  
agile, the new everyday?**

Cloud Voice is proven, tried and trusted, with a track record of giving businesses a more agile, scalable and cost-efficient way to communicate, and a powerful and flexible way to collaborate.

And to make change as easy as possible, we'll work hand-in-hand with you to make the switch seamless. Developing the ideal solution tailored to your business. Moving at your pace.

Now is the time to future-proof the way your organisation collaborates. Welcome to your new everyday.

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## Want to talk?

Get in touch to arrange a demo.

[virginmediabusiness.co.uk/cloudvoice](http://virginmediabusiness.co.uk/cloudvoice)  
0800 073 1741

 **BUSINESS**