

RTS Voice Over IP



Voice Over Internet Protocol (VoIP) has simplified communications for a wide range of businesses, providing advanced features that only the largest enterprises could implement a few years ago.

The VoIP market is growing year on year as more business move away from traditional telephony to take advantage of the cost benefits, improved user experience and reduction in management overhead. Multi-site organisations have especially benefited from VoIP by providing a more integrated solution and allowing the business to focus on core activities rather than management of telephony systems.



REDUCE COSTS – VoIP reduces costs, with a business with multiple sites all of the calls between sites will be completely free no matter what the location, even internationally. In addition by using SIP trunks, monthly "line rental" costs and call charges can be significantly lower than traditional telephony solutions.

MORE FLEXIBILITY – VoIP provides your business with massive benefits such as the ability to make and receive calls anywhere, with the same number available for you both inbound and outbound – no matter what location you are in. Geographic numbers can be routed from multiple locations to anywhere that access to them is required.

ADVANCED FEATURES - Features such as voicemail that can be delivered to E-mail (Unified communications), call recording, call queuing, automated call distribution and other advanced features are available at a fraction of the cost of traditional telephony.

CALL STATISTICS – With in depth information on the number of calls, wait times, how many people abandon calls and a wealth of other information, business can improve customer service, increase sales and directly affect the bottom line.

ADVANCED INTEGRATION – VoIP systems make integrating into other applications easier than ever before, automatically finding customers records in a CRM system, conducting automated customer surveys and PCI compliant call recording.

FEATURES OVERVIEW

COST EFFECTIVE

With reduced capital expenditure and money saving call packages RTS VoIP solution gives you an advanced feature set while saving money.

FEATURE RICH

Voicemail, digital receptionist, call queuing, instant messaging, see the presence of colleagues and many other enterprise features.

CONTACT CENTRE

Improve productivity with automated call routing, supervisor functions such as listen in, barge in, record calls and integrate into CRM systems.

REPORTING

Understand in depth how your business uses telephony with real-time and historical statistics, wallboards and automated reporting.



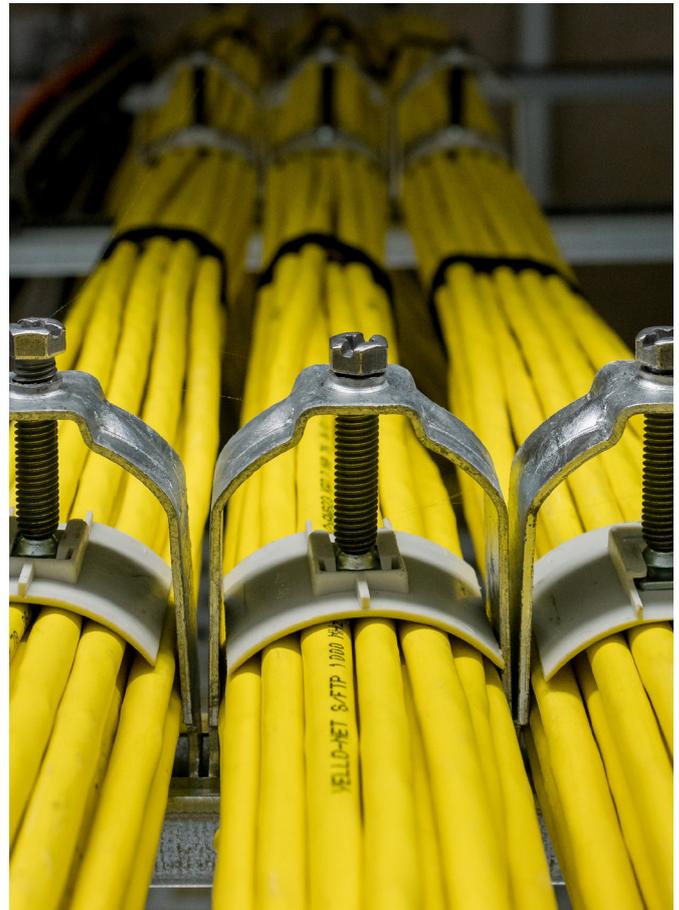


FULLY MANAGED TELEPHONY

Traditional on-premise telephony can be expensive to purchase, operate and maintain. RTS VoIP gives you the same rich feature set while saving time and money, that's an easy call to make. With a hosted solution capital expenditure is reduced and you get great call quality, enterprise levels of reliability and an easy to manage system in one low monthly cost.

RTS VoIP means that you always have the latest features, can scale the system with new lines or extensions in hours rather than weeks. A new site can be rolled out almost instantly with no hardware onsite and no waiting for telephone lines to be installed and the system is always up to date with the latest version and security patches.

Our fully resilient datacentres in diverse locations and with diverse connections to the telephony network give unparalleled levels of reliability, with no hardware onsite it's easy to move your entire operations to a new location in the event of a disaster.



- RETAIL TECHNOLOGY SERVICES -



NETWORKS

With over 15 years' experience in running secure, highly resilient networks for our customers, we are an OFCOM accredited communications provider, able to offer private, public & hybrid solutions.



SECURITY

RTS have achieved the highest standard in information security and processes – ISO27001. Network security assessments, penetration testing, phishing risk evaluation are all part of our capability.



DATACENTRES

We run our own highly secure, highly resilient datacentres in multiple locations with multiple high-speed network connections ensuring that mission critical services are always available.



TELEPHONY

Standard PSTN lines to VoIP and call centre solutions, RTS provide innovative and cost effective telephony solutions. We also provide some of the best price SIP calling plans on the market.

