

Digital Launch Advanced Multimedia Communications Cloud

The company's Temovi Business Cloud provides real-time communications for a wide range of businesses with unparalleled reliability

Introducing Temovi Business Cloud

Organisations of all sizes are moving their business-critical services, such as email, storage and business process apps, to the cloud because it is more cost-effective and flexible. They are moving their phone systems to the cloud too – and they are choosing Temovi Cloud.

Temovi Cloud delivers carrier-class hosted business phone services with 99.999% reliability and provides all the features you would expect from a traditional phone system, including Multimedia Communications Services such as instant messaging, video conferencing, mobile apps, Smart Office Collaboration, Webcall, Concierge App and much more.

Temovi Cloud takes all the guesswork away by offering a cost effective, pay-as-you-grow service. It doesn't skimp on quality or features, it won't hurt the bottom line and it will continue to deliver innovative services year after year.

The appetite for embedded real-time communications is growing, fuelled by the Internet of Things (IoT) and the recognition that contextual, real-time communications is the best avenue towards value creation in today's digital world.

Temovi enables business customers to quickly capitalise on innovative, market leading solutions that allow businesses to reduce communications costs, increase operating efficiency and enhance customer experience by providing the ability to communicate and collaborate more effectively in real time.

The Value of Temovi Business Cloud

Traditional phone systems and PBXs are expensive to maintain and require a large capital investment to update or replace.

- A Temovi extension costs less than a B.T. line and includes a phone handset as standard.
- Temovi eliminates the need for phone lines.
- Calls between Temovi users are free of charge.
- Temovi doesn't require organisations to pay for expensive maintenance contracts.
- Temovi has a pay-as-you-go pricing model that lets organisations pay for what they use and add more services when needed.
- Temovi Cloud Mobile provides free calls via Wi-Fi and Voice over Mobile Data (VoMD) to and from the office anywhere in the UK or around the world.
- Temovi eliminates the cost of ongoing system programming charges.
- Temovi lets you see who's making what calls with extension billing reports.

So, whether your business needs 1 extension, 10 extensions or 10,000 extensions at one location or networked throughout the UK or around the world, Temovi Business Cloud is the right choice for your business.

The Benefits of Temovi Cloud

The right cloud communications solution needs to be incredibly simple to use, and not require IT support. However, making Temovi Cloud easy to use doesn't mean limiting its capabilities. From sophisticated mobile services to multi-media contact centres, Temovi Business delivers

tools that improve user productivity and customer engagement.

It has the scale and administrative tools to support one location or one thousand; offering the same features worldwide. And Temovi Cloud is ready for the long haul, built with the same proven equipment that drives millions of lines for service providers across the globe. Temovi Cloud elements are anchored in geographically redundant data centres, offering peace of mind that Temovi Business is ready for almost anything.

Flexibility

Time – it's you and your team's most important resource. The Temovi Cloud is designed to make users more productive wherever they need to work. In the office, a home office, a hotel room, an airport or a coffee shop, Temovi Cloud keeps users connected, and makes them more responsive to co-workers and customers.

Mobility

Imagine a real-time communications solution that allows one phone number to follow users wherever they go, accessible from the desk, the smart phone, the tablet, or on the laptop; from anywhere with an Internet connection. This is Temovi Cloud – your mobile office.

Expandability

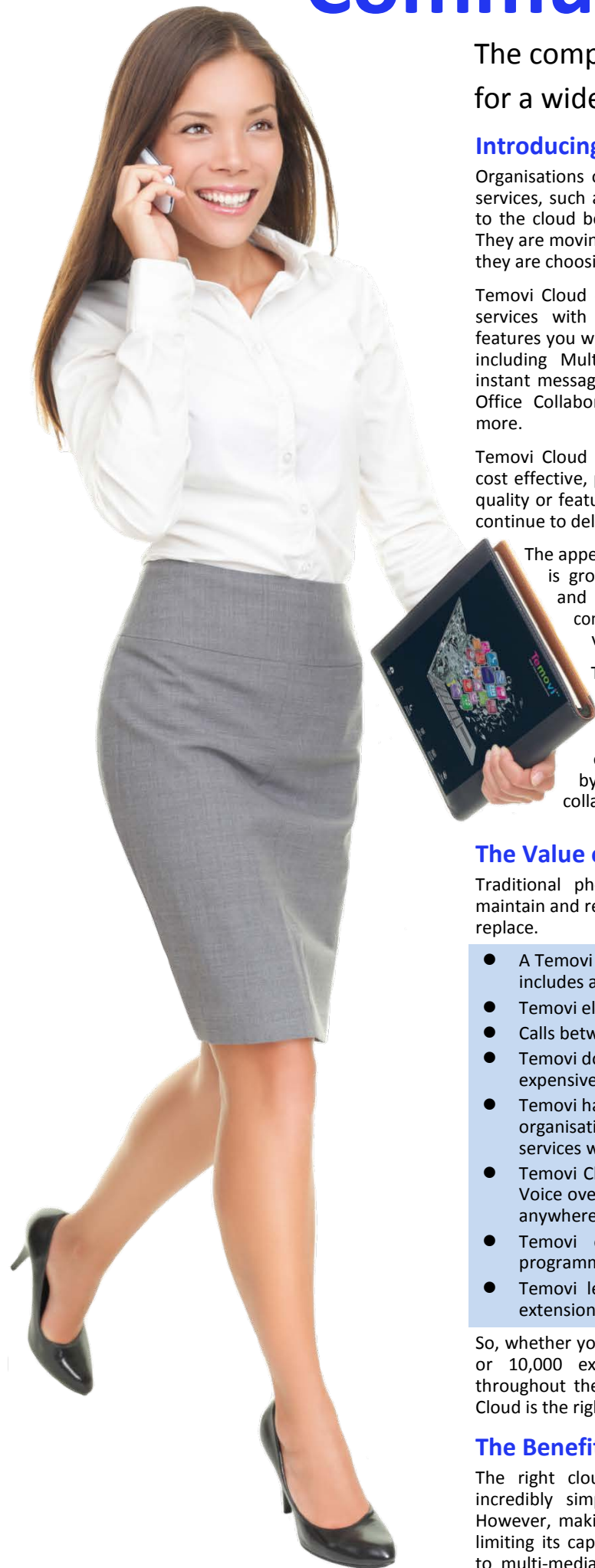
With traditional on premise phone systems, you often have to plan and pay for future growth long before it's even needed. With Temovi you only pay for what you need; adding, changing, and moving users as needed. Opening a new office? With Temovi Cloud, there are no hidden hardware costs and you can manage all locations from one account. A user-friendly web portal allows organisations to easily add, remove, and update users without the need for specialist training or IT staff.

With just a phone and a network connection, users are ready for work. With the same phone number, Temovi Cloud extends the capabilities of the phone system to smartphones, tablets, Windows and Mac clients, or even a web browser. Users gain the flexibility to choose how they want to use Temovi Cloud regardless of whether they are in the office, on the road or working from home.

Temovi Cloud delivers hundreds of the business features that organisations would expect from a multi-award-winning cloud communication platform. You can leverage the power and flexibility of Temovi Cloud through a wide variety of desktop High-Definition (HD) business phones, or use your smartphone mobile, tablet, laptop or PC. Select the right device for each work environment: a speakerphone for the conference room, an attendant console for the receptionist, a video-enabled display phone for an executive or video conferencing for the boardroom. No matter which device you choose, Temovi Cloud is able to turn it into a powerful communication and collaboration tool.

Take the office with you!

Temovi Cloud solutions not only deliver carrier-class telephony throughout the office and enterprise, but also enable employees on-the-go to stay connected, wherever they are in the world. Feature rich apps for both Apple iOS and Android connect smart phones and tablets to Temovi's telephony, voice conferencing, video conferencing and Smart Office Collaboration services providing an in office experience from virtually anywhere.





A PC, Mac, tablet or mobile can replace or complement a traditional business phone. Use them in the office, in a home office or on the road; anywhere you have your computer, tablet or smartphone and Internet access or mobile data (VOMD) you will have a complete unified communications experience. Find co-workers using the built-in corporate directory, see their presence status, send/receive instant messages and make and receive voice and video calls. The Temovi client app shares your business phone number, even if you also have a desktop phone number and/or a mobile client.

Temovi Call Recording

Recording incoming and outgoing calls within your organisation helps measure the effectiveness of your sales, marketing and customer service operations. It can also help you comply with regulatory compliance and minimise risk. With call recording, recordings can be indexed by time, agent/employee, date, group and a variety of other fields, making for hassle-free, instantaneous recording retention, search and retrieval. This makes reviewing calls simple, letting you easily gain customer insight, improve sales conversion and increase customer retention.

Smart Office Collaboration

Organisations need more efficient communications to enable greater productivity. A voice only conference call is not always the best answer. Without the use of video conferencing and screen share, participants are not as engaged, are more apt to multitask and are probably missing the point. Oversubscribed knowledge workers need a higher level of engagement so they stay focused and get more done, in less time. Smart Office Collaboration is the answer.

HD video conferencing and Smart Office screen share keep participants fully engaged. Anyone with a web browser can connect and participate; connect in the office or on the road. Meet with one person or use Outlook to invite dozens of participants, or choose full collaboration (with video conference and screen share) or value-oriented screen share-only. Smart Office tools enable users to collaborate, make decisions and move onto the next task.

Temovi Receptionist Console

Whether you are a receptionist looking to easily route calls or a call centre operator handling multiple queues, the Temovi

screen-based Receptionist Console provides simple and efficient call handling and management - and because the console is web-based you can use it from virtually anywhere and any device. Choose a PC, Mac or tablet, Receptionist Console supports simultaneous multiple calls, is web-based and requires no application installation; it also works with a softphone or desk phone.

Visual Attendant

Today's customers are looking for instant satisfaction. Instead of directing your prospects and customers to dial your number, navigate through complex menu options and wait in long hold queues, imagine a world where customers can instantly call you right from your website. Since most calls are already preceded by a website visit, why take a chance of losing your prospects mind share with busy signals, recordings, and endlessly complex multilevel menu choices?

Visual Attendant enables real-time customer interaction directly through your web browser initiated from any page on your website. The transition from a webpage visit to a real-time communications experience is seamless, as instant connection is facilitated through self-selection of menu options from your website. No need for lengthy automated attendant greetings and a plethora of touchtone selections that could inevitably lead to a lost customer.

Temovi Cloud Business Mobile

Not all business people have an office and not all business happens in an office. If you're consistently on the move without the bricks and mortar of a traditional office but have the need to communicate anywhere, any time, we have the right solution. Temovi business cloud mobile provides you with the state-of-the-art communications technology of an office phone without the additional cost. Communicate and conduct business with your clients on your personal mobile with a business number.

Temovi provides a second line for business use on your smartphone; providing professionally answered business calls 24/7 via auto attendant and messages displayed on your mobile phone or e-mail. Configure your business hours and set up out of hours call handling. It also records mobile calls and accesses recordings from Temovi cloud. The best thing about Temovi business mobile is that all calls both to and from the office or other Temovi users are free of charge, including international calls. The Temovi app allows your mobile to be an extension of your private Temovi cloud.

Temovi Cloud Contact Centre

As staffing costs rise and competition for customers spending increases, organisations need cost-effective tools to proactively manage the customer engagement process; improving customer service and reducing staff costs. Traditional premise-based call centre solutions can be expensive to acquire, cumbersome to operate and often only manage phone calls. They don't offer an option to manage web enquiries, SMS, social media and other text-based interactions.

Temovi Cloud Contact Centre centralises its omni-channel capabilities in the cloud, allowing agents focus on customers and supervisors manage people, not systems. With Temovi Cloud, organisations don't have to invest thousands in complex infrastructure that quickly becomes obsolete. Always have the latest tools and pay only for what you use.

With more than 30 reports and alerts, Temovi Cloud Contact Centre delivers real-time insight into performance and provides notifications of major issues to Customer Service Directors. Temovi Cloud Contact Centre gives supervisors direct control over their agents, campaigns and contact centre operations. Supervisors can make changes in real-time, meaning that the Contact Centre's rules can be instantly updated to respond to dynamic business requirements.

Management and End-user Portal

Organisations want control over management of their communications; to easily be able to carry out moves, additions and changes without having to call a Service Provider. Temovi cloud gives organisations the ability to self-manage their accounts via an easy-to-use web portal. The Temovi cloud solutions portal provides customers with the ability to manage devices, define hunt groups, manage DDIs, create directories and so much more. For more information on Temovi contact:

Website: www.temovi.cloud

Website: www.digiteurope.co.uk

Tel: 0151 650 6322

