Horizon

A cloud-based phone system for your business

DSUK

Easily control

your fixed and mobile telephony

Horizon is a hosted business telephone service that resides in the cloud rather than your office. It provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

Simple to use, powerful features

Make your workplace more productive

Smarter working

Your choice of device

Range of options

- Horizon Integrator
- Integrator CRM
- Call Queuing
- Receptionist Console
- Call Centre
- Collaborate
- Management Reporting

Improve productivity

Horizon has many business features with an emphasis on control and administration through the web that takes the burden away from your IT team. The system can quickly be configured according to your organisation's changing requirements, while your employees can manage calls easily and effectively. With only a minimal capital outlay, a reliable and proven service and a jargon-free approach to telephony and communications, Horizon is suitable for any size of business looking to improve its productivity and image.

Features you can easily control

Horizon puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

One number anywhere

Horizon integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.

On demand service with no hidden costs

As Horizon is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

Lower call costs

Horizon offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Horizon together with our mobile services you benefit from free calls between your fixed and mobile devices.

Enables flexible working

Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working and extending the service to mobile devices.

Number choice

You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

A business continuity solution

Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business. Because Horizon sits in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.

Upgrade to Horizon Collaborate

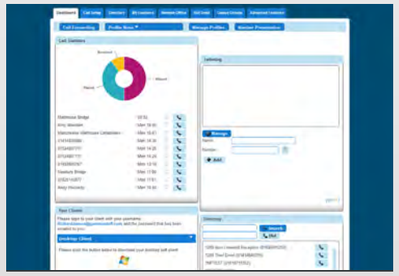
Easily include all the business benefits of a Unified Communications and Collaboration solution supplied as a service, fully integrated with Horizon telephony.

Reliable

Proven system in operation with many UK companies - we're the UK leaders in hosted telephony *(Cavell)*

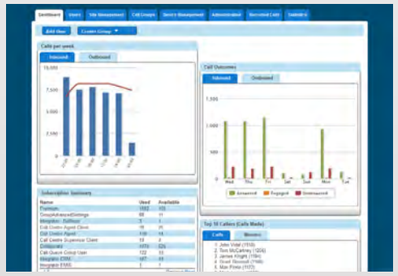
Simple to use Powerful features

Easy to use interface



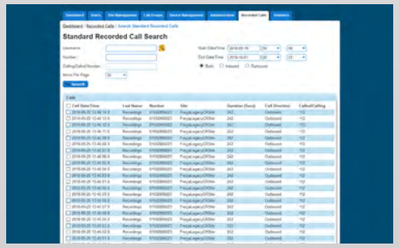
Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.

Administrator Interface



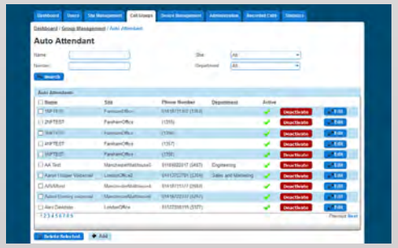
Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

Call Recording



Record inbound, outbound or internal calls for compliance, customer service or audit purposes. This optional feature allows secure online playback and retrieval of call details. Set Horizon to record some calls, all calls or record calls on demand. Pause and resume a recording using the in-call menu option on the Horizon desktop app and certain handsets from the Horizon range of devices.

Auto Attendant



You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

Make your workplace more productive

Gamma

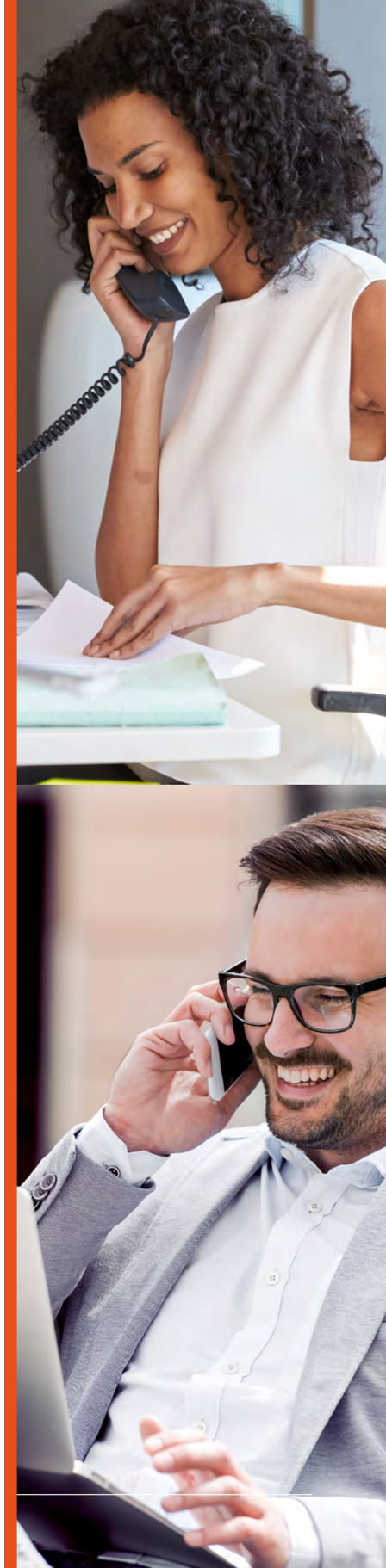
CISCO

Horizon provides high standards of phone interoperability with its useful desktop and mobile clients plus a choice of premium headsets and handsets from a range of manufacturers.

An easy-to-use web interface provides feature control and valuable user information. With our experienced in-house software development team, we can provide a positive user experience for both service and performance monitoring.

The Gamma network is reliable and secure. We lead on quality of service, scale and reliability, and we can easily and quickly transfer your existing phone numbers onto the Horizon platform.

Sitting at the heart of Horizon is the world's leading call controller platform from Cisco BroadSoft, supporting millions of business users and providing the widest set of features while focusing on delivering the best user experience in unified communications.



Smarter working

Improve collaboration, agility, security, image and efficiency

Team working

N-Way Call Convenient collaboration with colleagues
Hunt Groups Distribute and allocate calls across your team
Call Transfer to any internal or external number
Sites, Groups and Departments Common or customisable settings
Call Park Hold a call and pick it up on another phone
Call Pick Up Answer a group member's phone
Instant Group Call enables efficient collaboration

Improving company image

Call Waiting So you're ready to take your next call
Music on Hold Get your messages heard
Diversion Inhibitor Avoid your calls being passed on
Auto Attendant Provide callers with menu options for call routing
Enhance your brand Upload your logo and specific adverts
CLI Flexibility Present any number you have permission to call on behalf of

Mobile and flexible working

Home Worker Take your profiles and settings to your home
Visual voicemail Play a message from your desktop or mobile, save it and ultimately delete it via the Horizon app. Horizon can mail you a copy of a recording or forward it to your entire team
One Number Anywhere and Sequential Ringing Never miss a call
Call Notify by Email Keep track of important calls
Hot-Desking Use your number on any enabled phone in your company
Remote Office Use your number and profile on any phone, anywhere

Working efficiently

Last Number Redial for convenient repeat dialling
Click to Dial Easy calling through the user interface or client
Account Codes Assign calls to cost centres
Presence or Pre-set Availability Profiles to manage incoming calls
Anonymous or Selective Call Rejection No more unwanted calls
Automatic Callback so that you can stay productive
Busy Lamp Keys Call your colleagues when they are free
Do Not Disturb Show you are unavailable
Company Directory available from the handset
Speed dials Up to 100 for your favourite numbers
Call Recording for audit trails, compliance or training

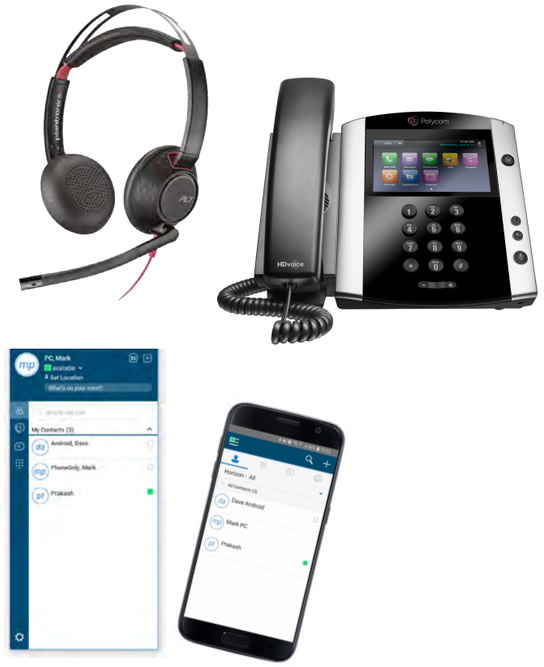
Security and fraud prevention

Call History View calls made, received and missed
Call Barring Bar unapproved call types
Authorisation Codes Control access to phones

A choice of devices

From entry level to premium

Horizon can be used with a range of devices. We offer hand-sets from a choice of manufacturers from entry level for low to moderate call volumes up to premium business media phones delivering best-in-class desktop productivity for corprate ex-ecutives and managers. We also have an easy-to-use desktop softclient and mobile app.



Connect

Drive mobility in your business - Horizon on your mobile

Connect offers your business the power of both your desk phone and your mobile device, integrating Horizon with our Gamma mobile service. This optional service allows you to access a range of features anytime, anywhere, regardless of device. In streamlining your business communications, you're able to provide your staff with the flexibility to work wherever they are and ultimately improve overall business productivity and customer service delivery.

If your business relies on a mobile workforce, you'll find Connect a great asset. It's easy to use, can be adopted incrementally and at your own pace. With a simple price per user, you'll also benefit from having just one provider and only paying for what you need.

By combining the flexibility of a mobile device with all the business-class features of Horizon, Connect makes your team more productive, your customer service more responsive and your costs more controllable.

- A truly converged fixed and mobile feature set
- Utilise Horizon system features on your mobile
- Use the native dialer to make calls
- One number across all devices
- Present your landline number from your mobile
- Record all business calls, even when mobile
- One voicemail system for all your calls - pick up and respond to messages from any location
- Call reporting for all calls made, received or missed across all devices
- Single web portal – to manage both Horizon and mobile device

The MyConnect companion app provides an enriched experience.

Soft Client

If you don't currently have Gamma Mobiles and are still in contract with another provider, don't worry. You can still bring the power of Horizon to your Windows or Mac desktop, laptop, Android or iOS device.

The Horizon Desktop Client option lets you connect your office phone to your preferred business device, such as a laptop or PC. It works seamlessly with the Horizon service and mobile client to ensure that you can control your user account and handle calls efficiently, wherever you are. The Desktop Client provides a new way to interact with Horizon and, using existing devices, you can reduce the cost of entry to a hosted solution, as well as minimising telephony costs incurred whilst on the move or in different locations.

The Android and iOS Apps enable users to make and receive calls on a mobile device, as well as providing access to key settings for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Dial and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move and need access to Wi-Fi.

- Reduce the cost of entry to an IP hosted service by using the desktop client as a softphone and simply adding a headset
- Reduce telephony costs when on the move or in temporary access points such as hotels and customer premises
- Connect customers who use other messaging services to your company so you can quickly communicate with them and build a new route for direct customer support
- Directly control your user account to implement Call Forwarding, Do Not Disturb or other call features

Connect

your office phone to your preferred business device

Horizon Extras

AKIXI Management Reporting

Do you know how many calls you are getting, how they are being handled or who is handling them? Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

- Instantly see what needs to be changed to improve customer service
- Monitor time to answer and manage calls more efficiently
- Analyse internal call patterns
- See how many calls are being abandoned with the ability to return them
- Optimise resources by ensuring the right number of operators are always in place

Features

- **No server on site** - enables multi-site monitoring and supports business continuity
- **Real-time statistics** - provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored
- **Accessibility** - use with any internet-enabled device in your office or on the move
- **Push reporting and alarms** - customisable to ensure business-critical metrics are always available
- **Receipt of call to end of call reporting** - monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification
- **Track after hours calls** - highlight suspicious activity or unauthorised calling
- **Abandoned call recovery** - see instantly if a missed call has been returned
- **Activity and extension activity monitoring** - quickly and easily monitor key extension or call routes to ensure maximum efficiency

Call Centre

Horizon Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities that can be configured and managed via an easy-to-use web portal. This add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the efficiency of their call centre to deliver first-rate customer service. Horizon Call Centre is ideal for any business that receives inbound calls to sales teams, help desks, accounts, receptionists or customer service representatives, right through to more formal inbound call centre environments.

- **Intelligent call distribution** - ensures calls are answered efficiently and get through to the right people
- **Quality caller experience** - easily monitor inbound call activity, with 'barge in' and emergency escalation when needed
- **Enable flexible working** - as Horizon is cloud-based, agents can be based anywhere. Users can easily take calls for multiple departments from one device
- **Quickly escalate difficult customer queries** - for those times when agents need support from more senior staff
- **Gain valuable insight** - access to historical and real-time data to help address training needs and identify potential gaps in resource during peak times
- **On-demand, scalable service** - customers only pay for what they need and can scale up or down when needed

A complete collaborative solution

Collaborate

With digital transformation high on the agenda, today's businesses are looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions. Available as a simple upgrade to Horizon, Collaborate offers instant messaging, presence, voice and video calling with conferencing along with desktop, application and document sharing. Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices and move calls seamlessly between them - wherever they are.

Fully integrated with the award-winning Horizon hosted PBX service, Horizon Collaborate supports all the features and functionality of the telephony service for a true unified communications experience.

- **Improve the workplace and customer experience** - have access to your business communication system wherever you are and be available to customers at all times
- **Streamline IT operations** - control and management through the portal and mobile app
- **Reduce costs and complexity** - cut travel and work flexibly and efficiently through hot-desking, home working or on the move
- **Improve responsiveness** - finding the right person and working wherever you are improves decision-making, customer interaction and overall efficiency

Integrator

Open up even more of Horizon's capabilities across your desktop with Horizon Integrator, a powerful piece of software that gives you control of your Horizon service from your desktop without having to log in to your Horizon portal. It also provides interaction with key programs such as Microsoft Outlook® and Skype® for Business.

- **Call Preview** Available from Outlook - allows Horizon users to prepare for the incoming call and respond appropriately, making the caller feel more welcome and giving a more professional feel
- **Click to Dial** Available from Outlook and web pages. Makes Horizon even simpler to operate as users can make calls instantly and accurately from the information on their screen
- **Skype® for Business integration** Presence changes to reflect On A Call or Do Not Disturb. Improves efficiency as colleagues and customers can only contact you when you are available
- **Desktop Control** Instant access from the desktop to Call History, Call Forward, Presence and other features

Integrator CRM

Integrator CRM takes the Integrator software a step further. Compatible with over 20 of the top CRM packages including Salesforce and Microsoft Dynamics, Integrator CRM helps users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from your CRM system

Call Queuing

Horizon Call Queuing helps you present a professional image to your customers by managing incoming calls effectively and delivering them to groups, as soon as users become available. It's a low-cost way of managing your incoming calls professionally and provides constant information and choices to your callers, reducing the risk of missing valuable incoming calls.

Receptionist Console

Manage incoming calls and call routing to single or multiple sites via a simple, easy-to-use interface. Horizon Receptionist Console adds a low-cost way of managing your key call routing and monitoring of multiple contacts or sites, where this is not achievable through a more traditional phone and sidecar solution. It ensures that every one of your calls is answered professionally and efficiently, improving customer service and increasing business efficiency.

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