SUPERCHARGING YOUR
BUSINESS TELECOMS:

HOSTED PHONE SYSTEMS

DSUK

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WWW.DIAMONDSOLUTIONSUK.COM

INTRODUCTION

DIAMOND SOLUTIONS UK LTD TEAM HAS OVER 20 YEARS OF EXPERIENCE IN THE TELECOMS AND IT SECTORS. DELIVERING PREMIUM SOLUTIONS TO ALL SIZES OF ORGANISATIONS, INCLUDING LARGE PUBLIC SECTOR, EDUCATION, AND SME'S.

Our motto is "Give first, then receive", and put simply, our main focus is always to add value to our customers. Our no sales jargon, engineering-led approach, ensures our customers only get what they require, and nothing more, or less.

We have sourced world-leading solutions, used by businesses across the globe. Our core team has been supplying telecoms to businesses for over 30 years, by delivering optimum solutions that allow our customers to do more than just talk.

By joining the Diamond family, we will deliver the best-in-class customer support that you have never experience before. No matter the time of day, or night.

DSUK

WHAT WE OFFER

1

PHONE SYSTEMS
From cloud phone systems to on-premise.

2

MOBILE PHONES
Multi network sims and hardware.

3

INTERNET CONNECTIONS
All aspects of business broadband.

4

MICROSOFT TEAMS
From cloud phone systems to on-premise.

5

IoT SIM CARDS
Connect any device to the internet.

6

VIRTUAL NUMBERS
All 01/02/03, International Local and Toll Free.

VoIP PLATFORM FEATURES

EVERY MEMBER OF STAFF WILL NOW HAVE THE OPTION TO USE ANY OF THEIR CHOSEN DEVICES AS THEIR DESK PHONE. THEY WILL HAVE FULL ACCESS TO ALL FEATURES VIA THEIR MOBILE AND DESKTOP APPLICATIONS, ON ALL OPERATING SYSTEMS INCLUDING MAC.

They will be empowered to see who's available, instant messaging, contacts syncing and all major telephony features such as transferring calls, hold music, and even call recording. Their mobile apps will also sync with their Microsoft calendar and contacts, providing true unified communications.

CALL RECORDING INCLUSIVE

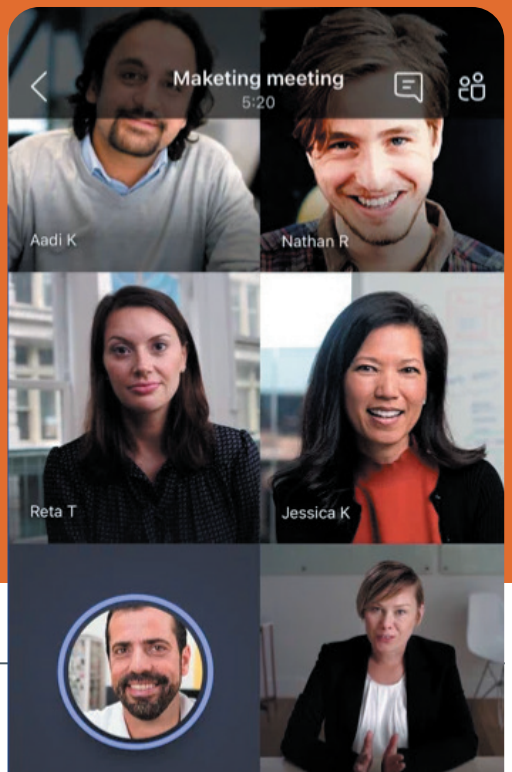
Record all calls, or just certain types of calls from certain users. With just a few clicks, see every call a customer or colleague has made, and instantly replay the conversation.

ALL INCLUSIVE FEATURES

This is a rarity in telecoms and that's why we'd like to highlight it. Every feature including call recording is included as standard within our phone system. As you grow, or evolve, the systems got you covered.

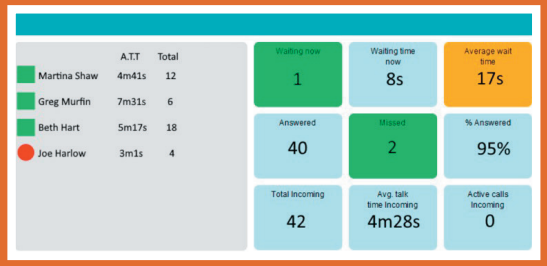
MICROSOFT TEAMS INTEGRATION

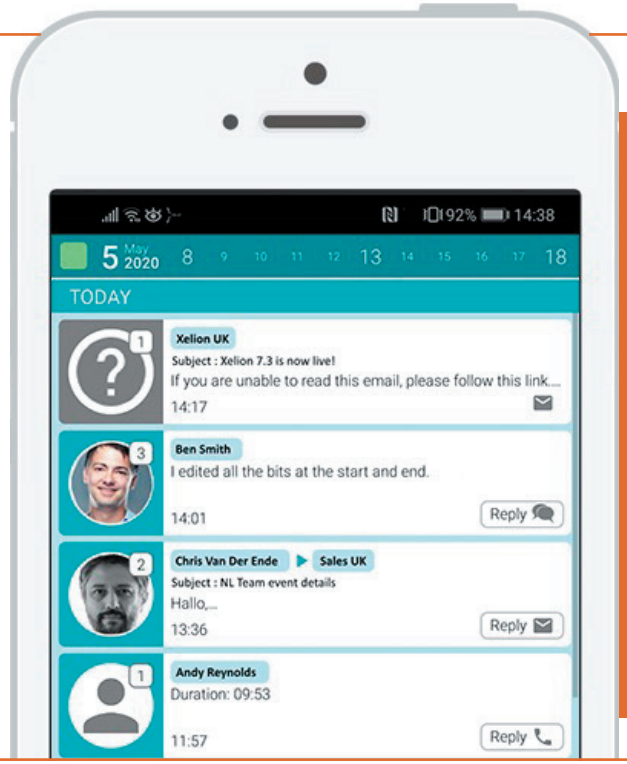
If you'd prefer to use Microsoft Teams for your communication tool of choice, we've got you covered. We can integrate your new phone system with Teams seamlessly, where you can make and receive calls from your Teams device, as if it was a traditional desk phone.reports, that can be scheduled to be sent via email.



LIVE WALLBOARDS

See how your team is performing in real-time, from any device, including your mobile app. Choose from a large range of metrics to measure, such as missed call, calls queuing and calls answered. You can even create bespoke reports, that can be scheduled to be sent via email.





INSTANT MESSAGING & FILE SHARING

Communicate with your team on any device via instant messaging. You can share files, start a call or simply drop them a line.

Your staff can communicate on any device of their choice, from mobile, iPad and desktop applications.

WHATSAPP & SMS

Integrate both your website and phone system with WhatsApp. Chat directly from your phone or PC with customers, even share files and photos. If you'd prefer simple text messaging, we've got that covered to. Sent customers direct SMS messages via your phone system.

UNLIMITED CALLS

Never worry about out of bundle calls again, our simple, easy to understand pricing structure includes all calls to every major UK mobile and landline network.

UNLIMITED DEVICES

No extra charges for wanting more than one device. In fact, you can choose to have 10 devices if you really wished to. All licensing includes softphones, desk phones and desktop applications for every user.

SIGN IN VIA EMAIL

Our Microsoft partnership is strong, and because of this, every user can use their email to sign into their apps without any configuration.

LARGE DEVICE RANGE

KEEP YOUR OLD DEVICES

WE SUPPORT THE BELOW:

poly

snom

Yealink

cisco

PROJECT MANAGEMENT

DIAMOND SOLUTIONS UK LTD WILL PROVIDE FULL PROJECT MANAGEMENT AND ON-GOING SUPPORT AS OUTLINED IN THE DOCUMENT. OUTSIDE OF OUR CONSULTATION PERIOD, DIAMOND SOLUTIONS UK LTD AIM TO CARRY OUT THE MAJORITY OF SETUP OFFSITE TO MINIMISE ANY DISRUPTION, AND PROVIDE A SIMPLE, PLUG AND PLAY SERVICE.

1

INITIAL CONSULTATION

A full consultation with key stakeholders will be provided in advance of moving forward. The consultation will cover call routing of each organisation to understand all their current features such as voicemails and on-hold messages.

We will also cover the current setup of businesses, their users, and their current telephone numbers. We can then script a plan for smooth transition with identical call flows.

2

NUMBER PORTING

Diamond Solutions UK Ltd only use Tier 1 carriers to process our number porting. Once every number has been received, we can then apply to port the numbers across, this can take 10-20 working days, and we will be on-site on the day of the port.

3

SETUP & INSTALLATION

Once the number port date has been committed by BT, we will proceed to setup all handsets prior to this date. We will then deliver the phones, train the staff and test with dummy numbers to ensure all call flows are designed as required.

On the date of the number port, clients will simply unplug their current device and plug in their new device.

4

SNAGGING & SUPPORT

We will provide 3 snagging visits above and beyond our standard support. The first visit will be within 1 week of the installation, and the other 2 visits will be at the end user's discretion or month 1 and month 3.

WHETHER YOU REQUIRE CONTRACTED MOBILE AND SIM, SIM ONLY, OR DATA ONLY, WE CAN INTEGRATE NEW TECHNOLOGY AND PROVIDE A PROFESSIONAL SOLUTION THAT OFFERS THE BEST POSSIBLE COMBINATION OF VALUE AND PERFORMANCE FOR YOUR BUSINESS.

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