



HOSTED VOICE AND MOBILE FOR ACCOUNTANTS



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Accountants are under pressure to deliver client requirements to schedule and in a professional manner. Therefore, the telephony system that you choose to use is of paramount importance. You require reliable telephone systems in order to operate efficiently on a day-to-day basis.

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THE CHALLENGE

In an industry that is under immense pressure to deliver a high standard of client service, communication is key. Clients need to be able to speak with their accountants whenever the need arises. Reliability is therefore the foundation of any telephony system in this high-pressure industry.

Quick and clear communication

Practices also need a scalable solution, given that they can range in employee size from small practices through to multinational firms, the telephony solution must cater for all sizes and adapt with growth.

Adapting to the growing demand also includes, that regardless of office location or remote working, the telephone system must adapt accordingly too. Staff will also be out of office at meetings, so calls must have the flexibility to be re-directed to a mobile phone.

Accurate Reporting

Accurate reporting tools within your telephony system are essential. Report on time spent on calls with each client and accurately bill clients and ensure that your accounting practice is working efficiently and achieves maximum profit. Without this crucial reporting information, you could be losing money.

Call recording is also a must-have due to the nature of the industry and the need to refer to key notes and conversations. There are so many key requirements that can help your practice reliably and efficiently communicate with clients that can be addressed by improving your communication system.

THE SOLUTION IS HOSTED VOIP

- ⦿ **Features you can easily control** – Hosted VoIP 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.
- ⦿ **On-demand service with no hidden costs** – It's 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** – Hosted VoIP offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Hosted VoIP together with our business mobile services you benefit from free calls between your office and mobile phones.
- ⦿ **A business continuity solution** - Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business because Hosted VoIP is in the cloud.
- ⦿ **Call recording** – Accountancy practices often deal with sensitive subjects, and call recording for some of these calls could be vital. You get complete control of what is being recorded and when.
- ⦿ **Work smarter** – It's perfect for those who work in and out of the office, who need to work from different locations such as being at meetings or in court, with features that ensure you never miss a call. We also offer more in-depth call management reporting and wallboard integration, receive a live data feed to help your organisation gain a real-time understanding of calls.
- ⦿ **Quality** - Call quality, as with any communication system, is dependent on the underlying connection available. Our Ethernet or Broadband products deliver great voice quality and are underpinned by stringent service level agreements.
- ⦿ **Suitable for any sized accountancy practice** – Hosted VoIP is suitable for all businesses and is particularly effective with multiple site operations working together. It's also capable of serving hundreds of employees.
- ⦿ **Generating reports** – Our Hosted VoIP solution enables accountancy practices to generate reports on time spent on the phone, and to which customers/clients. Then, when required, reports can be downloaded enabling to easily set up surcharges and markups for specific events and clients.

CONNECT - TAKE YOUR OFFICE COMMUNICATIONS MOBILE

As many employees of accountancy practices are in and out of the office, at meetings with clients being effective and productive is vital. But enabling this is about more than giving them a mobile and a laptop, it's about giving them access to the right tools, the right information and the right contacts, everything they need to work.

Connect enhances the features, security and control of your office Hosted VoIP solution with seamless integration into your mobile. It offers voice and mobile capability throughout your business regardless of your employees location.

Here are the key features:

Review all business call data and call recording from a single portal, regardless of device, location or number.

- ◉ Dynamically choose to present your office (user DDI, site number) or mobile number for all outbound mobile calls.
- ◉ Receive all voicemails across all devices into one mailbox.
- ◉ Extend your inbound call routing to all devices, including mobiles.
- ◉ Improve customer experience by always being available.
- ◉ Maintain constant access to your company directory. Dial internal extensions from any location using your mobile phone.
- ◉ Use a single web portal to manage your telecommunications.
- ◉ Use your UK mobile to make international calls at internet rates.
- ◉ Utilise Hosted VoIP features on your mobile.

OUR COMPLETE UNIFIED COMMUNICATIONS SOLUTION

With Windsor Telecom you can move your telephony to a cloud-based unified communications solution and take your business to the next level by helping to improve collaboration, boost productivity, increase mobility and enhance the customer experience.

Unified Communications

Helping your staff to work smarter with a Unified Communications solution and you'll gain the benefits:

- ⊙ Higher productivity and responsiveness.
- ⊙ Increased employee morale and engagement.
- ⊙ Improved collaboration, enabling new ideas and faster decisions.
- ⊙ Better customer experience, encouraging loyalty and referrals.
- ⊙ Lower risks of security breaches and loss of valuable information.
- ⊙ Lower operational costs.



With Windsor Telecom, not only can you move your communications to a hosted voice solution but you can also adopt a business mobile solution too.

To discuss how it will work for your firm, get in touch.

SPEAK TO OUR EXPERT TEAM NOW - **CALL FREE ON 0800 180 4290**



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numbers you can count on™