



Hosted Telephony Solutions

Business Edition













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Powerful business telephony, made simple. GW-Tech brings you CallSwitch One, a market-leading hosted communications platform built to keep your team connected, productive and moving forward.

From advanced call handling to seamless integrations and fully supported hardware, everything your business needs is included, delivered through an intuitive interface that evolves with you. Key features include:

	Hot desking		Screen sharing
	Soft/mobile client		Auto attendant
	Directory services & click-to-dial		Call queuing & parking
	Instant messaging & presence		Compliant call recording
	Voicemail & voice-to-email transcription		CRM integration
	Voice & video conferencing		Microsoft Teams integration
	Secure administration portal		

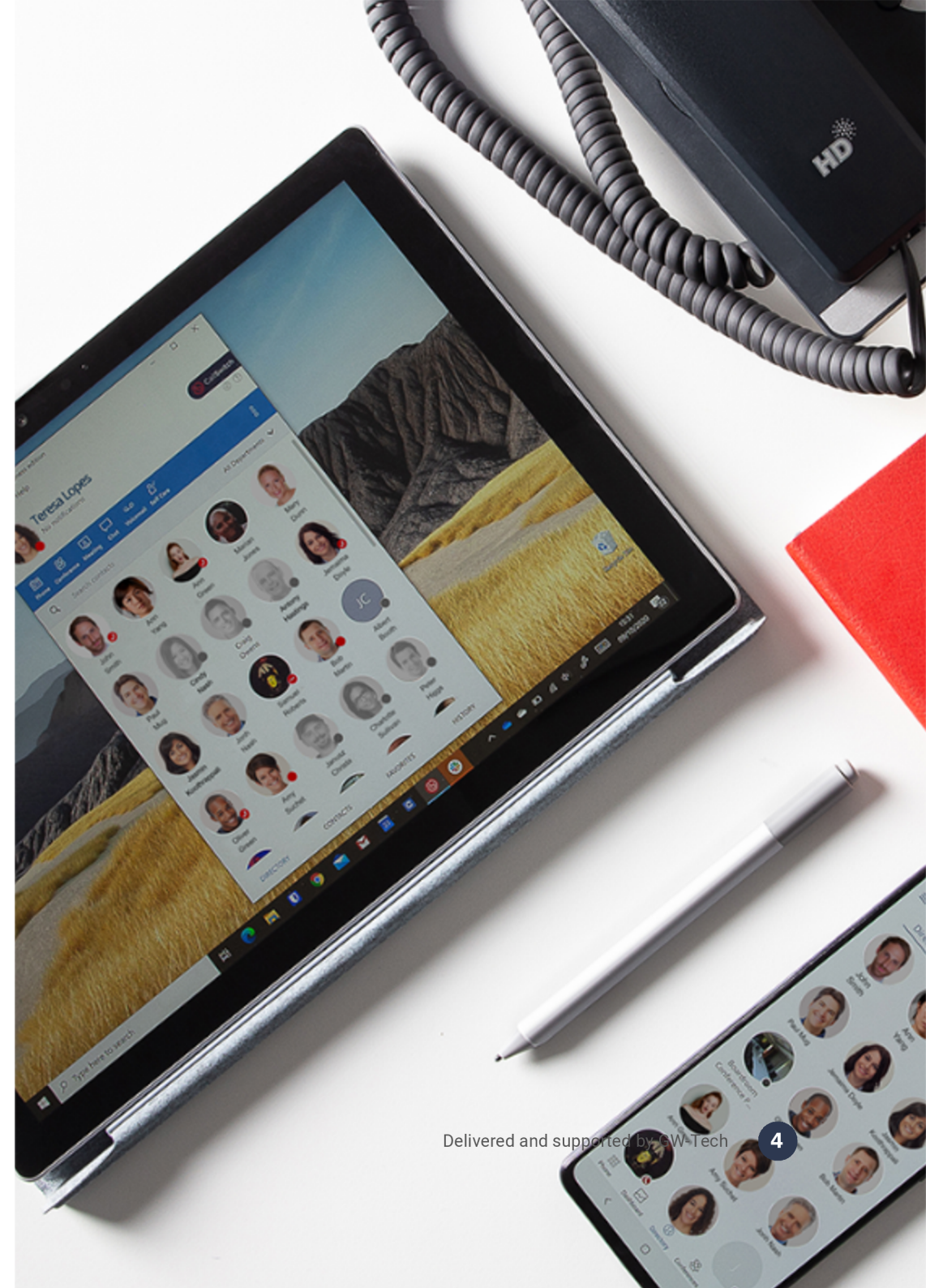
Delivered and supported by GW-Tech

Communicator Soft Client

Stay connected wherever you are. The Communicator soft client brings the full power of the CallSwitch One platform to any device.

Whether in the office, at home, or on the move, your team can communicate and collaborate seamlessly from a single, intuitive app, available on Windows, Mac, iOS and Android.

- ✔ **Softphone**
- ✔ **Video**
- ✔ **Instant messaging**
- ✔ **Group conferencing**
- ✔ **Screen sharing**
- ✔ **Document sharing**
- ✔ **Click-to-dial**





Desk Phones

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

CallSwitch One is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This also means existing IP handsets may be compatible with our platform, potentially reducing your hardware costs.



Intelligent Integration

Key to any Unified Communications solution is integration with other critical services...

Callswitch One Business is plug-and-play ready for integration with Salesforce, Microsoft Dynamics, Sugar CRM, Hubspot, Zendesk, Bullhorn, Pipedrive, Suite CRM, Zoho and Vtiger, with new integrations coming on-stream regularly.

Less common, web-based, CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality.

CallSwitch One Business also integrates with Microsoft Teams, offering a cost-effective and resilient solution for voice in a Microsoft world.



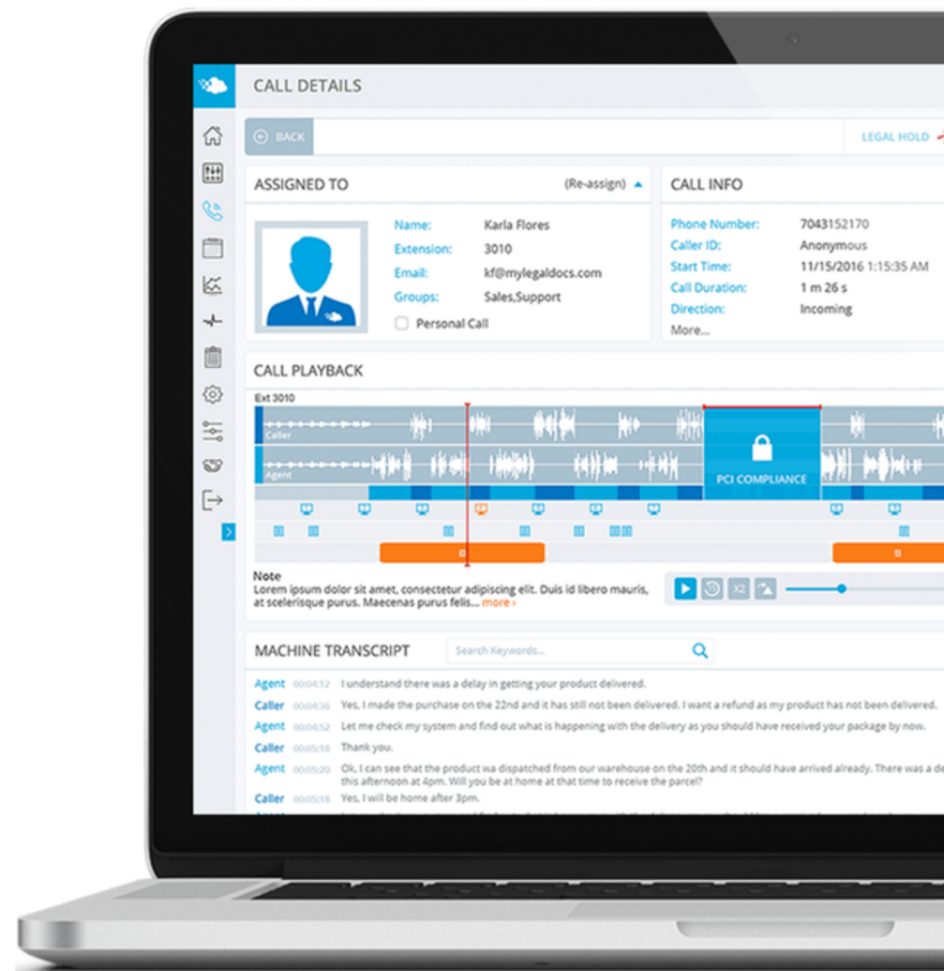
Call Recording

CallSwitch One Business can be enabled for native cloud-based call recording, offering a 90 day rolling archive of your calls, complete with secure data centre storage.

Should you need to retain copies of call recordings beyond the previous 90 days, the platform enables you to archive recordings to your own Amazon S3, Google Drive, or Dropbox storage solution.

If you're operating in a regulated industry and need to adhere to strict compliance requirements, such as MiFID II or PCI, we also offer a fully compliant, cloud based call recording and analytics platform – Atmos.

The Atmos platform comes complete with advanced search and retrieval, 256 bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.



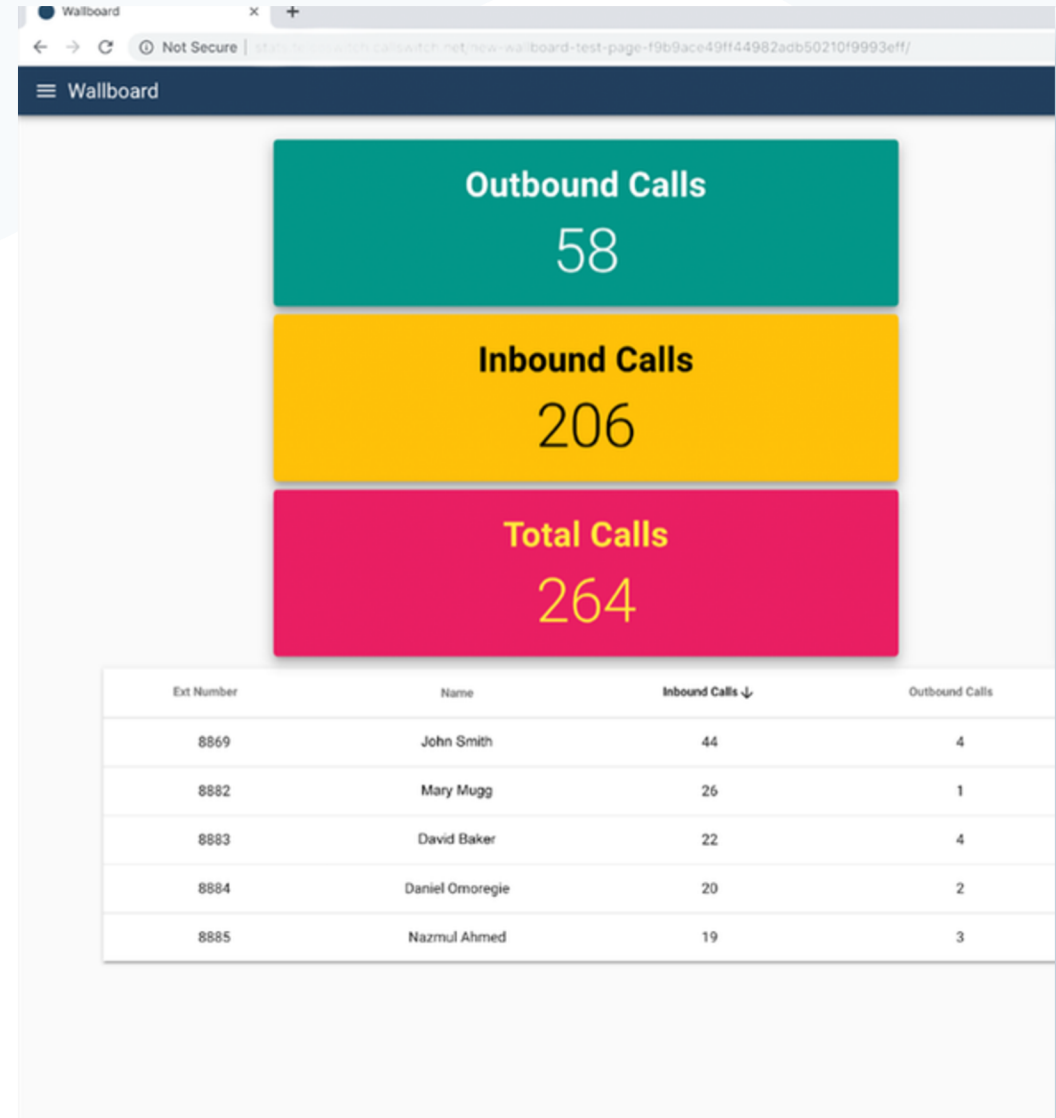
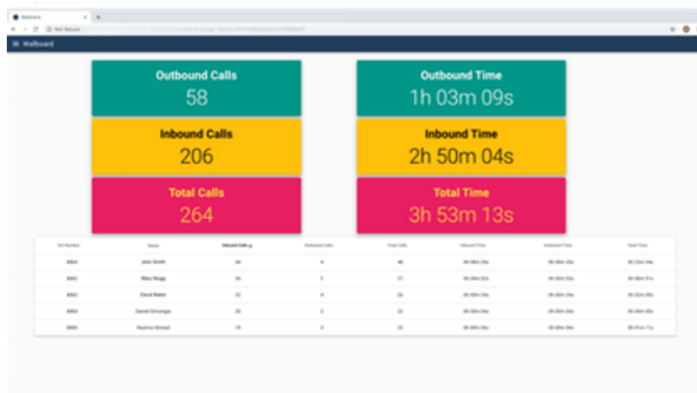
Wallboards

Wallboards can provide teams with

live insight into how they are meeting customer needs and internal quotas, while enabling department heads to identify areas of increased demand that could require additional resource.

CallSwitch One Business wallboards display a host of live call statistics across your deployment, enabling you to monitor activity and respond to any performance issues promptly.

Statistics can be displayed on any web-enabled and connected device.

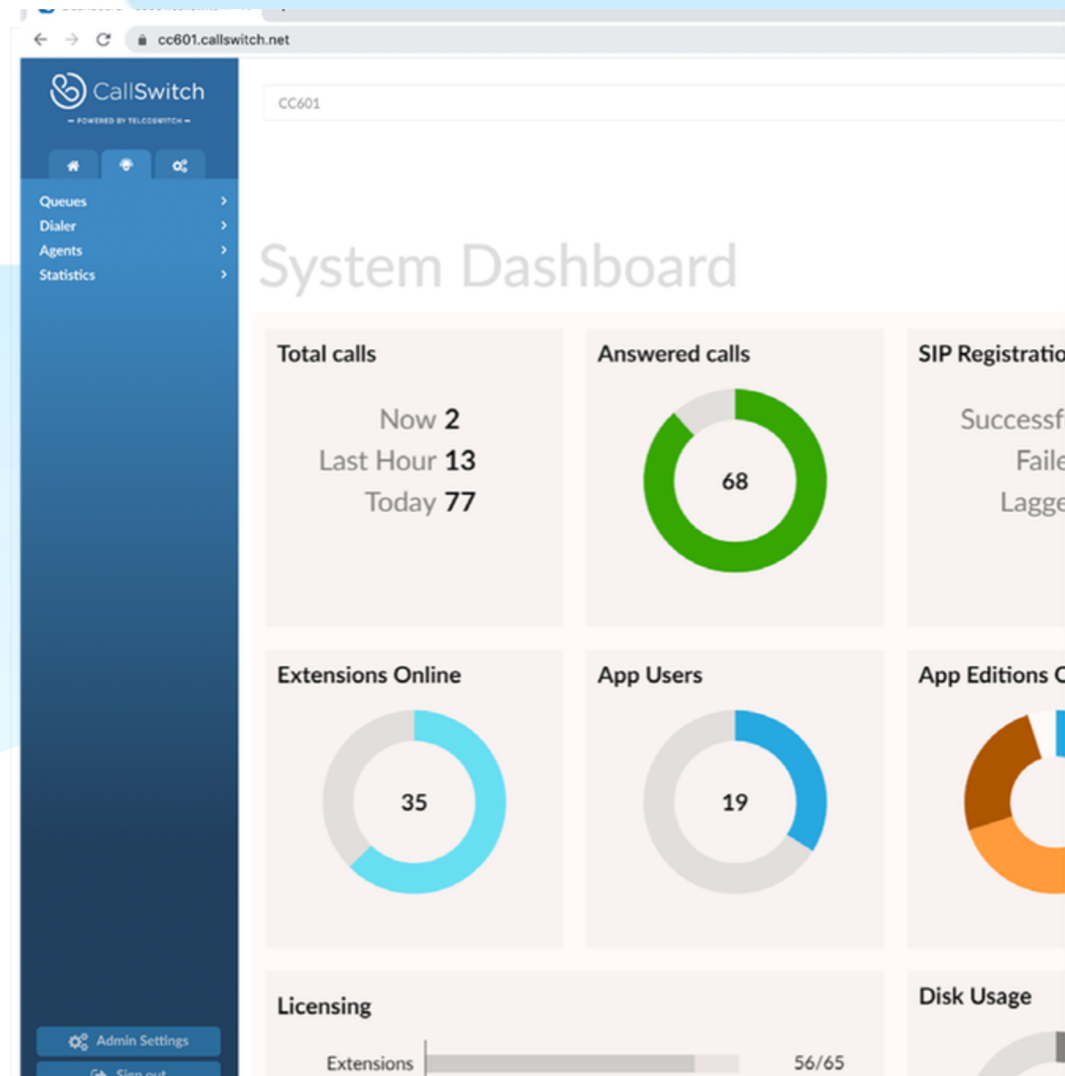


Administration Portal

Our secure, web-based portal puts you in full control – from anywhere.

Managing your telephony system has never been simpler. Add extensions and hunt groups, configure call routing, control end-user features, and maintain centralised contact directories – all instantly, with no technical expertise required.

Whether you're scaling up, making changes on the fly, or responding to business needs in real time, everything can be configured, deployed, and managed in moments.



Network Resilience

The CallSwitch One platform runs from multiple, geographically redundant, UK data centres, with the primary data centre at London Volta, offering industry-leading resilience for connectivity, power and cooling, and is a co-location centre of choice in the heart of the City.

Load balanced controllers and hosts run across advanced Linux-based Dell server clusters, providing additional backup, with PSTN connectivity delivered via direct SS7.

IP traffic flows directly over uncontended links, peering extensively over LINX and LonAP as well as privately, ensuring traffic is handed to other ISPs locally wherever possible, for maximum performance and reliability.



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As a UK communications provider with an Ofcom-allocated RID, we supply and manage mobile, broadband and VoIP services across UK carrier networks – providing a single, accountable point of contact for your connectivity.

