Hosted VoIP Service

A cost-effective and reliable communications solution to meet the demands of modern day business.

Why choose a Hosted VoIP service?

The Raycon Hosted VoIP Service is a sophisticated business telephone system delivered over the Internet offering a broad range of benefits many of which are not offered by traditional fixed line solutions.

Scalable

Our Hosted VoIP enables customers to build powerful solutions tailored to their individual needs and each solution is provided for a set monthly fee which covers all on-going support and maintenance of the solution. Customers can add or remove services as required so the business only pays for the services it really needs.

Cost Effective

All services are provided for a monthly charge based on the services that are currently in use. Companies no longer need to invest in a traditional PBX system upfront and pay for features that may never be used.

Key Benefits

- ♦ **Free site-to-site calling**
- ♦ **No need to change your number**
- ♦ **Only pay for the features you use**
- ♦ **Predictable monthly cost**
- ♦ **Multiple sites can act as one**
- ♦ **Add or remove extensions as needed**
- ♦ **No hardware to support**
- ♦ **User friendly web portal**
- ♦ **Remote worker and 'soft phone' support**
- ♦ **Minimal Capital expenditure**
- ♦ **Reduce international calling costs**

Key Features

- ♦ **Versatile 'auto attendant' voice menu system**
- ♦ **Flexible Incoming Call Rules including the time of day, Caller ID and extension status**
- ♦ **Voicemail (with voicemail to email)**
- ♦ **Call recording and playback**
- ♦ **Advanced conferencing features**
- ♦ **Call Queues, call distribution and reporting**
- ♦ **Inbound international numbers**
- ♦ **Powerful and intelligent call routing**
- ♦ **Advanced call reporting and statistics**

Flexible

Telephone numbers need no longer be restricted by your location - if the business moves, the phone numbers can now move with it. New sites can be up and running in days rather than weeks.

Calls can be routed to multiple geographic locations enabling workers to answer and transfer calls for free as if they are in the same office.

Familiar User Experience

Although our Hosted VoIP Service is a modern communication system users are still presented with the familiar telephone handset which still operates exactly as they expect.
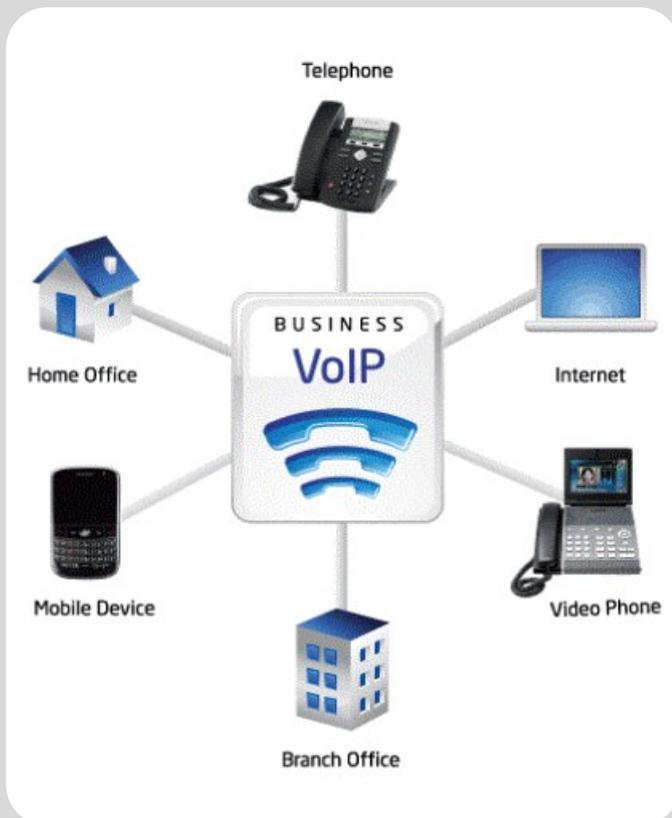
Raycon

International

International numbers can be added to any solution providing companies with an immediate international presence and contact numbers for international customers. Calls can be routed to and from any location worldwide allowing employees who travel to talk to their team members for free and from any location.

Moving to Raycon is easy

The telephone is an integral part of the business environment so we have made migrating to Raycon as simple as possible. There is no need to change your number, meaning you can be up and running in a matter of days with no downtime.

Resilient

Our platform runs on state-of-the-art Cisco and HP hardware and is designed with up time and full system redundancy in mind. In the event of any hardware failure the solution will continue to run seamlessly.

IP phones

We currently support IP handsets from two major manufacturers, Polycom and Gigaset.

Polycom are the worldwide leader in unified communication and collaboration, video conferencing, voice conferencing, data and web communications solutions.

Gigaset are Europe's No1 manufacturer for contemporary cordless phones, from entry level units through to dust/splash resistant devices for more challenging environments.

Softphones

CounterPath's flagship softphone 'Bria 3' has been fully tested and approved on the Raycon Hosted VoIP platform. Bria 3 can be installed on any PC, Mac, Android or iPhone smartphones, providing the flexibility to answer calls on multiple devices and from any location.

Get in touch

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