

# Cloud Telephony

Enhanced disaster recovery, super-fast performance, and advanced functionality are all attributes of our “never miss a call” and “work anywhere” cloud telephony solutions. TMT empowers your workforce to seamlessly and immediately transition to any working environment regardless of business climate or office location.



## CLOUD TELEPHONY

**TMT provides a range of cloud telephony solutions in partnership with leading vendors such as NEC, and LG Ericsson.**

Unlike traditional on-premise fixed telephony, cloud-based phone systems route calls through the internet to reach pre-configured handsets or mobile devices, meaning your team can work anywhere with an internet connection, with no impact on day-to-day operations and productivity. This makes it ideal for hot-desking, remote working, and disaster recovery situations.

Cloud telephony conveniently integrates your fixed and mobile capabilities so that you never miss a call. Callers dial one number to reach your desk phone and mobile phone simultaneously. You can move on-going calls seamlessly from

one phone to another without hanging up, and both phones share a single voicemail box. Further many of our systems fully integrate with collaboration tools such as Microsoft Teams.

TMT solutions incorporate many advanced features:

- Voicemail with Transcription
- Auto Attendant
- Caller ID
- Company Directory
- Custom Hold Music & Greetings
- Direct Inbound Dialling (DID)
- Call Flip
- Conference Bridge or Rooms
- Hunt Groups
- Hunt Group Call Reporting
- Email and SMS notifications
- Busy Lamp Field/Call Presence

## BENEFITS

**Per-user billing with no upfront investments** - Make a move from CAPEX to OPEX. Our cloud telephony service is on-demand with no hidden costs. You will only pay for what you need on a simple per-user basis, and as there is no need to buy a PBX there is a minimal capital investment required.

**Free calls!** - Benefit from free site-to-site calls (even across international boundaries) and lower call rates than with a traditional system, further reducing costs.

**Increase productivity through your phone system** - You can improve the productivity of your workforce through hot-desking, remote working, and extending the service to mobile devices, ensuring calls are never missed – even during unexpected events such as snow, flood, or forced office closures. Cloud telephony provides your organisation with the means to carry on making and taking calls in the event of a disruption.

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

**Grow your business** - Our cloud solutions work on a pay per licence basis, therefore scaling up your operations is as simple as purchasing new licences. TMT can provision and ship handsets across the country to nominated users as the organisation needs.

**Unified Communications** – Our cloud telephony solutions embrace several different forms of communications such as data, voice, and video across multiple devices and get them to work in unity as a single solution enhancing overall employee productivity.