

# Horizon

Powering today's workforce  
- anyone, anywhere, anytime.



# Horizon business phone system

**Business telephony has evolved and it is likely your current business communications can be improved with a cloud business phone system.**

Horizon sits in the cloud. This vastly increases the capabilities, improves the reliability and customer experience of your business.

Horizon allows your business to optimise your business investment, improve your customer satisfaction, retain talented staff and save time and money.



## **Business optimisation**

Allow your business to proactively plan resources based on tangible data, as well as respond to any unplanned events.



## **Improved customer experience**

Enable your business to deliver a consistent and seamless experience to your customers, regardless of their location.



## **Staff effectiveness**

Collaboration through Horizon improves your business outcomes by aiding each member of staff to be more efficient and productive.



## **Staff satisfaction**

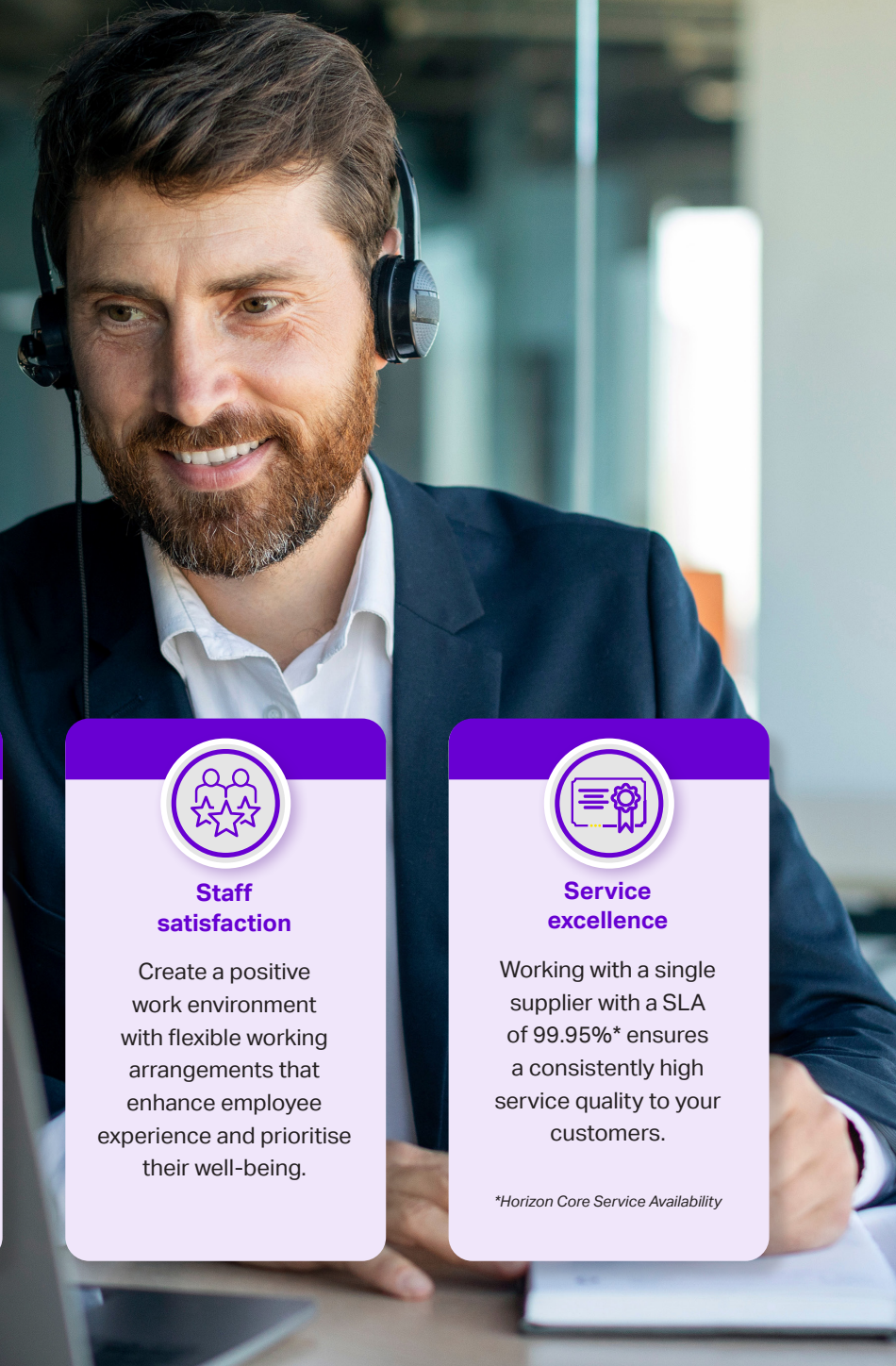
Create a positive work environment with flexible working arrangements that enhance employee experience and prioritise their well-being.



## **Service excellence**

Working with a single supplier with a SLA of 99.95%\* ensures a consistently high service quality to your customers.

\*Horizon Core Service Availability



# Powering today's workforce

## anyone, anywhere, anytime

Businesses have also evolved. Adapting to the 'work anywhere' trend can be important for businesses.

Moving to a hosted business phone system removes the need for employees to be on the business premises to work collaboratively and efficiently with colleagues.

Horizon allows a consistent quality service for your customers, wherever your workforce are working.

Horizon has both fixed and mobile capabilities which are accessed through an easy-to-use portal and app allowing users matched capabilities at home or on the move.

60,000+

UK companies use **Horizon** telephony systems.

750,000+

users trust **Horizon** for their business phone system.

### PSTN Switch off

BT Openreach announced it is switching off the PSTN (and ISDN) network in 2025, which means everyone, including businesses, currently using PSTN-based services will need to move to another service before then.

Find out how Horizon can help your business effectively manage the PSTN switch-off.



Workers in Great Britain work at least one day from home a week\*

1 in 5





# Healthcare+ Medical Practice

**As GP services are growing in demand, Healthcare+ Medical Practice found itself struggling with increasingly high call volumes and being unable to process them in an orderly, professional manner.**

A recent outage of the phone system highlighted to management that a change was needed to ensure patient safety and business continuity.

Horizon offered Healthcare+ Medical Practice increased benefits and capabilities compared to their previous, non-cloud telephony system including:

**Auto attendant** - greets the caller and allows them to choose the service they require from a list. This helps cut down on the time patients spend waiting in queues and gets them to the right operator.

**Call queueing** - allows patient's calls to be queued before they are delivered to a handset at the practice. Comfort messages can be played too, which will give patients reassurance that their call will be answered soon and provide information such as opening hours.

**Sophisticated statistical analysis** - of inbound and outbound calls can help identify the busiest periods to help plan for staff scheduling.

**Integration with industry** - specific CRMs - can keep a record of call history and interactions with patients, as well as screen-pops on inbound calls to improve customer service.

**Receptionist console** - helps reduce the time it takes for a call to come in and be transferred to the necessary department or individual. The ability to re-order the queue is important, as some calls may need to be dealt with quicker than others in case of emergency. 'Presence' allows the receptionist to check who is available before transferring the call.

**Business continuity** - respond to unplanned events to ensure a continuity of service to patients.

**Horizon Actual Core Service Availability\***

\*(Jan 2022 - Jan 2023)

100%

## Key benefits

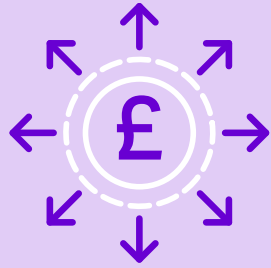
Improved customer experience

Service excellence

Allows operational response

Business optimisation through analytics

# Why your business will benefit from Horizon



## Optimise business investment

Proactively plan business resources based on tangible data.



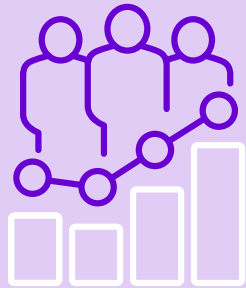
## Retain top talent

Create a positive work environment with flexible working arrangements that enhance employee experience and prioritise their well-being.



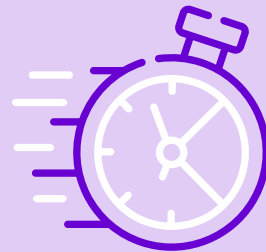
## Improves customer quality

Ensure a consistent customer experience, regardless of the location of your teams.



## Saves time

Improves business outcome by aiding each member of staff to be more efficient and productive.



## Operational response

Effectively manage unexpected situations with prompt and decisive action.



## Saves money

Work with a single supplier offering best in class service level agreement.



# Reliable Recruitment Ltd

Hybrid working is a hot topic for businesses. Staying competitive within today's jobs market to ensure the retention of valuable talent within your organisation means many companies are considering a more flexible approach to the 9-5 office environment.

As a growing business with over 30 members of staff, Reliable Recruitment are aware they could be providing a higher level of staff satisfaction to their workforce. .

Implementing Horizon has increased benefits and capabilities compared to their previous, non-cloud telephony system including:

**Collaborate** - the agents can conduct screening video interviews and make calls from mobiles to candidates.

**Integrator CRM** - a client record will pop up on the agents screen when they call in, enabling the agent to answer the phone accordingly, by linking to Outlook or their CRM system.

**Call reporting tool** - allows managers to check staff productivity and then apply necessary training or call routing adjustments where necessary.

**Call recording** - for the purpose of quality monitoring and training.

**Smartphone app** - the recruitment agent is able to make and receive calls anywhere. This means agents can be contacted wherever they are and can be accessed using one number.

**Twinning** - the agent can receive calls on their mobile when an inbound call is received.

**Music and messages on hold** - give off a professional image while callers are waiting for their calls to be answered. Likewise by using an auto-attendant clients and candidates will be able to get through to agents faster and ensure they reach the correct department.

## Key benefits

Improved customer experience

Contributes to staff satisfaction

Increases staff effectiveness

Optimises business processes



# Customisable to suit your specific business needs

## Horizon bolt-ons at a glance

### Horizon for Teams

Pair your existing Microsoft setup with Horizon to provide voice-enablement allowing you to make and receive calls internationally.

### Advanced Call Analytics

Real-time and historical advanced call analytics help your business efficiently manage resources by providing insights into call traffic, enabling effective allocation of resources as users become available, enabling effective allocation of resources.

### Call Queuing

Manage incoming calls effectively by quickly routing them to available users, presenting a professional image to your customers.

### Horizon Collaborate

Horizon Collaborate offers instant messaging, presence, voice and video calling with conferencing along with desktop, application and document sharing.

### Integrator CRM

Compatible with over 200 of the top CRM packages helping users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from their CRM system.

### Call Recording

Deliver exceptional customer experience by using call recording to analyse call quality and provide staff with training.

### Receptionist Console

Efficiently manage your call routing and monitor multiple contacts or sites with a low cost-solution. Ensure every call is answered professionally and promptly, improving customer service and increasing business efficiency.

### Horizon Contact Centre

Transform your business's call management with Horizon Contact, a powerful customer contact solution that enhances agent productivity and overall business efficiency, delivering exceptional customer service.

# Horizon hardware

We are able to offer a full range of audio equipment; portable headsets perfect for workers on the move.

Desk phones ideal for office workers and those who work from home, as well as audio-conferencing units that deliver uncompromised audio quality and are suitable for meeting rooms and other settings.



**Our full range of hardware can be found here**

→  poly

→   
CISCO

→ Yealink

→ EPJS

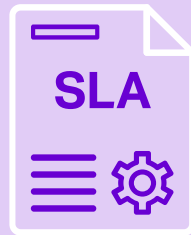


# Working smarter, together.

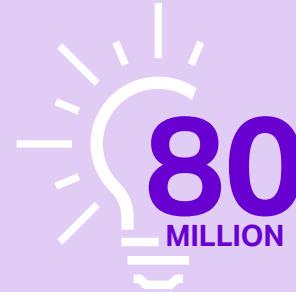


GOLD PARTNER

We have been a Gold Partner with Microsoft for 15 years.



We publish our performance against a set of strict SLAs.



We spent over £80 million on R&D in 2022.



Our UK based support teams. Offering 24/7 first line support.



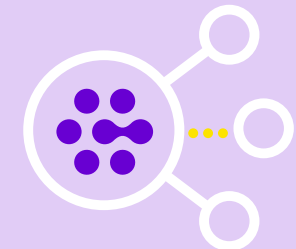
We are the No.1 SIP trunk provider in the UK.



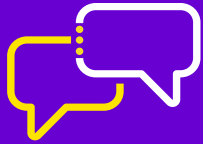
We are constantly audited to ISO standards.



We are a AIM listed, profit making company.



We own, operate and manage our own network.



**Horizon is a hosted communications service that provides extensive fixed and mobile telephony capabilities that can be configured with various bolt-ons to create a telephone system which suits your specific business.**

Accessed via an easy-to-use web portal, Horizon is intuitive to use. Save money by committing to a best in class SLA. Optimise your business investments using advanced call analytics and react with agility to unplanned events.



Contact us for more information



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We're a certified Carbon Neutral\* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.