Choosing the Right Communications Partner

Simplicity group

Simplicity group

This booklet provides a comprehensive overview of various options available for cloud-based phone systems, highlighting their features and benefits for businesses. The booklet outlines key features businesses should consider. It works as a valuable guide for businesses seeking to make informed decisions about their telecommunications infrastructure.

CONTENTS
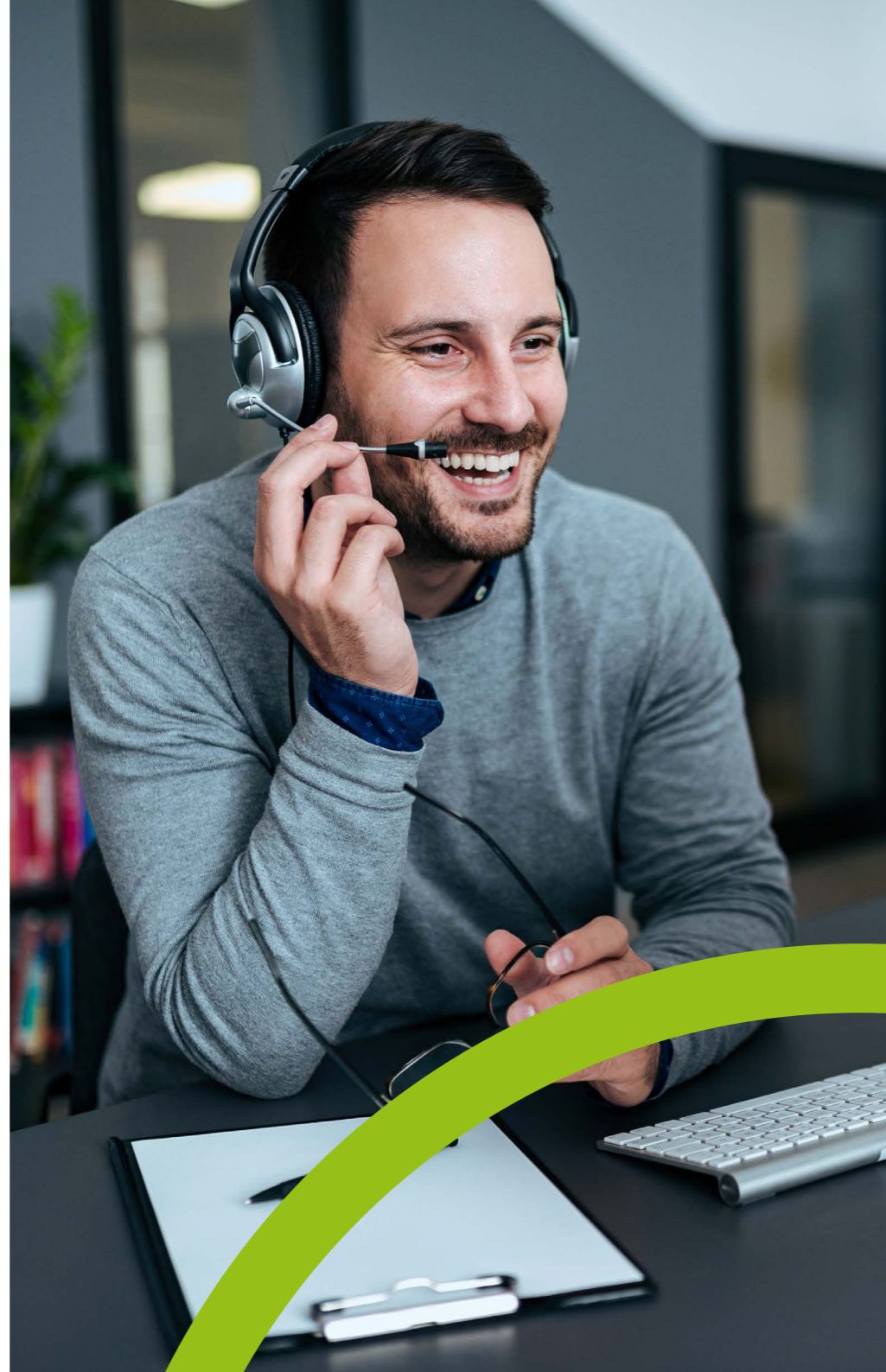
01. WHY CHOOSE SIMPLICITY GROUP?

At Simplicity Group, we are driven by a commitment to exceptional customer service and operational excellence. As platinum partners of Gamma, we are sure that we can deliver the best systems available in the market, coupled with a personalised touch of local customer service.

Here are just a few reasons to choose Simplicity:

- ✓ Top Rated on Google
- ✓ High Retention Rate
- ✓ Reliable
- ✓ Integrates with Teams, Zoom etc
- ✓ Seamless System Transfer
- ✓ Local
- ✓ Platinum Partner with Gamma

Having worked with Simplicity now for a few years I have to highly commend their support and account management. Any issue, big or small, is dealt with quickly and efficiently, even late night urgent responses are completed, (sometimes from the side-lines of a football game on a Saturday), they go above and beyond to ensure their customers are happy.

Andrew Higgins, Wellington Computer Systems

Really happy to recommend this business. The setup of our telecoms systems was seamless, and the service received has been excellent. Great company and local to us!

Tom Campbell, Hinch Distillery

02. OUR SERVICES

At Simplicity Group, service is at the forefront of what we do. We tailor our solutions to suit you, so we can get straight to work on any issue that arises.

We have a team of in-house experts including:

Sales

Remote Support

Account Managers

Local Engineering Team

Our Service includes

Phone Systems
Simplicity Group offers the latest in business VoIP telephony and Cloud telephone systems across the UK and Ireland.

Business Mobiles
We complete a business case to help us understand your issues and objectives so we can use our experience to recommend the best technology for you.

Business Broadband
Our broadband solutions include all of the essential features a business needs including high speed, reliability, Security, scalability, and more.

Fleet Management
Does your company have a fleet? Chat with us about our telematics and vehicle CCTV options.

We are Gamma Platinum Providers. Gamma is one of the leading phone technology providers in the UK & Ireland. It is acclaimed for its award-winning Unified Communications hosted platform.

03. DATA SOLUTIONS & BUSINESS BROADBAND

Our fast and reliable business broadband connections keep you operating at all times. And when it comes to connectivity, the faster the better right? Our team of business broadband specialists is here to deliver the right network and internet solutions for your business.

Features

- ✓ Speed
- ✓ Security
- ✓ Rapid SLA & Service

OPTIONS

SOGEA
Single Order Generic Ethernet Access a broadband service that provides internet connectivity over Ethernet, typically without an accompanying phone line, allowing users to access high-speed internet without traditional landline telephone services.

FTTP
(Fibre to the Premises) brings fiber optic cables directly to your home, offering faster and more reliable internet speeds.

Leased Line
A leased line is a dedicated telecommunications line that is rented by a customer for exclusive use, providing high-speed, reliable, and secure data connectivity.

04. VOIP & CLOUD TELEPHONE SYSTEMS

What is a cloud telephone system?

A cloud telephone system, also known as Voice over Internet Protocol (VoIP) or hosted PBX (Private Branch Exchange), is a phone system that operates over the Internet rather than through traditional telephone lines.

Features:

- Call Forwarding
- Call Routing
- Voicemail to Email, Mobile & more
- UK, Ireland & International Calls
- Call Recording
- Anayltcs & Reporting
- Out of Hours Messaging

WHAT ARE MY OPTIONS?

Cloud-based phone systems, come in various forms and configurations to suit different business needs. Here are some common types of cloud telephone systems:

Unified Communications as a Service (UCaaS):

Integrates various communication tools and services, including voice, video conferencing, instant messaging, mobile phone, and collaboration features.

Contact Centre as a Service (CCaaS)

A contact centre, is a centralised hub or facility for organisations to manage a variety of customer interactions. Interactions can occur through telephone calls, emails, live chat, social media, and more.

Collaboration Platforms with Calling Features: Operator Connect/ Microsoft Teams

Collaboration platforms, such as Microsoft Teams, integrate calling features into their broader suite of collaboration tools. Businesses can use these platforms for both messaging and calling, creating a unified communication experience.

Microsoft Teams Phone is rapidly becoming the go-to solution for businesses looking to simplify their communications and Operator Connect is the perfect addition to enhance your Team's experience. With its seamless integration, Operator Connect streamlines your Team's calling capabilities and maximises your return on investment.

Cloud-based systems are the best-in-class versions since they do not need expensive hardware. Plus, businesses are less vulnerable to technical failures.
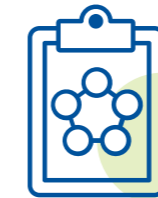
05. FEATURES

Security

Future Proofing

Reporting & Analytics

Customer Service

Consistency in response

Business Continuity

Flexible Working

Cost Effectiveness

Quality of Service - 99.99% SLA

Easy Set up

Chat with our team about how this solution can improve your business.

06.
BUSINESS MOBILES

The rise of remote work, and the need to use the internet on the go, mean mobile devices have become an indispensable part of people's work lives. Businesses often find mobile phones essential because it contributes to increased efficiency, communication, and overall productivity.

Our business mobile solutions features:

- Security Features
- Integration with Collaboration Tools
- Network Connectivity including 4G/5G Support
- Storage Capacity
- Warranty and Support

Why choose our business mobile solutions?

Accessibility and Mobility
Mobile phones provide employees with the flexibility to stay connected while on the move.

Emergency Situations
Mobile phones are essential in emergencies, providing a direct means of communication during crises.

Customer Interaction
Mobile phones enable businesses to stay in touch with customers more effectively. Sales representatives, customer service teams, and field personnel can use mobile phones to communicate with clients, respond to enquiries, and provide support.

What can I get with Simplicity Group?

Individual Tariffs
Tariffs built to suit your unique business requirements.

Latest Devices
Apple, Microsoft, HTC, Samsung, Sony and more – we have all the latest models.

Simple and Jargon Free
No jargon, hidden charges or introductory pricing traps. Everything we do is designed to be clear and concise and make your life simpler.

Support
Our dedicated Simplicity Team is on hand to support you pre and post-connection

5G
Businesses can leverage 5G phones to unlock a range of practical and innovative capabilities.

Simplicity
group

Chat with our team today about how our solutions can work for your business

simplicity.group   +44(0)2890664002   info@simplicity.group