

Krome



HORIZON: A CLOUD-BASED BUSINESS PHONE SYSTEM



HORIZON HOSTED PHONE SYSTEM

Manage your entire communications infrastructure with Horizon.

Manage your entire communications infrastructure with an award winning cloud communications system built for business.

Horizon is a hosted business telephone service that resides in the cloud rather than your office. It provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.



BUSINESS FEATURES

Improve Productivity

Horizon has many business features with an emphasis on control and administration through the web that takes the burden away from your IT team. The system can quickly be configured according to your organisation's changing requirements, while your employees can manage calls easily and effectively. With only a minimal capital outlay, a reliable and proven service and a jargon-free approach to telephony and communications, Horizon is suitable for any size of business looking to improve its productivity and image.

Features you can easily control

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

One number anywhere

Horizon integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.

On demand service with no hidden costs

As Horizon is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

Lower call costs

Horizon offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Horizon together with our mobile services you benefit from free calls between your fixed and mobile devices.

Enables flexible working

Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working and extending the service to mobile devices.

Number choice

You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

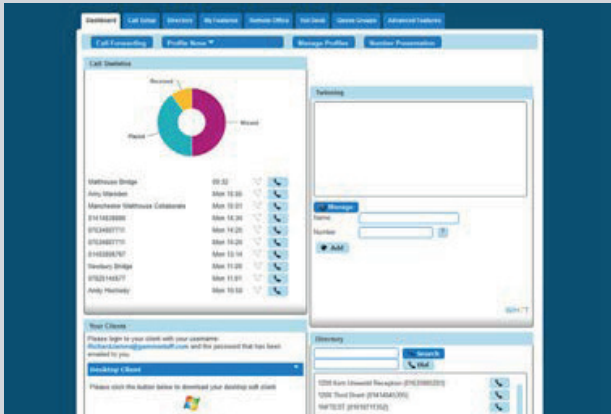
A business continuity solution

Unexpected business disruptions or events such as snow, floods, strikes or utility roadworks won't disrupt your business. Because Horizon sits in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, from whatever location, and in whatever circumstances.

Upgrade to Horizon Collaborate

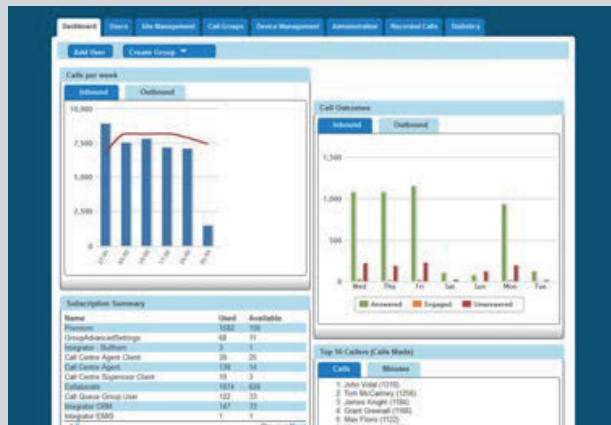
Easily include all the business benefits of a Unified Communications and Collaboration solution supplied as a service, fully integrated with Horizon telephony.

SIMPLE TO USE FEATURES



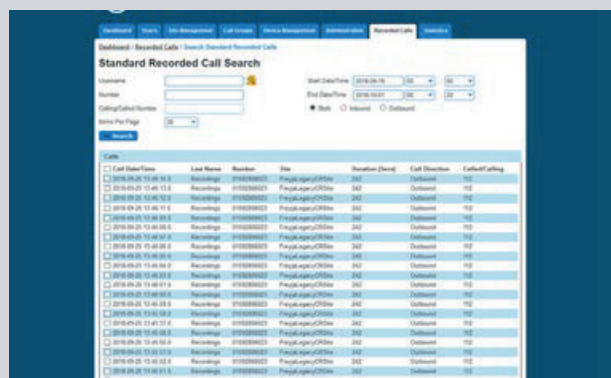
Easy to use interface

Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively



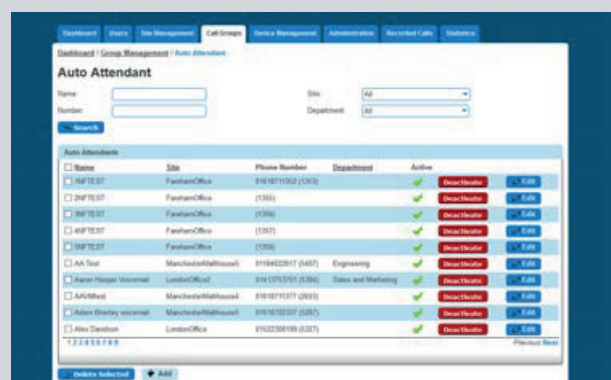
Administration interface

Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.



Call Recording

Record inbound, outbound or internal calls for compliance, customer service or audit purposes. This optional feature allows secure online playback and retrieval of call details. Set Horizon to record some calls, all calls or record calls on demand. Pause and resume a recording using the in-call menu option on the Horizon desktop app and certain handsets from the Horizon range of devices.



Auto Attendant

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

INCREASED PRODUCTIVITY

Make your workplace more productive with Horizon.



Interoperability

Horizon provides high standards of phone interoperability with its useful desktop and mobile clients plus a choice of premium headsets and handsets from a range of manufacturers.



Performance monitoring

An easy-to-use web interface provides feature control and valuable user information. With our experienced inhouse software development team, we can provide a positive user experience for both service and performance monitoring.



Network reliability

The Gamma network is reliable and secure. We lead on quality of service, scale and reliability, and we can easily and quickly transfer your existing phone numbers onto the Horizon platform. Sitting at the heart of Horizon is the world's leading call controller platform from Cisco BroadSoft, supporting millions of business users and providing the widest set of features while focusing on delivering the best user experience in unified communications.



SMARTER WORKING

Improve your collaboration capabilities, business agility, security, image and overall efficiency.



TEAM WORKING

N-Way Call: Convenient collaboration with colleagues

Hunt Groups: Distribute and allocate calls across your team

Call Transfer: To any internal or external number

Sites, Groups and Departments: Common or customisable settings

Call Park: Hold a call and pick it up on another phone

Call Pick Up: Answer a group member's phone

Instant Group Call: Enables efficient collaboration



IMPROVING COMPANY IMAGE

Call Waiting: So you're ready to take your next call

Hold Music/Messaging: Get your messages heard

Diversion Inhibitor: Avoid your calls being passed on

Auto Attendant: Provide callers with menu options for call routing

Enhance Your Brand: Upload your logo and specific adverts

CLI Flexibility: Present any number you have permission to call on behalf



MOBILE & FLEXIBLE WORKING

Home Worker: Take your profiles and settings to your home

Visual Voicemail: Play a message from your desktop or mobile, save it and ultimately delete it via the Horizon app. Horizon can mail you a copy of a recording or forward it to your entire team

One Number Anywhere and Sequential Ringing: Never miss a call again

Call Notify by Email: Keep track of important calls

Hot-Desking: Use your number on any enabled phone in your company

Remote Office: Use your number and profile on any phone, anywhere



WORKING EFFICIENTLY

Last Number Redial: For convenient repeat dialling

Click to Dial: Easy calling through the user interface or client

Account Codes: Assign calls to cost centres

Presence or Pre-set Availability Profiles: Manage incoming calls

Anonymous or Selective Call Rejection: No more unwanted calls

Automatic Callback: So that you can stay productive

Busy Lamp Keys: Call your colleagues when they are free

Do Not Disturb: Show you are unavailable

Company Directory: Available from the handset

Speed Dials: Up to 100 for your favourite numbers

Call Recording: For audit trails, compliance or training



SECURITY & FRAUD PREVENTION

Call History: View calls made, received and missed

Call Barring: Bar unapproved call types

Authorisation Codes: Control access to phones.

HORIZON EXTRAS - AKIXI

Gain an in-depth, real-time insight, into calls and call handling.



Akixi Advanced Management Reporting

Do you know how many calls you are getting, how they are being handled or who is handling them?

Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls. Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

- Instantly see what needs to be changed to improve customer service
- Monitor time to answer and manage calls more efficiently
- Analyse internal call patterns
- See how many calls are being abandoned with the ability to return them
- Optimise resources by ensuring the right number of operators are always in place

Features

- **No server on site** - enables multi-site monitoring and supports business continuity
- **Real-time statistics** - provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored
- **Accessibility** - use with any internet-enabled device in your office or on the move
- **Push reporting and alarms** - customisable to ensure business-critical metrics are always available
- **Receipt of call to end of call reporting** - monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification
- **Track after hours calls** - highlight suspicious activity or unauthorised calling
- **Abandoned call recovery** - see instantly if a missed call has been returned
- **Activity and extension activity monitoring** - quickly and easily monitor key extension or call routes to ensure maximum efficiency

HORIZON EXTRAS - CALL CENTRE

Call Centre Add-On

If you are a business that deals with a large volume of calls or has a call centre type environment, then Horizon call centre is the ideal add-on to manage calls for your organisation.

Horizon Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities that can be configured and managed via an easy-to-use web portal.

This add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the efficiency of their call centre to deliver first-rate customer service.

Horizon Call Centre is ideal for any business that receives inbound calls to sales teams, help desks, accounts, receptionists or customer service representatives, right through to more formal inbound call centre environments.

Features

- **Intelligent call distribution** - ensures calls are answered efficiently and get through to the right people
- **Quality caller experience** - easily monitor inbound call activity, with 'barge in' and emergency escalation when needed
- **Enable flexible working** - as Horizon is cloud-based, agents can be based anywhere. Users can easily take calls for multiple departments from one device
- **Quickly escalate difficult customer queries** - for those times when agents need support from more senior staff
- **Gain valuable insight** - access to historical and real-time data to help address training needs and identify potential gaps in resource during peak times
- **On-demand, scalable service** - customers only pay for what they need and can simply scale up or down when needed



WHY KROME?

Talk to Krome about how we can help you to achieve your communication goals



Working with our telephony specialists, Krome can help you to define your telephony requirements and design a cloud-based phone system that meets your specific business demands.

Krome working in partnership with Gamma, one of the largest telephony network operators in the UK, with a reputation built on technical expertise and voice service delivery, have an in-depth experience of SIP implementations, working with organisations of all sizes.

Our voice services can be fully integrated into MS Teams with full PSTN breakout. We have triplicate entry points into Microsoft Azure providing high levels of resilience and availability. We have the interconnects so you don't have to.

Krome Technologies work with small, medium and enterprise companies; assessing business objectives and implementing technology and communications solutions that will help achieve them; by designing and implementing innovative solutions and providing the highest quality technology based services Krome Technologies will help meet our client's technology and overall business goals.

Krome Technologies overall objective is to deliver clients with the highest level of service and technical ability across each area of our business.