

intelligent
voice



manx telecom



What is it?

Intelligent Voice is a new Internet-based communications system from Manx Telecom which offers every company the ability to have a system which can be tailored to their exact needs, and which can adapt as business grows.

Intelligent Voice offers everything a traditional “Physical” system can – and even better – it can save you money.

Best of all it’s highly flexible, fitting in with the way you work - now and in the future.

How Does It Work?

Intelligent Voice uses the latest VoIP (Voice over IP) technology and – unlike some Internet-based telephone systems – it delivers crystal clear audio quality, plus a host of features, all at lower cost than traditional PBXs or other business telephone systems. Think of it as a “virtual” PBX or switchboard which can transform the way your business communicates.

What’s so special about it?

Lots of things.

Intelligent Voice is flexible...

With Intelligent Voice you’re not limited by a phone system that only supports a certain number of employees, and which can be complicated, time consuming, and costly to expand. You can have one, one hundred, or thousands of phones on the

system, and adding additional individual users – or a whole office site – couldn’t be easier. Alternatively, if you have to downscale, that’s easy too.

Intelligent Voice is easy to use...

Intelligent Voice requires almost no support or training to administer. A user-friendly web interface enables you to quickly add, modify and delete users. Also, upgrading and downgrading the feature set for each phone couldn’t be simpler – users can manage their own features from their PCs

Intelligent Voice is cost effective...

Because it’s Internet based, you benefit from free calls between all users on your company’s Intelligent Voice network, no matter where they are – on-Island, or around the world. Free calls within the company really does enable you to budget more effectively for communications costs.

Intelligent Voice is available on a monthly subscription, which means that you don’t have the upfront capital costs of buying a traditional PBX or office telephone system. All you need are VoIP-ready handsets.

Because there is no “hardware” involved there are no PBX maintenance charges, or upgrades, to pay for.

You only pay for the phones you have on the system, and for the features each phone is individually programmed with; so you aren’t charged for features that some users don’t use, or need.

Benefits of Intelligent Voice over a physical PBX

	Intelligent Voice	PBX
No upfront capital	✓	x
No need to update software regularly	✓	x
No maintenance required	✓	x
Supports multi site/home workers	✓	✓*
Fits easily with a DR plan	✓	x
Scalable	✓	✓**

*Most PBXs can support multiple locations/home worker but this requires a complicated installation procedure. For multiple offices a box is normally required in each location.

** Most PBXs are scalable up to a limit and exceeding this limit can be expensive.

Intelligent Voice is packed with features...

Enabling you to manage calls, messages and be more responsive and more efficient. Intelligent Voice can be integrated with your Outlook contacts. It also offers Voicemail, Voicemail-to-email, user status, Hunt Groups, Pickup Groups – and lots more. Intelligent Voice has something to offer every company, but if your business depends on efficient communication with customers – especially if the telephone is your main customer-facing or sales tool – Intelligent Voice could make a big difference.

Intelligent Voice is maintenance and trouble free...

Intelligent Voice is hosted by Manx Telecom at our state-of-the-art Data Centres; our centres have resilience built into their very fabric, which means that your phone service is always available. You don't need to worry, just make your calls, and we do the rest. Software upgrades and enhanced functionality happen automatically in the background and, of course, we'll let you know about any new features as they become available.

What type of company needs it?

Every type. Whether you are a sole trader based from home or a business with employees spread across different locations.

Home working couldn't be easier; a home based VoIP phone can be included in the system. For those on the move, Intelligent Voice offers applications for notebooks, laptops, iPhone, iPad and Android Smartphones; so wherever you are in the world, you are on the company's Intelligent Voice network – and doing business.

Intelligent Voice is ideal for Business Continuity...

Relocation of the business to another site – whether planned or because of an emergency – is easy and seamless.

Simply take your phones to the new location, plug in, and connect to the Internet – you'll be automatically registered with the Intelligent Voice platform at Manx Telecom, and be up and running. If you can't access your phone, then via the web portal you can designate another phone as your phone for the period of the emergency, or use a laptop or smartphone based softphone client.

Intelligent Voice - It's Your Call..

Intelligent Voice has the potential to make a real difference for many companies, lowering communications costs, and increasing productivity, enabling companies to tailor their solution exactly to their needs, and to change it as their business develops.



Why Manx Telecom?

Quite simply, Manx Telecom is committed to bringing you the very latest technology at the best possible value. Modern technology offers any business tremendous opportunities to save money, to win and retain customers, and to grow. At Manx Telecom, all our products and services come with guarantees, service plans and on-island support, but perhaps more than anything else, they come with the promise that we will always help you make the right choice for your business.

We are the leading communications provider on the Island and we offer Manx-based customer service – something which really does make a difference.



We can help

For businesses on the Isle of Man, communication has never been easier, cheaper, or offered more potential for growth.

Many companies are unaware of just how much an improved connectivity package could help them increase their efficiency, cut costs, and give their customers a better service.

As the Island's largest communications company, we really can offer a "one stop solution" enabling customers to take an integrated view of all their communication, connectivity, and network requirements – and get the best from them.

For further details contact the Sales Team

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