VTSL

Hosted Communications

VoIP Telephony & Connectivity Services

www.vtsl.net

The next generation of business phone systems

Intelligently designed. Intuitive to use. Guaranteed voice quality.

VTSL provides hosted cloud telephone systems and connectivity for small to medium sized businesses. Our award winning platform, guaranteed voice quality and intuitive phones offer advantages to any business looking to get ahead in a competitive marketplace.

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About VTSL

VTSL was founded in 2007 by Robert and David Walton on the belief that business telephony should be delivered as a service. They believed businesses should enjoy the flexibility of VoIP without having to forgo reliability, security and voice quality. As such they created VTSL, one of the first telecoms service providers to offer VoIP telephony hosted in the cloud, on a fully managed private network.

With VTSL businesses are able to pay only for what they need, add features instantly and have employees work from anywhere seamlessly. Businesses also benefit from the highest level of resiliency due to VTSL's private network, carrier status and multiple data centres.

Why we are different

- VTSL's VoIP phone service was designed specifically for small to medium businesses
- Guaranteed voice quality due to VTSL's private network
- No long contracts like BT or other traditional phone line providers
- Affordable pricing done on a per user, per month basis
- Free local and national calls, or inclusive call bundle
- High speed internet and converged voice and data services
- Dozens of features means you have an advanced corporate system at a fraction of the price
- A long track record of happy customers

Benefits

With VTSL your business gains from a variety of benefits not offered with a traditional phone system.

Multisite
Sites are easily connected and act as one phone system

Manage users
Add and remove features and extensions as needed

Hot desking
Any employee can work from any desk and use his phone number and settings

No set-up fee
Simple monthly billing based on low per-user fee

Reporting & user metrics
View user statistics through reports and a live dashboard

Flexi-working
Work from home or away from the office using our smartphone app

Support is included
Free customer support at no extra charge

International numbers
Enjoy an international phone number – 50+ destinations

Phones

Our VoIP platform was designed to work with industry-leading Mitel IP phones. Below are our most popular. To view the full range please see our website.

Mitel 5320

- Large graphics display (not backlit) 160 x 320
- 16 programmable, multi-function, self-labelling keys
- 12 fixed function keys
- 3 context-sensitive soft keys
- Handsfree speakerphone operation and multiple languages support

Mitel 5330e

- Large backlit graphics display with auto-dimming 160 x 320
- 24 programmable, multi-function, self-labelling keys
- 13 fixed function keys
- 6 context-sensitive soft keys
- Handsfree speakerphone operation and multiple languages support

Mitel 5340e

- Large backlit graphics display with auto-dimming 160 x 320
- 48 programmable, multi-function, self-labelling keys
- 13 fixed function keys
- 6 context-sensitive soft keys
- Handsfree speakerphone operation and multiple languages support

Mitel 5360

- Seven inch backlit, high resolution (800 pixels x 480 pixels), colour display with brightness controls
- Touch screen access to features and applications
- 48 programmable multi-function, self-labelling keys
- Handsfree speakerphone operation and multiple languages support

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Mitel Cordless Handset & Wireless Headset

- Compatible with the 5330e, 5340e and 5360 IP phones
- Roam around the office up to 90m
- Initiate call / end call key
- Volume control keys
- Built-in ringer in the cordless handset
- 8 hours talk time

Gigaset A540H Portable Handset

- Plug-and-play installation
- Range indoors 50m, outdoors 100m
- Standby time 250h
- 150 phonebook entries
- Illuminated display with night mode
- To be used with the Gigaset N510 base station

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Polycom Soundstation IP 6000

- Unparalleled clarity – conference calls sound amazingly clear
- Conferencing technology ideal for midsize rooms
- Benefit from optional expansion microphones
- Compatible with a broad array of platforms

Bria Softphone Applications

- Make & receive work calls on your smartphone, tablet or laptop
- Talk without using any mobile minutes
- Save with VTSL's international call tariffs, instead of mobile rates
- Use your device's existing contact lists
- Transfer calls to colleagues

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Telephony plans & pricing

All prices are per user, per month.

Basic

100 anywhere minutes & all standard features

£8 per person

Premium

500 anywhere minutes, all standard & advanced features

£15 per person

Bespoke

Unique packages based on particuar business needs

Price varies

Standard features:

- Advanced call routing
- Call coverage
- Call forward
- Unlimited call groups
- Call permissions
- Caller lists
- Click to call
- Company directory
- Extension dialling
- Hot desking
- Geographic numbers

- Emergency override
- Intercom
- Intuitive web interface
- Multiple line appearance
- Multiple device registration
- On-hold music
- One touch speed dial
- Page & park / retrieve
- Programmable keys
- Teleworker
- 10-way call
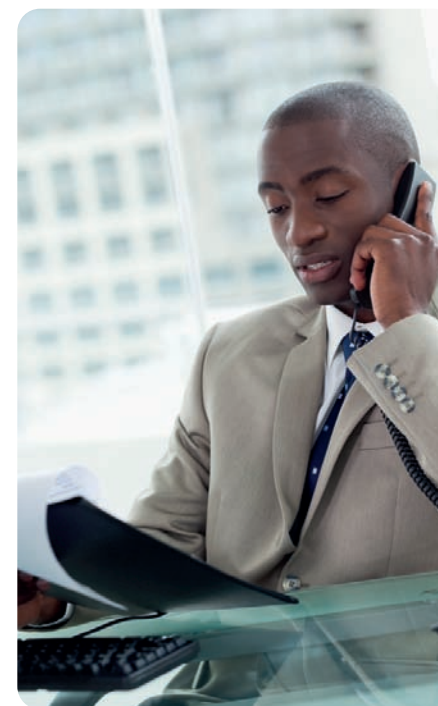
* Anywhere minutes include all local, national and UK mobile calls, plus 35+ international destinations

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Advanced features:

Account Codes
Enables the time spent on calls to be attributed to clients for billing purposes.

Auto-attendant
An automated answer system that provides menus to callers, allowing efficient routing of calls.

Call Reporting
View and search data relating to users and your system. Available in easy-to-read reports.

International Numbers
Users can have an international phone number instead of a local one (£10 each).

Mobile Twinning
The ability to use your mobile telephone as a 'twin' of your office desktop phone.

Voicemail
Unified communications with voicemail to email notifications.

Wallboard
A real-time reporting tool that provides a view of the key phone-related factors affecting your business.

Call Queuing
Calls are delivered to available staff on a first-in, first-out basis. Callers are notified of their position in the queue.

Call Recording
Available on a per extension basis. Unlimited secure cloud storage.

CRM Integration
Through our API we can integrate with virtually any CRM system.

Salesforce Integration
Links Salesforce to your VTSL phone system.

Notes

- *Phones are purchased or rented separately, starting at £60 to buy and £3.50 pcm to rent*
- *No set-up costs on 36 month contracts*
- *VTSL's industry-leading maintenance and customer support is included*
- *Individual advanced and enterprise features can be added to the bespoke plan*

Connectivity options & pricing

All VTSL's connectivity options provide the highest level of quality, service and reliability available anywhere. Speak to Customer Support on 020 7078 3200 to find out more.

	PAN	Broadband ADSL	Broadband FTTC	Ethernet EFM / GEA / Fibre
Monthly cost:	£10 per voice channel	£55	£65	Dependent on product and bandwidth needed
Install cost:	Free on 36 month contract	Free on 36 month contract	Free on 36 month contract	Free on 36 month contract
	Connectivity over VTSL's private network, guaranteeing voice quality and clarity. For voice only.	Connectivity for premises without FTTC. For data only. Appropriate for smaller businesses. Download speeds of up to 24 Mb/s. Unlimited usage.	Connectivity for premises where there is a fibre connection to your street cabinet. For data only. Appropriate for smaller businesses. Download speeds of up to 80 Mb/s and upload of 20 Mb/s. Unlimited usage.	Connectivity via EFM, GEA or fibre leased line. For voice and data. Appropriate for larger businesses or those that use real-time applications.

Note: *An analogue line is required for PAN and Broadband. VTSL provides lines from £12 per month.*

What our clients say

"VTSL's system is everything they say it is – easy to use, flexible and reliable with perfect voice quality. I would highly recommend them and do." **Porteur Keen, Changeboard**

"Technology works well, and customer service excellent. Don't envisage a return to conventional telephony any time soon." **Searchlight Recruitment Ltd**

"We have been using VTSL for five years – the service has been fantastic. For a small business like ours it is very flexible, cost effective and superior quality." **Mark Griffith, Director, Experience**

"I thoroughly recommend this company as they deliver all that they promise! Starting up a new organisation is fraught with anxiety, especially in terms of IT installation and configuration and Steve and the team were always there to help us to find a solution to whatever problem arose. Once installed the system worked and if we ever had a question an answer was just a phone call away. An all-round excellent service." **Jane Bailey, Principal, 2nd Chance College**

"I have heard several times this week from some of my guys how good the service is from VTSL and how impressed they are." **Dan Wheble, Ventia Serviced Offices**

"We have been with VTSL for 7 trouble-free years and in the rare event of an external issue, VTSL have been most proactive in sorting a workaround." **Millennium Corporate Travel**

"VTSL is a pleasure to work with and always keen to ensure customers get the best possible service. Because we are a helpline, having a high quality telephony platform is vital and the support from the team has been first rate." **Emma Valentine, Get Connected**

Our promise

Flexible

VTSL will not hold you to onerous contractual terms if your needs change. We understand that you enter into a contract with us in good faith and as such if your requirements change we will work with you.

Reliable

VTSL will continually invest in the highest quality infrastructure, equipment and engineers to ensure the provision of the best service possible. We will continue to over-engineer our network and maintain the industry-leading reliability we have provided to date.

Trustworthy

Our clients are more than just customers to us and we pride ourselves on the relationships we have built with them over the long term. We have earned the respect of everyone we do business with by upholding the highest level of integrity possible.

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To learn more visit our website or chat with one of our advisors

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