

# NOVUS

A CAE TECHNOLOGY  
SERVICES COMPANY

## VoIP Managed Service

Reliable, flexible and  
secure VoIP solution for  
SMEs.



### The future of communications

Remote working isn't going away. And, with recent events, many of us are spending more time working at home than in the office.

Staff today want a fluid and flexible approach to how, where and when they work.

Because of this, organisations need a telephone solution that can keep up with these changing demands – providing a professional desktop option for days when staff are in the office, and a flexible 'on-the-go' solution for users working at home.

Put simply, a reliable **VoIP telephone system** is central to any modern mobility strategy.

### Novus VoIP Managed Service

Novus' VoIP solution is a comprehensive, yet cost-effective, **fully-managed VoIP service**, delivering many enterprise VoIP features without the high cost; making it perfect for SMEs who need a more connected and collaborative way of working.

Hosted in Novus' Tier 3 datacentre located in the UK, it's a fully-managed service that's quick to set up and incredibly customisable, whilst also being secure.

Novus takes care of setting up your VoIP service, porting your existing telephone numbers over and the setting up of new users – in addition to supporting and managing the underlying infrastructure.

You can now also connect our VoIP solution to your Microsoft Teams system, to truly unify messages, collaboration and calls.

## Connected, securely

Whether you're working in the office using a desktop phone, or working from home and connecting through your laptop, our solution gives you the flexibility to stay connected, wherever you are.

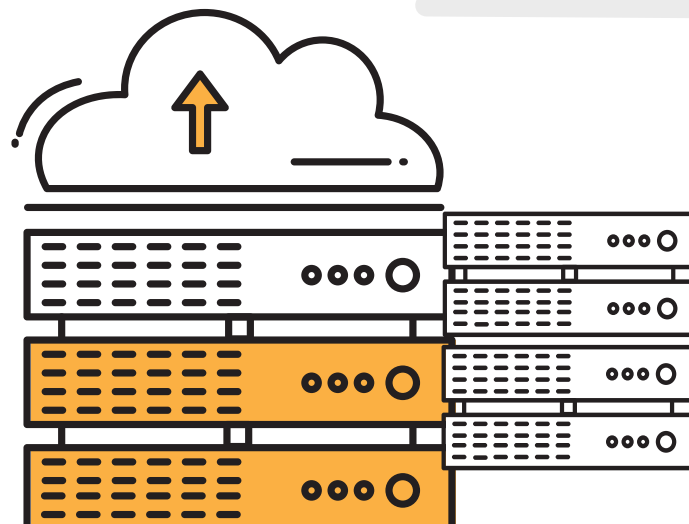
This flexibility, however, means you have to be mindful of security. Many standard VoIP solutions don't offer encrypted calls, meaning would-be hackers could gain access to your calls. Our VoIP solution can encrypt calls end-to-end for increased security.

## Features

- Customise your call flow to suit your business
- Digital receptionist functionality
- Mobile phone app to route calls to users' mobiles
- Secure SIP – encrypting all calls
- Voicemail to email service so you never miss a message
- Call recording
- Advanced call routing possibilities
- Remote working and hot desking-friendly
- Call queues and ring groups functionality
- Desktop client and dashboard to track all call activity
- Reporting and analytics features
- Remotely manage all phones from a central console
- Retain existing telephone numbers
- Cost savings compared to traditional telephone systems

## Why Novus

- Expert support and consultancy throughout the installation and setup of your VoIP system
- Resilient and compliant Tier 3 datacentre to host your service
- Fully managed service
- Training consultancy available to ensure staff are comfortable operating the system
- Certified technical staff
- Microsoft expertise to integrate into your MS environment



## Customer story

Before COVID lockdown, an existing client had a traditional telephone system in place and weren't looking to move to a VoIP solution.

When lockdown hit, staff members were forced to work remotely, but none of them could access their phones from home.

Customers were calling, but the phones weren't being answered.

Novus quickly installed a VoIP system and ported all their existing telephone numbers over to the new managed VoIP system so staff could stay connected, whether they were in the office or at home.

Whatever the future holds, staff will now always be able to stay connected to their colleagues and customers.

Talk to us today about our **VoIP Managed Service.**

For more information about how you can build an effective mobility strategy for your organisation, then get in touch for more information.



[novus.co.uk](https://novus.co.uk)

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