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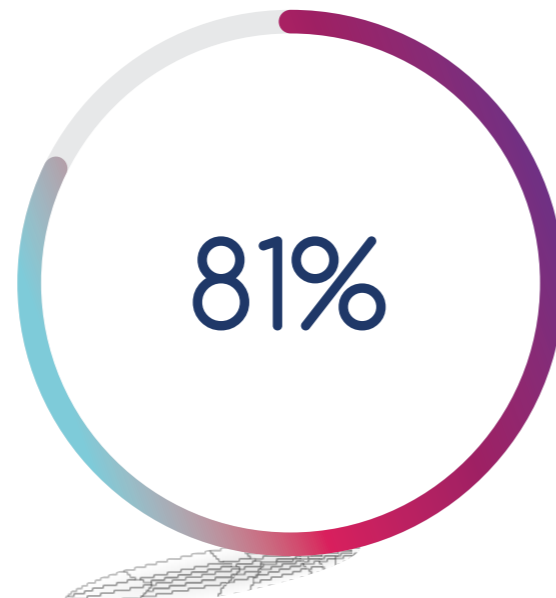
EXCEPTIONAL • VOICE • EVERYWHERE

over the horizon

Analysts believe there is scope for even more rapid growth of hosted IP telephony in the years to come and it is predicted that my name will become increasingly familiar in the modern business office.



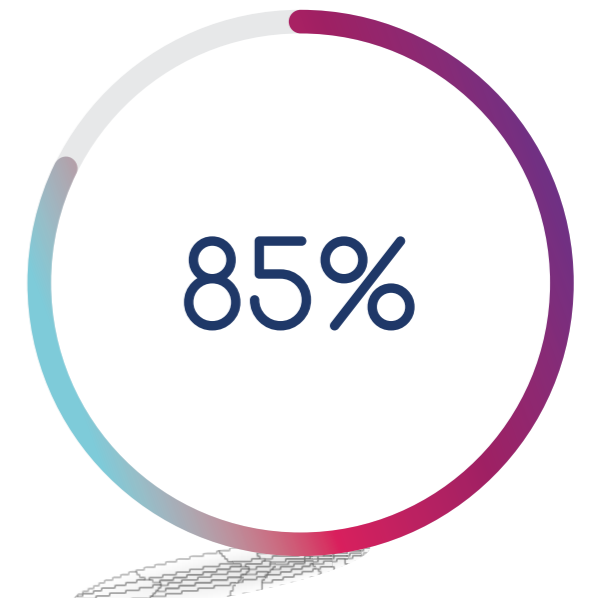
The closure of BT's ISDN network in 2025 is focussing the mind of business customers, with the growth in fully hosted solutions overtaking SIP trunks during 2016.*



In a recent OFCOM survey, 81% of SME decision makers agreed that communications are fundamental to their business.**



The number of hosted IP telephony seats in the UK was 2.5 Million in September 2016 and this number is growing at over 10% year on year.*



Over three quarters of respondents expected adoption of cloud services by business users to rise from the 2016 figure of 85% during 2017.***

I am an intelligent cloud-based
IP Telephony Service.

I provide the highest available voice clarity
on every call, everywhere.

I am highly flexible, uniquely
straightforward to use and always there.

I bring together all the convenience
of modern technology into one easy-to-use
phone system.

Using my compatible devices, configure
me through my intuitive, state-of-the-art portal.

Or access me via the desktop or mobile app.

I am

e·ve

My core platform has the intelligence, scale
and flexibility to allow your business to prosper
in the new digitally led business market.

What if I am just setting up my business?

Perfect. I will connect you to your customers from day one,
wherever you are.

What if my business changes size or location?

Don't worry. My home is the cloud so your voice will always be heard.

What happens if I can't be reached?

I am everywhere and I am always alert, even when you are
not available, I am.

What happens if I am out of the office?

My integrated App makes it easy to run everything from your
mobile phone.

Change happens all of the time, how can I stay on top of it?

My state of the art portal is simple to use, so you can carry out
moves, adds and changes as soon as they are needed.

I can't reach my office due to unforeseen weather
or transport problems.

No problem. I can keep your business working from anywhere
you choose and direct your inbound calls there too.

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features

Core

My core allows you to make and receive calls, leave and access voicemail and provides music-on-hold, as well as hunt groups, so you can use me to support all of your business communications.

Collaboration

You can collaborate in real time using my audio conferencing and web based screen sharing. Work together using my group chat function and share or update documents remotely.

Security

I protect my users from fraudulent activity such as hacking or excessive unauthorised call spends, through a number of measures including Exceptional Call Protection (ECP), audits, password management and no dial through from voicemail.

Call centre

My call centre functionality provides highly visual wallboard displays and Automatic Call Distribution that evenly distributes calls to queues, recordings or specific agents.

Integration

Connect me to your IT systems, then I can check your calendar to see if you're in a meeting, so I can automatically change your availability status and route calls to an alternative destination.

Call handling

My hunt groups will make sure the right person always answers your call. My call queues play music and hold your callers when people are unavailable to answer the phone immediately, while my custom menus let you direct calls based on the department the caller wishes to contact.

Number management

Use my portal to choose the number you want, regardless of where your office is located, or if you would rather keep your existing numbers, that's not a problem. I can move your current numbers to my network for you to use however you want.

Multi-site

You can link all your sites together into one phone system, by either using one of my feature packages, or your existing phone system. You will benefit from free calls between them and I can configure inbound numbers to ring where you want them to.

Call recording

I can make sure you record those all-important calls, no matter which device you use, then access them through my intuitive portal. The process is industry compliant and you can use my data centres to store calls safely and securely.

call centre

Call centre functionality isn't just for traditional call centres. I can provide support for any business where customer service is a priority.

“
I can provide support for any business.”

My Automatic Call Distribution ensures that the right person picks up calls, every time. I evenly disperse calls to agents or I can point inbound calls to individuals with specific skills.

My highly visual, customisable wallboard displays call statistics in real time, keeping you in tune with your callers' experience.



Automatic call distribution

Your callers will never face the frustration of reaching an engaged tone. You can use recordings to express comfort messaging, marketing notifications or out of office information during holiday periods. Callers will be reassured that their call will be answered.

“
You can choose whether to route calls to other agents, automatically place callers into a queue or direct them to a recording.”

Wallboards

Typically displayed on a large, wall mounted monitor, your visibility of call volumes is improved and collaborative working is enhanced. I present you with live statistics allowing you to keep track of call volumes, average answer time and the number of dropped calls.

My wallboard layout is aesthetically pleasing and extremely easy to understand with user avatars and clear text.

My wallboard is controlled from my portal; use drag and drop functionality to customise it to suit your needs.

“
My wallboards are customisable, giving you freedom to create a bespoke view using my highly intuitive portal.”



my portal

My portal is your gateway to controlling my features to match your specific requirements. It is easy to navigate and designed to be highly intuitive. My designers built the graphics and menus around essential customer requirements.

- How would you like your calls to be routed?
- Would you like to manage your contacts?
- Do you need to set up or amend a hunt group?
- How about reporting on communications activity across your business?
- Do you need to gain access to your call recordings?
- Why not set your availability by updating your current status, or organise your day in advance by setting your future presence?



business continuity

Industry practitioners tell us that 80% of businesses who don't have a disaster recovery plan may not survive a major disruption, so your business should have a communication solution that offers unparalleled availability.

Productivity, reputation, profitability and customer satisfaction will all benefit from my features and flexibility.

“

I will keep you working when other systems let you down, or physical events interfere with your office operations. Trust my intelligence to ensure your business continues uninterrupted. ”

Service disruptions or the availability of a single location will no longer constrain your business. Use my portal to configure how you want your calls to be routed and handled in differing scenarios.

By working with my mobile or desktop apps, you can use your smartphone, tablet, PC or Mac to stay in contact with your business, wherever you are.

connectivity

“

My approved connectivity options will ensure that my voice can be heard everywhere. ”

The wrong choice of connectivity should not be allowed to dull the exceptional clarity of my voice. To ensure that your call quality will be exceptional, everywhere, I can provide you with my own dedicated connectivity solutions.

Connect+

Connect+ is my new broadband service, which will ensure the very highest quality calls, by providing management and prioritisation of voice traffic from your on site router all the way to my core platform.

connect+

Ethernet

A dedicated Ethernet circuit offers the most robust connection to my core platform and with prices decreasing and availability improving, this may be your favoured option for connectivity.

Existing Circuit

You may already have a superior business grade connectivity solution in place, such as a high bandwidth Ethernet circuit. No problem, I am more than happy to work with the right kind of connections, if they can meet my requirements.

security

“

Telecommunications system fraud has become a multi billion pound global problem, which is funding crime and terrorism. I can help to make sure you are not the next victim.

”

I protect myself from fraudulent activity, such as hacking or excessive unauthorised call spends, through a number of measures including audits, password management and no dial through from voicemail.

Exceptional call protection

I am always alert, so call volumes and patterns are monitored and reported against a pre-defined threshold, especially for high risk categories, such as premium rate calls.

When I detect any unusual call activity, you will receive an immediate alert and I will block any outbound calls from the vulnerable connections. If we agree that fraudulent activity has indeed taken place, we'll ask you to report the matter to the police for investigation.

Fraud is becoming more sophisticated and more common, so my development will need to keep pace. I will be introducing ever more vigilant processes and alerts, to keep you even safer.

collaboration

My unified communication features will make collaborating with colleagues, customers and suppliers straightforward, wherever you are.

Ideas and thoughts can be rapidly exchanged and users can interact using my group chat function. Work in progress

can be easily shared, with users commenting and drawing inside the uploaded documents or presentations in real time.

My collaboration feature is fully supported on both the desktop and mobile app, so you can work together, wherever you are.



“

By using my collaboration feature, you can work with both internal and external users in real time, through audio conferencing and web based screen sharing.

”



desktop phones

If you need to access my features from a desktop phone, I have selected the best handsets for you to use including Mitel and Yealink.

Do you need the flexibility of mobility but still want a desktop phone? I can also support a range of cordless handsets and headsets.



Yealink T21



Mitel 6863



Yealink T46



Mitel 6869



Yealink T48

my apps

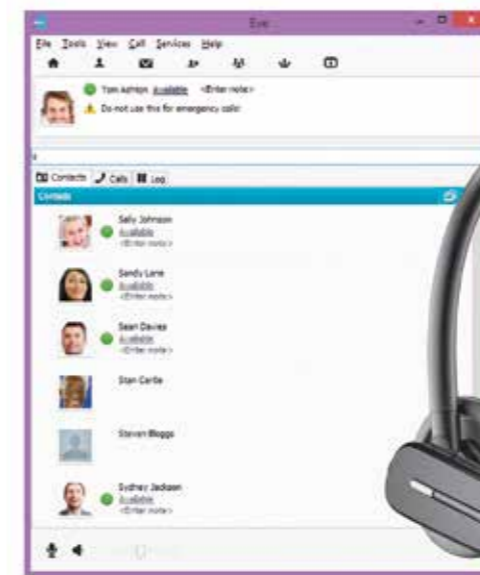
Benefit from increased productivity and save money by using my mobile app to access my features on the go, using your smartphone or tablet.

Search your contacts, see who's available, talk to and instant message your friends and colleagues using my smart easy to use interface.

You control where your calls ring, set your current availability or even set your future availability right from your mobile device without needing to log in to my portal.



“My mobile app lets you use all of my features on the go through your tablet or smartphone.”



By combining a suitable headset with my desktop app, you can work more comfortably at your keyboard and enjoy all my features from your screen.



licences

I am eve. Making the decision to buy me could not be more straightforward.

You need only make one clear monthly payment that covers all your communication requirements. There are no large upfront payments, just a simple per user licencing cost and a monthly rental charge for connectivity.

There are just three licence types to choose from.

| | Entry | Essential | Everything |
|--|-------|-----------|------------|
| Dial tone | ● | ● | ● |
| Voicemail | ● | ● | ● |
| Hunt group capability | ● | ● | ● |
| Music on hold | ● | ● | ● |
| Personal call queues | | ● | ● |
| On-demand call recording | | ● | ● |
| Chat | | | ● |
| Group chat | | | ● |
| Availability | | | ● |
| 1:1 Collaboration | | | ●■ |
| Team Collaboration | | ▲ | |
| Integration with Microsoft Exchange / Office 365 | | | ● |
| Access to my Mobile App for true mobility and exceptional voice everywhere | | ▲ | ● |
| Access to my desktop client | | ▲ | ▲ |

- Included
- ▲ Additional charge
- To be enabled at company level



eve

TheCalls
Warehouse
We care about your calls.