HORIZON
Unlimited communications

A complete communications
service for your business

G2CONNECT
INNOVATION THROUGH SYNERGY

what is horizon ?

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via 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.

The service has lots of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, while your employees can manage calls easily and effectively.

With only a minimal capital outlay required, a reliable and proven service, and a jargon free approach to telephony and communications, Horizon is suitable for any sized business looking to improve their productivity and image.

THE BENEFITS OF HORIZON

- **Features you can easily control** – Horizon puts you in complete control of your phone system and is provided with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

- **Empower your staff with 'one number anywhere'** – Horizon conveniently integrates your fixed and mobile capabilities so that you never miss a call. Callers dial one number to reach your desk phone and mobile phone simultaneously; you can move ongoing calls seamlessly from one phone to another without hanging up and both phones share a single voicemail box.

- **An 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 are not buying a PBX, there is no major hardware investment and there are no financing costs to conside

- **Lower call costs** – All the cost benefits of IP Telephony including free site-to-site calls (even across international boundaries) and cheaper call rates. If you use Horizon together with our mobile services you benefit from incredibly competitive rates for 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 events such as snow, floods or strikes 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.

the winning formula

1 Premium handsets

2 Web portal

3 Gamma IP network

4 Call controller platform

1. Premium handsets

Providing high standards of phone interoperability with a choice of handsets from a range of manufacturers.

2. An eas y-t o-use web interface providing feature control and valuable user information

With an experienced inhouse software development team, Gamma is able to provide a positive user experience for both using the service and monitoring performance.

3. The Gamma IP network, reliable and secure

Gamma leads on quality of service and scale and reliability In addition to the network, we can easily and quickly transfer your existing phone numbers onto the Horizon platform.

4. Broadsoft call controller platform

Supporting millions of business users worldwide, the world's leading call controller platform from Broadsoft sits at the heart of Horizon providing the broadest feature set and a sole focus on delivering the richest user experience in Unified Communications.

BROADSOFT
Innovation calling.

how does it work ?

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.
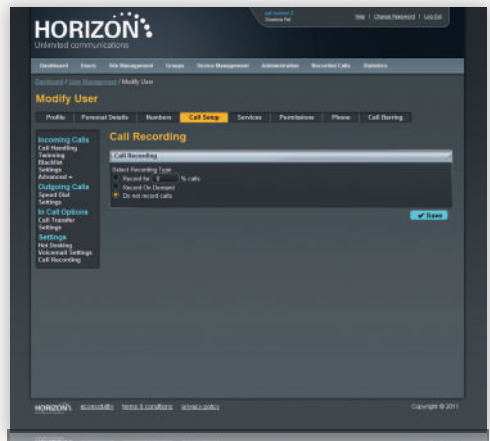
CALL RECORDING

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details.You can set Horizon to record some calls,all calls or record calls on demand.

ADMINISTRATOR 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.

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.

key features & options

Horizon is available with the features described below.
In addition, optional features can be bolted onto either service.

Working as part of a team

Fifteen -Way Call for convenientcollaborationwith colleagues

Hunt Groups for distributing and allocating calls across your team

Call Transfer to any internal or external number

Common or customisable settings for Sites, Groups, Departments

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

Answer a groupmember's phone with Call Pick Up

Instant Group Call enabling efficient collaboration

Working efficiently

Last Number Redial for convenientrepeat dialling

Easily make a call with Click to Dial   through the user interface

Assigncalls to cost centres usingAccount Codes

Use Pre-set Availability Profiles to manage incoming calls

No more unwantedcalls with Anonymous Call   Rejection or Selective Call   Rejection

Automatic Callback so that you can stay productive

Call your colleagueswhen they are free using Busy Lamp Keys

Show you are unavailableusing Do Not Disturb

Up to 100   Programmable Speed Dials for your favourite numbers

Improving your company image

Call Waiting ensures you're ready to take your next call

Get your messagesacross with Music on Hold

Avoid your calls being passed on and on with Diversion Inhibitor

Provide callers with menu options for call routingusingAuto Attendant

Mobile & flexible working

Manage incoming calls effectively with Call Forwarding

Home Worker lets you take your profiles and settingsto your home office

Play a Voicemail message fromyour desktop, save it or forward a copy to your entire team

Never miss a call with One Number Anywhere and Sequential Ringing

Keep track of importantcalls with Call Notify by Email

Use your number and preferences, on any enabled phone in your company, with Hot-Desking

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

Ensuring security   / preventing fraud

Use Call History   to view all calls made, received and missed

Bar unapprovedcall types with Call Barring

Allow access to phonesusingAuthorisation Codes

The following features are OPTIONAL

Use Call Recording for audittrails, complianceor trainingpurposes

For full list of features consult your service provider

your choice of handsets

Horizon can be used with a range of handsets from a choice of manufacturers, and is not tied to one type of manufacturer or hardware for an installation, therefore allowing you to customise the offering for your customer. For a full list of the hardware that can be used with Horizon please speak to your account manager who can provide you with an overview of the features and phones options available.

Some current examples include:

Sound Point IP 650

Ideal for high performance and features such as executive offices or receptionists

- Backlit display (B&W)
- 2 line keys
- 4 Programmable keys/Busy Lights

Sound Point IP 450

Ideal for general office use

- Backlit display (B&W)
- 2 line keys
- Programmable key/Busy Light

Additional expansion units and conference phones available, please speak to your account manager for more detail

Sound Point IP 331 and IP 335

Ideal for basic telephony or where used in warehouse or high use areas

- Backlit display (B&W) only available on 335 device
- 1 line key

SPA525G

Ideal for high performance and features such as Bluetooth connectivity or executive offices

- Hi res colour display
- Bluetooth compatible
- WiFi compatible
- 2 line keys
- 3 Programmable keys/Busy Lights

SPA504G

Ideal for general office use

- Backlit Display (B&W)
- 2 line keys
- 2 Programmable keys/ Busy Lights

SPA502G

Entry level device for general office use

- Backlit Display (B&W)
- 1 line key

SPA501G

Ideal for basic telephony in warehouse or high use areas

- No Display
- 2 line keys
- 6 Programmable keys

Analogue converter boxes available, please speak to your account manager for more detail

who is horizon aimed at ?

Horizon is ideal for any sized business and is highly effective in organisations that have more than one site that work together
The system is capable of serving hundreds of employees.

Here are some examples of how Horizon is often used:

Dynamic businesses wanting flexibility – businesses with employees who are regularly on the move or out of the office will never lose calls as each user can simply tell the system, at the click of a mouse, where their calls should be sent: their desk, their mobile (or both), or their colleague. And if they miss a call they can pick up their voicemail no matter where they are.

Ideal for multi sites – the service is provided centrally so you don't need an expensive system on each site. Horizon connects branch offices together, calls are free between locations and everyone shares the same dial plans and directories.

Organisations that prefer outsourcing and Opex – hosted on your behalf, there are no expensive maintenance or running costs and you pay for what you use on a simple per-user basis.

Organisations who need a business continuity solution - in the event of a disaster the services can be instantly moved across to a backup plan that can include, for example, diverting calls to different locations without loss of functionality and without expensive call forwarding costs.

Improving customer contact – put calls on hold, play marketing messages, move calls seamlessly between users and offices, and your customers will get the best experience when calling your business.

Training and monitoring – Horizon provides a cost-effective way to record calls. This centralised feature means calls can be recorded from any location, in any direction and configured instantly at the click of the mouse.