

VOICE SYSTEMS

Intuitive phone systems to suit your business

Choosing a business phone system is a significant investment and if chosen well, will prove to be the cornerstone of your business' communications for many years.

We can advise, propose and help you purchase from our complete portfolio of telecoms products and services, no matter where you are based.



SpliceCom

Robust, UK made phone systems

SpliceCom is an award winning designer, developer and manufacturer of field-proven, reliable, scalable and highly featured soft, hard and virtual voice systems, phones, business management applications and associated connectivity services.

SpliceCom offers secure, end-to-end business voice and unified communication solutions, for deployment in on-premise, cloud based and hybrid applications, delivering tangible benefits for every company, irrespective of their industry, size or geographical spread.



ShoreTel

Simple & flexible phone systems

ShoreTel is a leading provider of cloud, onsite, and hybrid business telephony and unified communications (UC) solutions. Their award-winning, brilliantly simple communications solutions for small and mid-market companies consistently outperform the competition in customer satisfaction, customer loyalty, value, and lowest cost of ownership.

ShoreTel's innovative business phones, application integration, collaboration tools, mobility, and contact center applications are highly reliable and empower organisations and employees to access information faster, collaborate more easily, and connect from any place, at any time, and on any device.

We can provide ShoreTel phone systems to companies of all sizes allowing integrated voice, video, data and mobile communications on a distributed, scalable IP architecture that helps to significantly reduce the complexity and costs typically associated with other solutions.



Horizon.

Horizon

Easy to manage, hosted telephony

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.

Horizon is hosted on behalf of your business meaning you only pay for what you need on a simple per seat basis. As you are not buying a PBX, there will be no major hardware investment and no additional financial costs to consider.

The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

It 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.





DBX

Introduce the cloud to your business

Moving some or all of your communications to the cloud brings far greater flexibility and scalability. DBX offers the functionality of on-premise, with the flexibility of the cloud.

Hosted or cloud based solutions offer the ability to quickly flex both capacity and features, and provide business continuity as the service is not tied to a physical location.

That said, concerns over security, performance and compliance (such as call recordings) mean the on-premise option still has its place. The good news for customers that want the benefits of both options, is that they can now have them, with DBX (Dynamic Bridged eXchange) from M12 Solutions.

HOSTED



ON PREMISE



HYBRID



As well as hybrid architecture, DBX also offers hybrid finance. Depending on your business needs, the solution can be deployed in 3 ways:

- On a purely rental basis - charging per feature, per user, per month.
- As a capital purchase.
- By combining both approaches.

DBX is deployed in state-of-the-art data centres and designed to protect against any single point of failure. It can integrate business applications to improve the customer experience and reduce operational costs. And its simple, stress-free deployment makes introducing the cloud to your business as easy as possible.

In addition to providing a feature rich, scalable telephony solution, DBX also includes:



Find out more about DBX today:
www.m12solutions.co.uk/dbx

Accessories

Headsets, soundstations and more

M12 Solutions can provide you with headsets in a variety of different styles from all the major brands.

Choosing the correct one for your requirements depends on the compatibility of your telephone system, handset, price and user preference. We can provide you with headsets in a variety of different styles from all the major brands.

If you would like to discuss your accessory requirements, please contact us on **0345 408 1212**.



Audio Conferencing

Self-managed, hassle-free, secure solution

M12 Solutions' audio services are fully integrated with web services, audio customers have free access to a set of web-based audio controls that allow you to actually see the participants and audio controls right on your computer screen or you can use your phone keypad to manage the call.

The benefits:

- Fewer meetings
- Keep in touch
- Regular updates
- Less travelling
- Save time

How?

- Decide on a 6-9 digit pin number
- Share the pin number, the number to dial and your conference time
- Dial 0871 226 1212
- Follow the instructions when you call

This service works for between 2 and 40 participants and costs 10.83p per minute per user + the Service Provider's Access Charge from a UK landline.

Find out more about our Voice Systems today:

0345 408 1212

www.m12solutions.co.uk/business-phone-systems