ra Telecom

INFORMATION GUIDE

**VoIP Phone Systems, Connectivity Solutions
and Support for Businesses**

Call us to talk with our expert consultants and let us know your requirements

www.ra-telecom.co.uk   info@ra-is.co.uk   0330 223 11 66

VoIP Phone systems for Businesses

Ideal for:

• Multi-sited and multi- occupant organisations / Business centres

• Companies with team members on the move, freelancers or home workers

• Organisations with high call volumes, Contact centres

• Firms with overseas business presence

Fully scalable for:

• Small and Large
• New and Established
• Institutional and Business Users

How VoIP works

VoIP (Voice over Internet Protocol) also known as Internet or Broadband telephony is a digital communication technology that allows voice and multimedia content to be transmitted using the Internet, converting traditional voice calls and telephony services into data packets that can be delivered over a broadband connection. VoIP telephony is now widely used in many sectors, allowing calls to traditional landlines and mobile phones with added flexibility to use the system on a number of devices. VoIP reduces infrastructure costs by eliminating the need for separate networks as operating a single voice and data network.

Organisations using a cloud-hosted VoIP system do not need to install and maintain any special on-site hardware, only a broadband connection is required. Cloud easily allows adding new phone extensions whenever it is required through the online management portal. However, phone systems may be also installed on – premise if required for compliance purposes. The advancement of VoIP technology, its scalability and relatively low cost make the system an ideal solution for small, medium and large organisations.

RA Telecom – VoIP phone systems, Connectivity solutions and customer support for businesses in Derbyshire, South Yorkshire and Nottinghamshire

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Ideal solution for small and large organisations
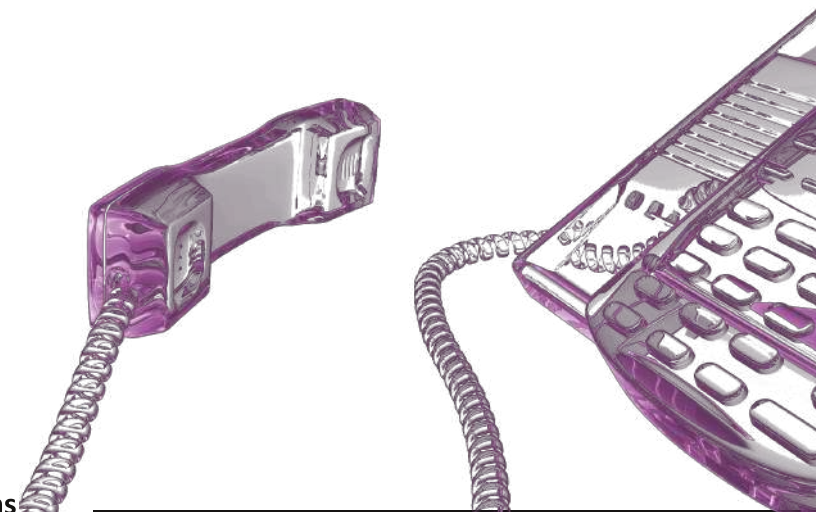
Top 10 benefits of adopting a VoIP phone system for business

Cost savings on local, national, international and mobile numbers. Free internal calls. Users are able to bypass the charges common in traditional systems and call at little to no financial cost.

Full control over your phone system with features tailored to your staff's needs as well as the needs of your business. Easy-to-use user-friendly web Portal allows various settings, access to recorded calls and voicemails.

Enhanced experience for clients using virtual receptionists. Each caller reaches the right person at the first attempt, customized greetings and announcements can be recorded for the callers on hold.

Choice of telephone numbers. One number for desk and mobile, local business phone number on an existing mobile device, or virtual numbers for campaigns.

More functionality and enterprise class features. VoIP phone systems support numerous communication feature for better management of business calls.

Increase in staff productivity and office collaboration. Tasks are performed faster and more efficiently, employees can easily work from anywhere, using any device.

Automatic backup service to ensure business continuity and prevent the loss of information. Your team will be able to carry on making and taking calls in case of unexpected circumstances.

If relocating, the **ability to retain your telephony system** and your original phone numbers. Users are able to keep their existing phone numbers when relocating or moving offices.

UK based in-house dedicated technical support. Our support team will assist you with any day-to-day aftersales questions.
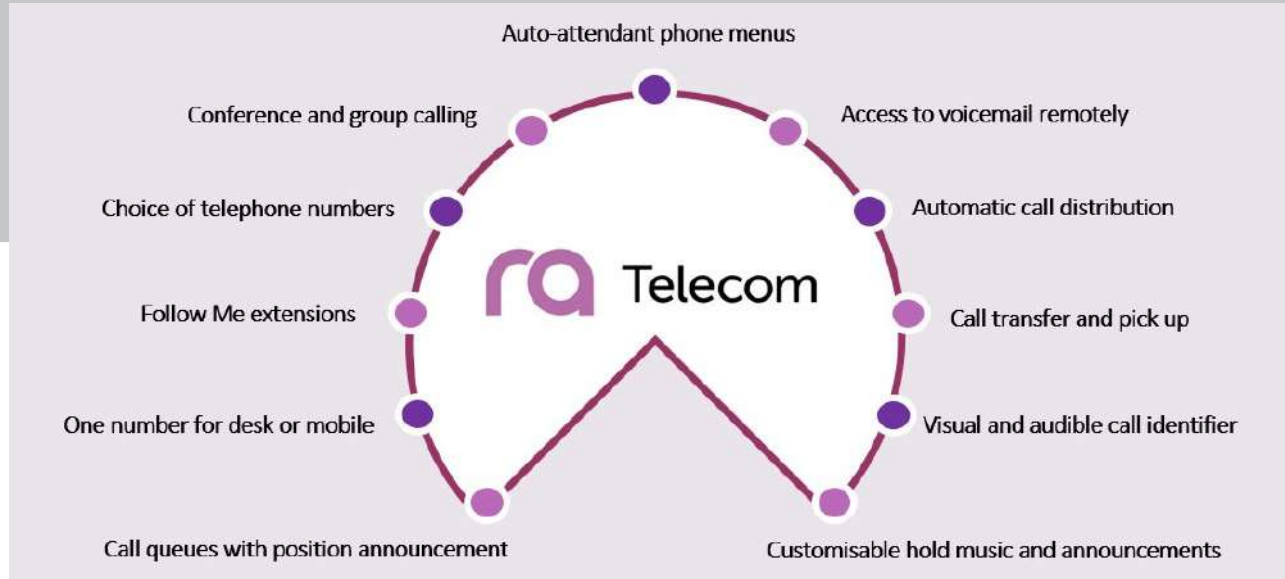
Integration of your Business mobiles.Company's business phones and mobiles can be fused into a single communications system.

**Do not leave it until ISDN switch off planned for 2025.
Make the switch now and enjoy all technology benefits today!**

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Lower cost and lower risk, easy to use and integrate

Most popular VoIP features:

Auto-attendant phone menus

Conference and group calling

Access to voicemail remotely

Choice of telephone numbers

Automatic call distribution

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Follow Me extensions

Call transfer and pick up

One number for desk or mobile

Visual and audible call identifier

Call queues with position announcement

Customisable hold music and announcements

Transform your existing telephone line into a full-featured, secure and flexible business phone system

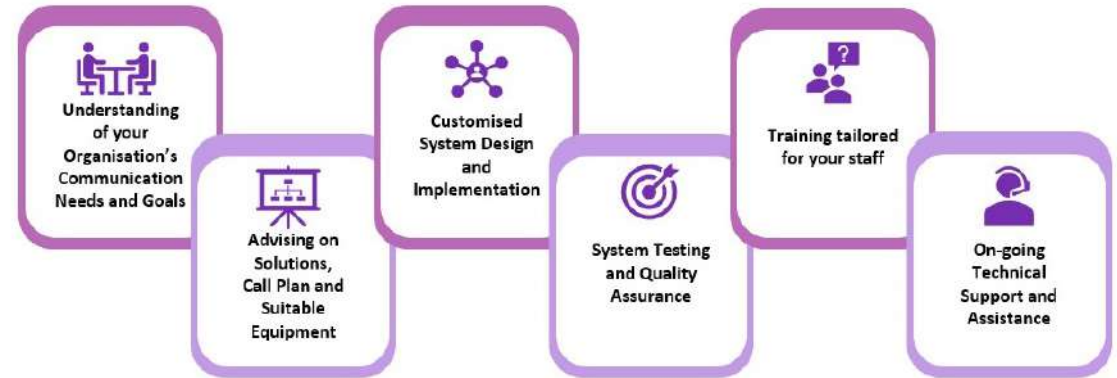# Our customer-centred approach to installation and on-going support

Working closely with you RA Telecom will optimise your company's communication success. Either that be by installing a new VoIP system for new business start-ups or migrating to a modern replacement from an existing traditional telephony network. We will always deliver our service in the most efficient way.

Taking a customer-centred personalised approach to installation. You will be supported to take a fully informed decision initially and guided to take out the maximum value from your telephony system after the installation. Our technical experts will advise on each aspect of the process.

Switching to VoIP should be straightforward for most organisations, however, for some it may require supplementary support. For those organisations reliant on external services we will develop effective processes to support trough the transition and ensure the system is fully compatible. Maintenance and upgrades are automatic, with no need for any on-site visits.

Our dedicated in-house technical support team will assist you with any day-to-day aftersales questions to ensure that the service is fully meeting your company's needs.

We continuously monitor our performance and work hard to deliver exceptional results and experience to our customers.

Understanding of your Organisation's Communication Needs and Goals

Advising on Solutions, Call Plan and Suitable Equipment

Customised System Design and Implementation

System Testing and Quality Assurance

Training tailored for your staff

On-going Technical Support and Assistance

Ready to get started?

**Whatever your situation is,
we will ensure a successful delivery of the system
with minimum disruption to you and your staff**

Call Plans & Call Charges

Choose the Call Plan that suits your organisation

RA Telecom offers three standard packages from basic to comprehensive.

Entry edition is an entry-level package ideal for small teams, start-ups or sole traders that want a practical and secure phone system with basic features and customer support within a limited budget. This is a perfect option for those who want to have local business phone numbers diverted to a mobile device (a single phone that switches between a business and personal number).

Standard edition is suitable for medium size organisations that want a fully operational phone system, with greater control over calls and better balance of features that support customer service experience. This package is provided with inclusive minutes and call queue option.

Enterprise edition is designed for larger teams, multi-sited and multi-occupant organisations with higher call volumes, that want a fully comprehensive phone system and more inclusive minutes. This option better serves organizations which have branches and team members or customers on the move.

All call plans and ongoing support services are on monthly rolling agreements from day one without the need for large, upfront expense. Call plans can be switched easily at any time.

Calls made over inclusive minutes are charged at pay as you use rates.

Included Features	Packages		
	Entry edition	Standard edition	Enterprise edition
Pricing, per user, per month	From £5	From £10	From £15
Technical customer support	included	included	included
Free internal calls	included	included	included
Domestic 01, 02 & 03 minutes included per user, per month	-	unlimited*	unlimited*
Domestic major mobile (EE, O2, Three & Vodafone) minutes included per user, per month	-	500	1,000
International calling (national, mobile)	from 3p/min	from 3p/min	from 3p/min
Auto-attendant phone menus	optional	1 included	1 included
Visual and audible call identifier	included	included	included
Automatic call distribution, forwarding & diverting	included	included	included
Call transfer and pick up	included	included	included
Customisable hold music and announcements	-	included	included
Access to voicemail remotely	included	included	included
Voicemail search	included	included	included
Three-way Calling	included	included	included
Private Conference Facility	optional	optional	optional
Follow Me extensions	included	included	included
Call queues with position announcement	optional	1 included	1 included
Internet Faxing	optional	optional	optional
Access to Portal	included	included	included
Media Storage	10MB	100MB	1GB
Multisite Support	-	included	included

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Business Telephony Equipment

We offer equipment to make and receive calls including hard, soft and cordless phones, conference phones and virtual switchboards, headsets and software for your devices.

The equipment brands we collaborate with are Cisco, Snom, Grandsrteam, Yealink and Gigaset.

VoIP equipment can be purchased separately or included as part of a service plan.

RA Telecom VoIP Phone systems can be extended further with Business mobiles

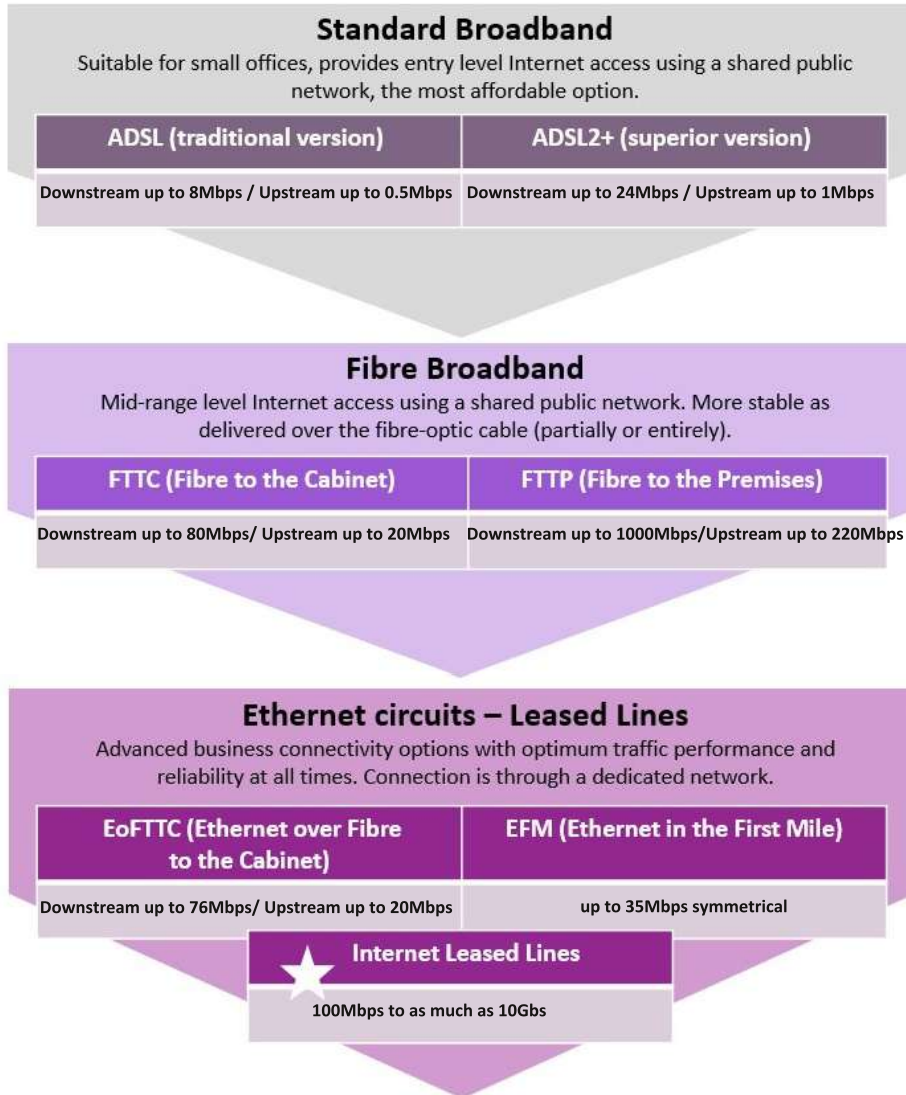**RA Telecom Business mobile packages offer additional benefits such as:**

• **Flexible options**: sim-only, phones or a mixture of both;
• **Best deal comparison** - our direct support team deals with multiple providers, we will find the most suitable tariffs for you;
• **Full assistance with keeping/porting current numbers**;
• **Significant practical convenience and capital savings** when working on various services with us.

RA Telecom VoIP Phone systems can be extended further with Connectivity and professional IT Services and Support

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Powerful Connectivity Solutions for Businesses:
Broadband and Ethernet Connections

Standard Broadband
Suitable for small offices, provides entry level Internet access using a shared public network, the most affordable option.

ADSL (traditional version)	ADSL2+ (superior version)
Downstream up to 8Mbps / Upstream up to 0.5Mbps	Downstream up to 24Mbps / Upstream up to 1Mbps

Fibre Broadband
Mid-range level Internet access using a shared public network. More stable as delivered over the fibre-optic cable (partially or entirely).

FTTC (Fibre to the Cabinet)	FTTP (Fibre to the Premises)
Downstream up to 80Mbps/ Upstream up to 20Mbps	Downstream up to 1000Mbps/Upstream up to 220Mbps

Ethernet circuits – Leased Lines
Advanced business connectivity options with optimum traffic performance and reliability at all times. Connection is through a dedicated network.

EoFTTC (Ethernet over Fibre to the Cabinet)	EFM (Ethernet in the First Mile)
Downstream up to 76Mbps/ Upstream up to 20Mbps	up to 35Mbps symmetrical

Internet Leased Lines
100Mbps to as much as 10Gbs

If you are you considering adopting VoIP telephony make sure your Internet connection is ideal for running all your applications simultaneously.

It is fundamental to evaluate your organisation's Internet usage including various web applications such as Cloud-based software services, storage or backup, access to remote offices or critical services, Web-based point-of-sale systems, browsing/streaming activities, WiFi and email service.

Our portfolio of connectivity solutions is based on Broadband and Ethernet technologies with a range of options.

Starting from standard broadband (ADSL) the most affordable option for freelancers or sole-traders, to superfast fibre broadband which would be a good choice for small to medium size organisations for its faster speed and unlimited business usage (services such as FTTC and FTTP).

Our solutions also include leased lines and Ethernet circuits which need to be considered by medium size enterprises and large corporations for their optimum traffic performance and reliability at all times.
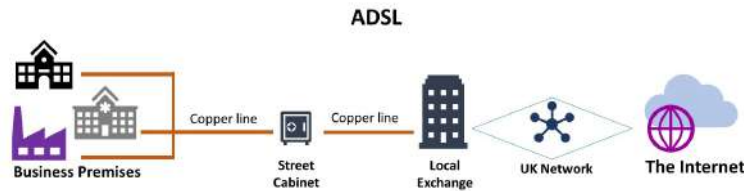
Working closely with you we will help you determine which is the right option for your enterprise by understanding your organisation's size, the pattern of internet usage, applications, current and future connectivity needs.

We will follow with a comparison between Broadband and Ethernet solutions in terms of technology, performance, cost-efficiency, coverage, service level in your specific location and will support you accordingly.
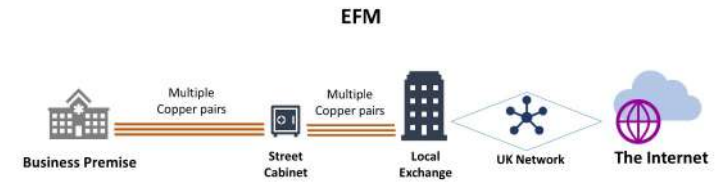
Contact us today to find out how much bandwidth you may need for your VoIP phone system

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Let us check out your business Internet connection prior to getting a VoIP system
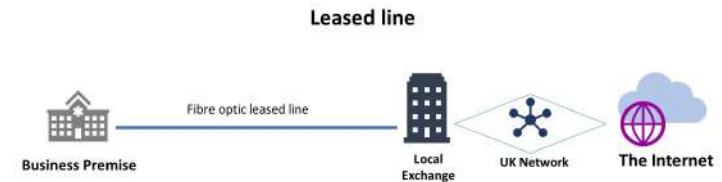
ADSL is commonly delivered over the copper telephone wires/phone lines connected to the local telephone exchanges. Provides entry level Internet access using a shared public network. The slowest but most affordable option.
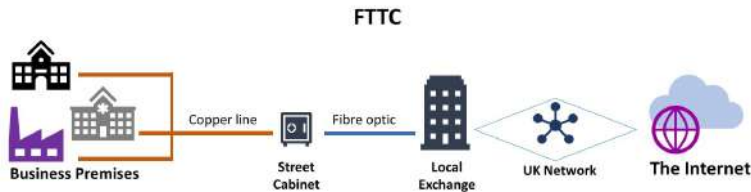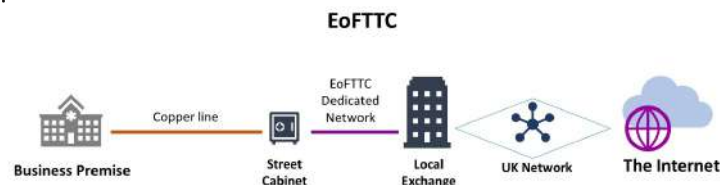

FTTC is delivered over the fibre-optic cable (from the telephone exchange to the cabinet), with the final part in the copper wire (from cabinet to business premises).

FTTP is significantly faster internet speed. Entirely delivered over the fibre-optic cable.
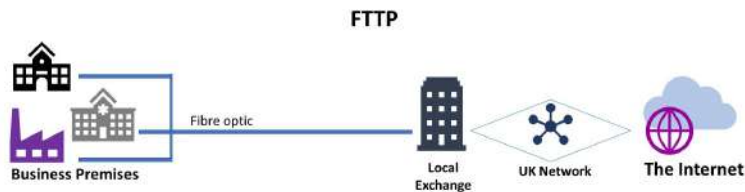
EoFTTC is the most cost-effective leased line option. Connection is through a dedicated network.

EFM utilises multiple copper pairs providing business with cost-effective connectivity with no compromise in service. A cost effective alternative to fibre leased lines.

Leased Lines are premier business connectivity option with optimum traffic performance and reliability at all times. Increasing volume of traffic or simultaneous use of applications do not affect the speed, network performance and user satisfaction.

RA Telecom Connectivity offers you additional benefits such as:

● **Full control and monitoring over your system**. Easy-to-use user-friendly web Portal enables the network owner to analyse and manage internet traffic and usage with detailed reports on employee connection history. Settings to be made in real-time as your business changes.

● **Best deal comparison** - our direct support team deals with multiple providers. We will compare the best offerings for your specific location and find the most suitable deal for your connectivity with further monitoring contract lengths and cancellation options.

● **UK based technical support**. We will proactively manage your installation and support your connectivity on a daily basis. We have access to the full suite of diagnostic tools from Openreach to keep your connectivity running as smoothly as possible.

● **Significant practical convenience and capital savings** when working on various services with us

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RA Information Systems are a professional Telecoms, Internet connectivity, IT & Software company with expertise in providing a wide range of services in computing technology for over 30 years.

RA Information systems have a proven track record in delivering technology innovation and high-quality business solutions to both private and public sectors, small and large enterprises, local government, central government agencies in the East Midlands region, throughout the UK and across Europe.

RA Information Systems' team of highly skilled and experienced engineers hold several qualifications and work with a wide range of technologies.

RA Information Systems have been playing a leadership role in encouraging and promoting the high-quality fibre broadband networks ensuring the migration is completed successfully for more than 7 years.

RA Information Systems are proud of delivering hosted telephony solution and dedicated customer service, delighting multiple clients including large commercial and public sector entities, Financial Planners, Estate Agencies, multi-tenanted Business Centres, Science Parks and Innovation Centres across the UK.

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Supporting your Business Connections

RA Telecom VoIP Phone systems can be extended further with professional IT Services and Support

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Let us keep Your Business connected. Call us today!

Client's Testimonials

"Throughout the entire process RA Telecom, Jake and Daniel who installed the phone system, were extremely efficient and professional, took time to understand our requirements and provide a value solution to meet our needs. The process of ordering was quick and communication excellent throughout. The installation went ahead exactly as planned and Daniel was very helpful during the installation process. Since then we have also added some extra facilities and equipment, which gain have been dealt with great service level. I can, without any hesitation, personally recommend Jake, Daniel and RA Telecom and would trust recommending them to my clients in the knowledge of the great level of service and value they will provide. Well done and thank you for the great customer experience!"

Rod Fuller, Managing director,
Waimarie Ltd t/a Action Coach Mansfield, August 2019

"RA Information Systems have completed the installation of our IT & telephony infrastructure into a new fully serviced offices in Cromford. Their experience and expertise in this field has steered us through new developments to expand and cope with the demands of communications within the digital creative industries. Being an RA Information Systems One client has been a simple yet effective solution providing us with one supplier dealing with a range of services."

Simon Gill, Arkwright Society (Cromford Mill,
part of a UNESCO World Heritage Site)

"RA Information Systems have proved to be extremely flexible, responsive and reliable when servicing our specific IT & telecoms requirements. They have had a positive, valued impact on our infrastructure throughout the Research Park. We are more than pleased with our choice, and would be very happy to recommend using RA Information Systems services!"

Angie Reynolds – Birmingham Research Park

"RA Information Systems have supported Cheetham Jackson through a rapid growth period and have ensured that our telecoms are adequate, reliable and fit for purpose. RA Information Systems are excellent at responding to our needs and their support desk is second to none."

Emily Evans, Cheetham Jackson, 2019

"Over the last ten years, RA Information Systems have shown great ability in being able to provide up to date IT solutions to our fast growing and ever-changing group. They understand our requirements and ensure we are kept informed of progress at all times."

Susan Brook. Scarborough Group, February 2008

"RA Information Systems have supplied and supported the Scarborough Group of companies over a great number of years, consistently recognising the Group's ever-changing IT needs over a complex network of systems and offices throughout the UK. A dedicated support team is always available either in person, on-site or via a manned telephone helpline or remote log in to resolve the simplest to the most complex of issues as and when they arise."

Scarborough Property Group