

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, it's become more normal to work at home than in a traditional 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.

CAE VOIP Managed Service

CAE's 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 CAE's 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.

CAE 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 encrypts calls end-to-end for increased security.

Why CAE

- 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
- Certified technical staff
- Microsoft expertise to integrate into your MS environment



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

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.

CAE 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.**

**T: 08456 430 033
E: hello@thisiscaes.com**

thisiscaes.com