

Telecoms | Horizon

The complete hosted telephony service for your business





Say hello to Horizon

Business telephony has evolved and cloud-based phone systems have elevated communication to a whole new level.

The Horizon hosted phone system will revolutionise the way your business connects. Harnessing the power of future-proof VoIP technology, Horizon provides an innovative, scalable and agile telecoms solution with an impressive repertoire of call management capabilities.

Designed to transform business, its easy-to-use web interface puts you in complete control and enables you to manage calls from wherever you are based. It's cost-effective too and perfect for businesses of every shape and size. In a nutshell, it ticks all the boxes.

Business optimisation

Horizon is a hosted phone system which can be easily scaled to support your business needs. A wealth of call management features and tangible insights will allow you to proactively plan resources and optimise your operations.

Scalability

With Horizon, managing your communications infrastructure becomes effortless. Scale your services up or down as your business grows, without the need for significant investments or complex configurations.

Improved customer experience

Your customers deserve exceptional service. Horizon will enable your business to deliver a consistent and seamless experience to your customers, wherever they are based.

Staff effectiveness

Horizon's comprehensive features will empower your team to seamlessly share information, communicate in real-time and enhance teamwork, no matter where they are located. Ultimately, it will enable your team to work efficiently and productively.

Service excellence

Working with a single supplier with a SLA of 99.95%* ensures a consistently high service quality to your customers.

*Horizon Core Service Availability

Connecting today's workforce

The business world has also evolved at a rapid pace. Adapting to the 'work anywhere' trend is now of upmost importance to many businesses.

Moving to a hosted business phone system removes the need for employees to be on the business premises to work collaboratively and efficiently with colleagues. Horizon allows a consistent quality service for your customers, wherever your workforce are working.

Horizon has both fixed and mobile capabilities which are accessed through an easy-to-use portal and app allowing users matched capabilities at home or on the move.

The future is in the cloud

Horizon has successfully supported thousands of businesses with their digital transformations, moving from traditional on-premise PBXs to cloud telephony and unified communications. The benefits are clear:

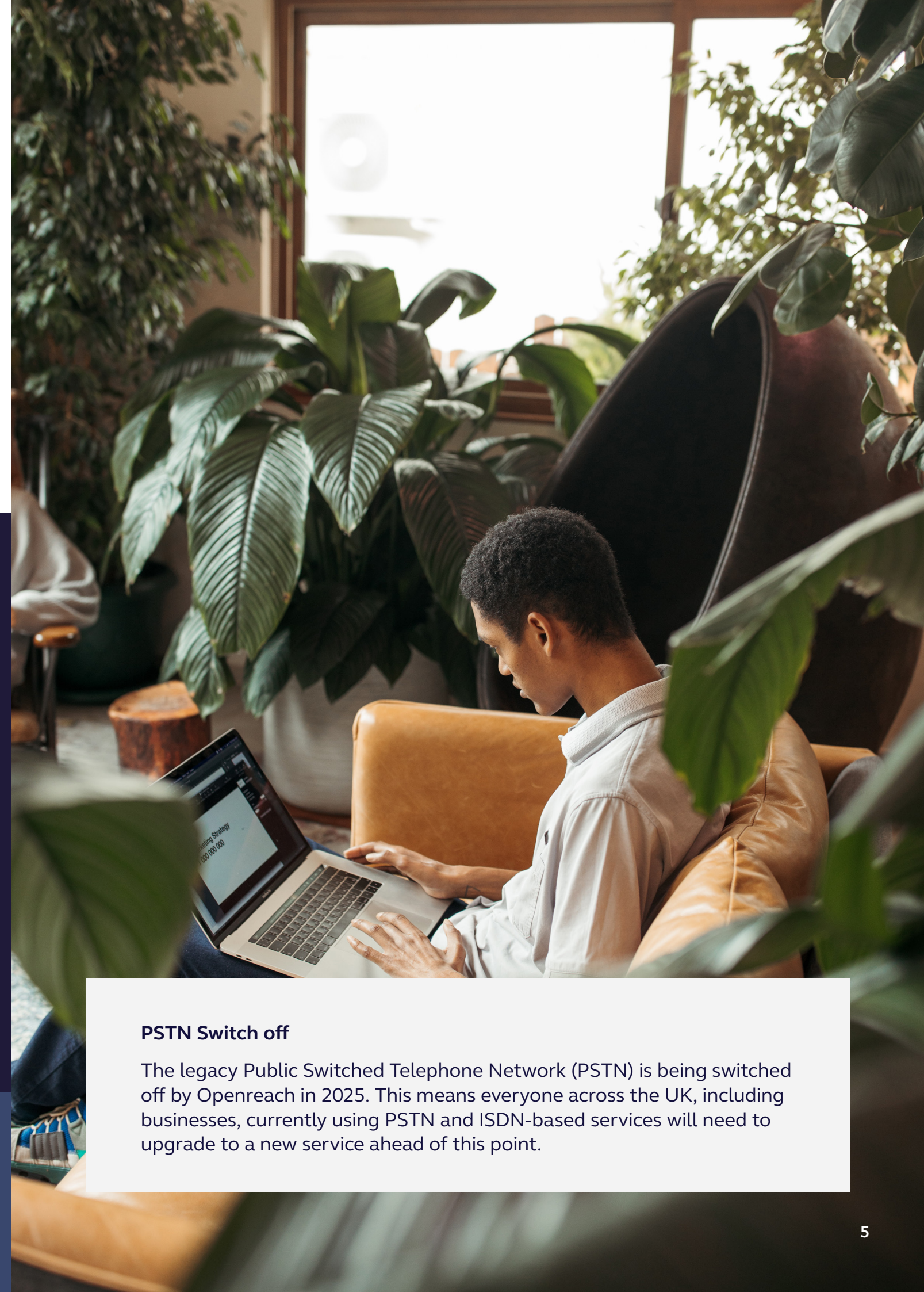
- Save time and money with no onsite hardware to manage and maintain
- Central administration via an easy to use web portal to make operational changes in real-time
- Budget-friendly with a predictable per user, per month charging model
- Business continuity improved with call routing easy to change based on dynamic business requirements
- Future-proof with no risk of obsolescence
- Work anywhere. No single-site dependency allowing calls to be routed to office, home or remote workers

60,000+

UK companies use Horizon telephony systems.

750,000+

Users trust Horizon for their business phone system.



PSTN Switch off

The legacy Public Switched Telephone Network (PSTN) is being switched off by Openreach in 2025. This means everyone across the UK, including businesses, currently using PSTN and ISDN-based services will need to upgrade to a new service ahead of this point.

Healthcare+ Medical Practice

As GP services are growing in demand, Healthcare+ Medical Practice found itself struggling with increasingly high call volumes and being unable to process them in an orderly, professional manner.

A recent outage of the phone system highlighted to management that a change was needed to ensure patient safety and business continuity.

Horizon offered Healthcare+ Medical Practice increased benefits and capabilities compared to their previous, non- cloud telephony system including:

Auto attendant - greets the caller and allows them to choose the service they require from a list. This helps cut down on the time patients spend waiting in queues and gets them to the right operator.

Call queueing - allows patient’s calls to be queued before they are delivered to a handset at the practice. Comfort messages can be played too, which will give patients reassurance that their call will be answered soon and provide information such as opening hours.

Sophisticated statistical analysis - of inbound and outbound calls can help identify the busiest periods to help plan for staff scheduling.

Integration with industry - specific CRMs - can keep a record of call history and interactions with patients, as well as screen-pops on inbound calls to improve customer service.

Receptionist console - helps reduce the time it takes for a call to come in and be transferred to the necessary department or individual. The ability to re-order the queue is important, as some calls may need to be dealt with quicker than others in case of emergency. ‘Presence’ allows the receptionist to check who is available before transferring the call.

Business continuity - respond to unplanned events to ensure a continuity of service to patients.

Key benefits

- Improved customer experience
- Service excellence
- Allows operational response
- Business optimisation through analytics





Horizon benefits

Horizon is a complete business phone system and the answer to all your calls! It is hosted communications service that provides extensive fixed and mobile telephony capabilities, all accessed via an easy-to-use web portal.

Horizon puts you in full control of your telephony with a host of smart call management features to help your business manage calls effectively. It boasts features such as call parking, hold music and call transferring to name just a few, with a wide range of additional features you can pick and choose to tailor the system to your business.



Optimise business investment

Proactively plan business resources based on tangible data.



Saves time

Improves business outcome by aiding each member of staff to be more efficient and productive.



Improves customer quality

Ensure a consistent customer experience, regardless of the location of your teams.



Saves money

Work with a single supplier offering best in class service level agreement.



Retain top talent

Create a positive work environment with flexible working arrangements that enhance employee experience and prioritise their well-being.



Operational response

Effectively manage unexpected situations with prompt and decisive action.

Customisable to suit YOUR business

Looking for unified communications and the power to personalise your business telephony capabilities? Horizon offers a wealth of enhancements which can be combined to create a tailored solution that meets your specific business requirements.

Horizon for Teams

Pair your existing Microsoft setup with Horizon to provide voice-enablement allowing you to make and receive calls internationally.

Receptionist Console

Efficiently manage your call routing and monitor multiple contacts or sites with a low cost-solution. Ensure every call is answered professionally and promptly, improving customer service and increasing business efficiency.

Call Queuing

Manage incoming calls effectively by quickly routing them to available users, presenting a professional image to your customers.

Horizon Collaborate

Horizon Collaborate offers instant messaging, presence, voice and video calling with conferencing along with desktop, application and document sharing.

Integrator CRM

Compatible with over 200 of the top CRM packages helping users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from their CRM system.

AKIXI Advanced Call Analytics

Real-time and historical advanced call analytics help your business efficiently manage resources by providing insights into.

Call Recording

Deliver exceptional customer experience by using call recording to analyse call quality and provide staff with training.

Horizon Contact Centre

Transform your business's call management with Horizon Contact, a powerful customer contact solution that enhances agent productivity and overall business efficiency, delivering exceptional customer service.

Horizon hardware

We are able to offer a full range of audio equipment; portable headsets perfect for workers on the move.

Desk phones ideal for office workers and those who work from home, as well as audio-conferencing units that deliver uncompromised audio quality and are suitable for meeting rooms and other settings.

Our full range of hardware

- Polycom
- Yealink
- Cisco



Reliable Recruitment Ltd

Hybrid working is a hot topic for businesses. Staying competitive within todays jobs market to ensure the retention of valuable talent within your organisation means many companies are considering a more flexible approach to the 9-5 office environment.

As a growing business with over 30 members of staff, Reliable Recruitment are aware they could be providing a higher level of staff satisfaction to their workforce.

Implementing Horizon has increased benefits and capabilities compared to their previous, non-cloud telephony system including:

Collaborate - the agents can conduct screening video interviews and make calls from mobiles to candidates.

Integrator CRM - a client record will pop up on the agents screen when they call in, enabling the agent to answer the phone accordingly, by linking to Outlook or their CRM system.

Call reporting tool - allows managers to check staff productivity and then apply necessary training or call routing adjustments where necessary.

Call recording - for the purpose of quality monitoring and training.

Smartphone app - the recruitment agent is able to make and receive calls anywhere. This means agents can be contacted wherever they are and can be accessed using one number.

Twinning - the agent can receive calls on their mobile when an inbound call is received.

Music and messages on hold - give off a professional image while callers are waiting for their calls to be answered. Likewise by using an auto-attendant clients and candidates will be able to get through to agents faster and ensure they reach the correct department.

Key benefits

- Improved customer experience
- Increases staff effectiveness
- Contributes to staff satisfaction
- Optimises business processes





Get in touch:

Call us on 02038373600

Or visit www.palaceprimeit.co.uk

Let's connect. Let's grow.