

Telecoms

Providing telecoms services to
suit every business type





Looking for the best phone system for your business?

Cloud based or on your premises, we have innovative, scalable and costeffective phone systems to suit every business.

And as one of the UK's leading independent providers of telecommunication solutions, we'll deliver the perfect system for your business to help it thrive and grow.

Why choose Focus Group?



True, 24/7 support

Our friendly team are always available for support queries, answering calls promptly, around the clock.



Fully managed installations

Our professional project managers will take care of everything from start to finish.



Reliable and scalable

Business solutions that flex and grow with your evolving business.



Dedicated account management

Consistently reviewing your account to provide you with the best rates and highest service levels.



One bill for ALL services

Detailed, designed for our customers and clearly itemised.



Access to all major networks

Bespoke packages designed to keep your business connected and your costs low.



Cost-effective solutions, we won't be beaten on price

With preferentialcommercial agreements in place with all major suppliers, we'll always be competitively priced on a like-for-like basis.

Best in the business

Our experienced teams are here to help you find the phone system which best suits you.

One which ensures you are always connected with your customers, together with enabling your team to work efficiently and collaboratively from wherever they are based.

As one of the UK's largest independent providers of business technology, we're recognised as a leading partner by many of our suppliers. We work closely with all the major manufacturers to deliver innovative business telecoms solutions from suppliers including Gamma, Cisco, Poly, LG Ericsson, Mitel and more.

Plus, we're a friendly bunch!

We'd love to spend time getting to know your business so we can find the right solutions to keep you one step ahead of the competition.



Call, Connect, Collaborate

Focus Group, in partnership with industry leading networks and manufacturers, will source, install and provide ongoing support services for telecoms products.

Ranging from cloud-based virtual phone systems to first class on-premises, fixed line PBX systems and mobile solutions.

Whether you are an SME or Enterprise business, Focus Group offer a complete range of telephone systems and will install a solution to suit your business needs.

Get in touch today

0330 024 2003

sales@focusgroup.co.uk

Cloud-based phone systems

Cloud hosted phone systems offer businesses of any scale the opportunity to manage calls from wherever you're based.

Using Voice over Internet Protocol (VoIP) technology, cloud-phone systems are cost-effective, easy to set up, reliable, flexible and will grow as your business grows!

Whether your team are office based, working from home or out and about, they can access a VoIP system.



"5* service! Focus Group helped us easily migrate our 200 user on-premises telephone system to the Microsoft Teams phone system. Fantastic service from Anna and Nigel in particular. If anyone else is thinking of going Microsoft Teams for calling, definitely give Focus a call!"

Trustpilot review

Spotlight on Focus Horizon



Think an industry-leading, all-round telecoms platform will involve a costly investment in equipment and complex installation process for your business? Think again!

Introducing Focus Horizon; a cloud-based, scalable and agile telecoms solution with an impressive repertoire of call management features. It's cost-effective too and perfect for businesses of every shape and size. In a nutshell, it ticks all the boxes!

- Easy-to-use online interface
- Collaborative call distribution
- Enables mobile and flexible working
- Call handling, management & reporting
- Choice of handsets & headsets
- **NO upfront installation or connection costs**



CUSTOMER STORY



WaterAid UK

Prior to the Covid-19 pandemic, WaterAid had already moved most of its technology to cloud-based solutions and were reaping the benefits of minimal upfront costs, remote access, greater agility and low-hassle maintenance.

To deliver ongoing improvements, WaterAid turned to Focus Group to migrate its traditional on-premise phone system to a cloud-based UC platform that would guarantee greater flexibility. Microsoft Teams was an obvious candidate but would only be a viable option if calls could be recorded without capturing sensitive card payment data.

The team worked swiftly to integrate Clarify – a recording solution – with Teams. A solution which adhered to stringent PCI compliance regulations and delivered a secure and streamlined service to customers.



“Having Teams with Clarify recording has helped us work together better as an organisation, optimises the customer experience, stands us in good stead whatever the future holds and works effectively whether staff are in the office or working remotely.”

Trustpilot review

On premises PBX systems

Take your business to the next level with a powerful on premise phone system from Focus Group.

On premises means the equipment is based in your office and everyone in your team can have their own handset, direct dial and voicemail, with the scope to add more as your business expands. We'll work with you to determine your business requirements and install a first class PBX system, using both traditional and IP technology, together with any leased lines you may need.



Introducing Microsoft Teams Phone Systems

That's right, you can now make calls to any landline or mobile number, directly from Teams, from anywhere.

It'll display your office phone number, provide call insights and all the other amazing benefits you'd expect from a traditional digital office phone.



Our team of experts are here to help you with all your business needs

✓ Lines & calls

We'll never be beaten on price. Bold but true! As one of the largest independent providers of business solutions in the UK, Focus Group are committed to delivering immediate cost savings to your business, with our range of call routing options and competitive tariffs. If you find a like-for-like product that's cheaper, we'll match it. And beat it!

✓ Connectivity

Looking for ultrafast internet connectivity? Talk to the team about our phone, internet and call packages plus our high speed business leased lines. Focus Group can deliver the highest speed connections to your premises for optimum business performance and efficiency, all at competitive prices and with unrivalled service support.

✓ Business phone numbers

Your phone system, your choice of business phone numbers! Choose from geographical, virtual, high rebate and freephone options with our bespoke inbound number solution.

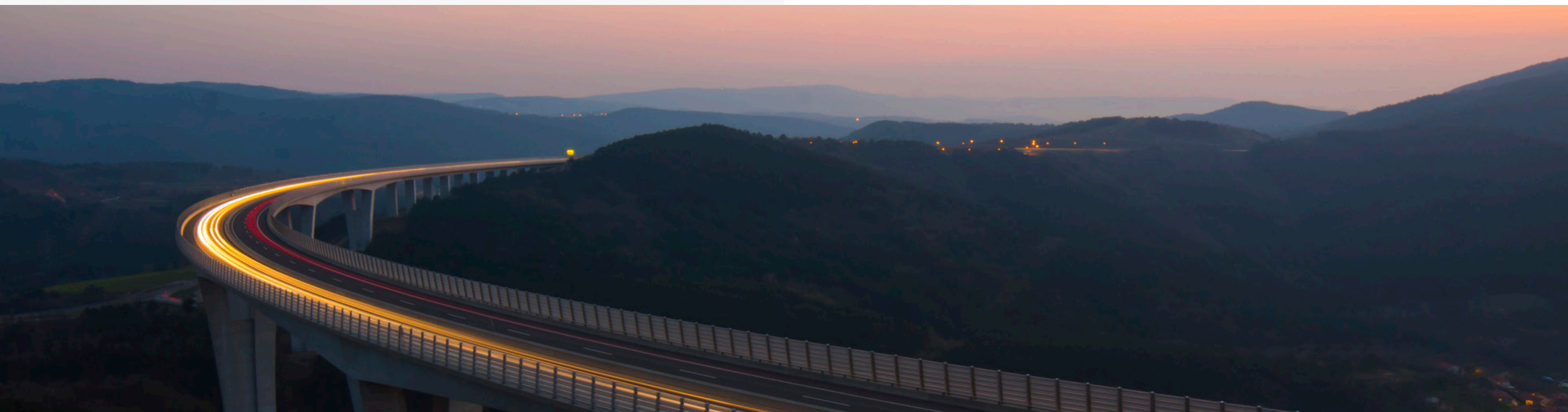
Farewell PSTN, hello full fibre!

The UK's phone network is changing, with the PSTN switch off on the horizon. The traditional Public Switched Telephone Network (PSTN) is on its way out.

Making way for a much more resilient replacement...fibre. As a result, traditional PSTN lines such as analogue or digital phone lines, ISDN phone systems and older broadband connections have become obsolete.

So, it's time to update your telecoms and connectivity services to ensure your business stays in touch. But fear not, it's an exciting time and the benefits of digital, cloud-based communications solutions are huge!

Find out more at:
focusgroup.co.uk/pstn-switch-off





CUSTOMER STORY

Hurstpierpoint College



The switch to a next generation phone system has provided Hurstpierpoint College with the flexibility to cope with evolving telephony needs.

Thanks to Focus Group, the college is now future-proofed to cope with any communications challenge.

“Our ageing phone system was at breaking point; incumbent and difficult to even do the most basic of things.

We struggled to handle calls at peak times and needed to be able to provide a voicemail service for our teachers. Focus Group went to work on moving us from ISDN30 to a SIP infrastructure, installing the Ericsson-LG UCP-600 IP system,

We can plug in a new handset wherever there’s a PC – it’s literally ‘plug and play’ that easy! Now we have the capacity and functionality we need to concentrate on future growth and any changing demands.

We’ve achieved impressive monthly savings of 40% on line and internet rental costs and now we receive a single bill with detailed usage for all our services, it makes our work so much easier.”

Dan Higgins, Director of Operational Technology, Hurstpierpoint College.



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Get in touch

Call us on 02038373600

Or visit www.palaceprimeit.co.uk

Let's connect. Let's grow.