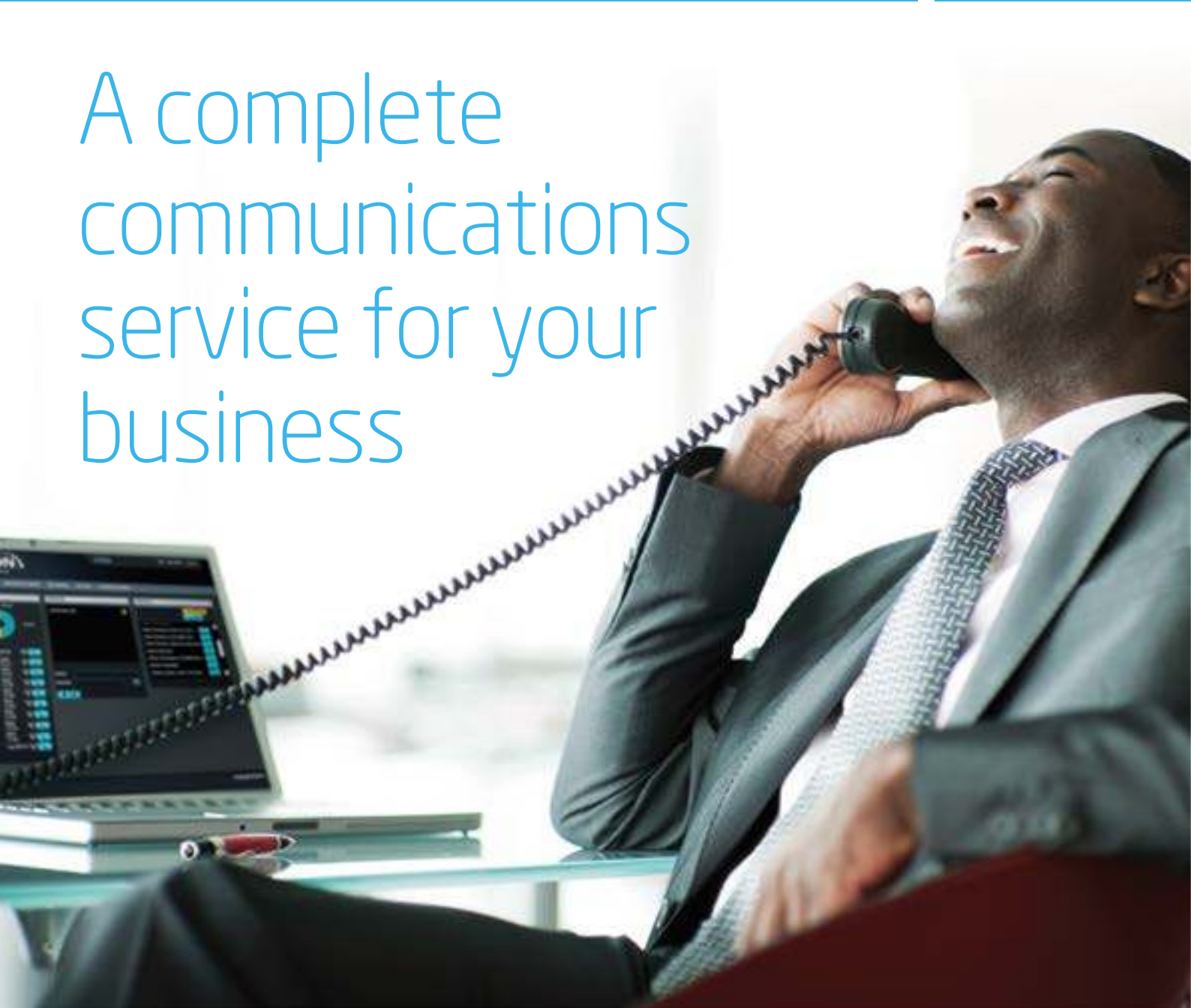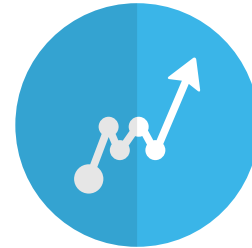# columbus
get connected

Horizon

A complete communications service for your business

Easily control your fixed and mobile telephony

Horizon is a complete communications service for your business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

The service 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 size business looking to improve its productivity and image.

The benefits of Horizon

- **Features you can easily control** – Horizon puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

- **Empower your staff with 'one number anywhere'** – Horizon conveniently integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.

- **An on-demand service with no hidden costs** – As Horizon is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

- **Lower call costs** – Horizon offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Horizon together with our mobile services you benefit from free calls between your fixed and mobile devices.

- **Enables flexible working** – Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working, and extending the service to mobile devices.

- **Number choice** – You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

- **A business continuity solution** – Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business. Because Horizon sits in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.

What makes Horizon different?

1   **Premium handsets plus desktop and mobile clients**

Horizon provides high standards of phone interoperability with its useful desktop and mobile clients plus a choice of premium handsets from a range of manufacturers.

2   **An easy-to-use web interface providing feature control and valuable user information**

With an experienced in-house software development team, we can provide a positive user experience for both service use and performance monitoring.

3   **The IP network, reliable and secure**

We lead on quality of service, scale and reliability. In addition to the network, we can easily and quickly transfer your existing phone numbers onto the Horizon platform.

4   **Broadsoft call controller platform**

Supporting millions of business users worldwide, the world's leading call controller platform from Broadsoft sits at the heart of Horizon providing the broadest feature set and a sole focus on delivering the richest user experience in unified communications.

How does it work?

Easy-to-use interface

Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.

Call recording

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Horizon to record some calls, all calls or record calls on demand.

Administrator interface

Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

Auto Attendant

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

Who is Horizon aimed at?

Horizon is ideal for any size of business and is highly-effective in organisations that have more than one site that work together. The system is capable of serving hundreds of employees. Here are some examples of how Horizon is often used:

Dynamic businesses that want flexibility

Businesses with employees who are regularly on the move or out of the office will **never lose calls** as each user can simply tell the system, at the click of a mouse, where their calls should be sent: their desk, their mobile (or both) or their colleague. And if they miss a call they can pick up their voicemail no matter where they are.

Ideal for multi-sites

The service is provided centrally so you don't need an expensive system on each site. Horizon connects branch offices together, **calls are free between locations** and mobiles and everyone shares the same dial plans and directories.

Organisations that prefer outsourcing and Opex

Hosted on your behalf, there are **no expensive maintenance** or running costs and you only pay for what you use.

Organisations that need a business continuity solution

In the event of a disaster the services can be instantly moved across to a backup plan that can include, for example, **diverting calls to different locations** without loss of functionality and without expensive call forwarding costs.

Improving customer contact

Put **calls on hold, play marketing messages, move calls** seamlessly between users and offices and your customers will get the best experience when calling your business.
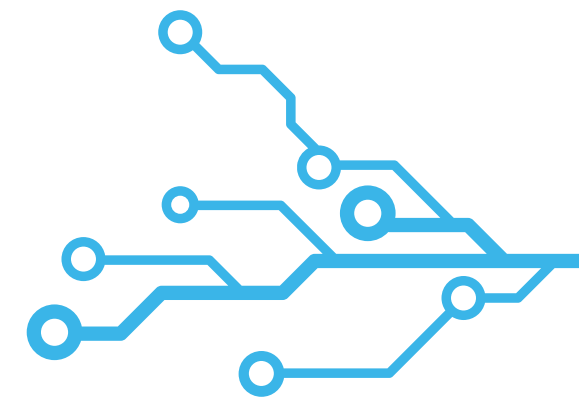
Training and monitoring

Horizon provides a cost-effective way to **record calls**. This centralised feature means calls can be recorded from any location, in any direction and configured instantly at the click of a mouse.

Your choice of handsets

Horizon can be used with a range of handsets from a choice of manufacturers; it's not tied to one type of manufacturer or hardware and can also be connected through an easy-to-use desktop client. Contact us for a full list of compatible hardware, features and options. Some current examples include:

POLYCOM

Polycom VVX410
Mid-range business media phone
* 12 lines or speed dials
* 3.5" colour TFT
* 320 x 240 pixel resolution
* Polycom HD Voice up to 7KHz on all audio paths
* 2 x Ethernet 10/100/1000

Polycom VVX500
Performance business media phone, best-in-class desktop productivity and unified communications for busy professionals
* 12 line appearances or speed dials
* 320 x 240 pixel resolution
* 3.5" colour touch screen

Polycom VVX310
Ideal entry-level for low to moderate call volumes
* 6 lines or speed dials
* 208 x 104 pixel resolution
* 2 x Ethernet 10/100/1000

Additional expansion units and conference phones available, please contact us for more details.

SoundPoint IP450
Ideal for general office use
* Backlit display (B&W)
* 2 line keys
* Programmable key/busy light

SoundPoint IP331 and IP335
Ideal for basic telephony or warehouse/high-use areas
* Backlit display (B&W) only available on 335 device
* 1 line key

SoundPoint IP650
Ideal for high-performance and features such as executive offices or receptionists
* Backlit display (B&W)
* 2 line keys
* 4 programmable keys/busy lights

CISCO

SPA525G
Ideal for high-performance executive offices + Bluetooth connectivity
* Hi-res colour display
* Bluetooth compatible
* WiFi compatible
* 2 line keys
* 3 programmable keys/busy lights

SPA502G
Entry-level device for general office use
* Backlit display (mono)
* 1 line key

SPA504G
Ideal for general office use
* Backlit display (mono)
* 2 line keys
* 2 programmable keys/busy lights

Analogue converter boxes are available, please contact us for more details.

SPA509G
12-line IP phone with programmable keys
* Backlit display (B&W)
* Supports up to two 32-button attendant consoles
* Supports PoE

Yealink W52P Cordless Handset
Ideal for customers needing mobility
* High-quality sound
* Business-essential call features
* 50m indoor/300m outdoor range

Key features

Horizon is available with the comprehensive range of features below, as well as a range of additional bolt-on options.

Working as part of a team
* N-Way Call for convenient collaboration with colleagues
* Hunt Groups for distributing and allocating calls across your team
* Call Transfer to any internal or external number
* Common or customisable settings for Sites, Groups and Departments
* Hold a call and pick it up on another phone with Call Park
* Answer a group member's phone with Call Pick Up
* Instant Group Call enabling efficient collaboration

Improving your company image
* Call Waiting ensures you're ready to take your next call
* Get your messages across with Music on Hold
* Avoid your calls being passed on and on with Diversion Inhibitor
* Provide callers with menu options for call routing using Auto Attendant
* Enhance your brand by uploading your company logo and specific adverts
* CLI Flexibility to allow you to present any number you have permission to call on behalf of

Ensuring security and preventing fraud
* Use Call History to view all calls made, received and missed
* Bar unapproved call types with Call Barring
* Allow access to phones using Authorisation Codes

Working efficiently
* Last Number Redial for convenient repeat dialling
* Easily make a call with Click to Dial through the user interface or client
* Assign calls to cost centres using Account Codes
* Use Presence or Pre-set Availability Profiles to manage incoming calls
* No more unwanted calls with Anonymous Call Rejection or Selective Call Rejection
* Automatic Callback so that you can stay productive
* Call your colleagues when they are free using Busy Lamp Keys
* Show you are unavailable using Do Not Disturb
* Company directory available from the handset and up to 100 speed dials for your favourite numbers
* Use Call Recording for audit trails, compliance or training purposes

Mobile and flexible working
* Manage incoming calls effectively with Call Forwarding
* Home Worker lets you take your profiles and settings to your home office
* Play a Voicemail message from your desktop, save it or forward a copy to your entire team
* Never miss a call with One Number Anywhere and Sequential Ringing
* Keep track of important calls with Call Notify by Email
* Use your number and preferences on any enabled phone in your company with Hot-Desking
* Use your number and profile on any phone, anywhere with Remote Office

Options

Soft clients options

Bring the power of Horizon to your Windows desktop or laptop device or Android mobile and access a range of features to ensure your colleagues and customers are always in contact.

The Horizon Desktop Client lets you connect your office phone to your preferred business device, such as a laptop or PC. It works seamlessly with the Horizon service and mobile client to ensure that you can control your user account and handle calls efficiently, wherever you are. The Horizon Desktop Client provides a new way to interact with Horizon and using existing devices you can reduce the cost of entry to a hosted solution, as well as minimising telephony costs incurred whilst on the move or in different locations.

New features such as Presence and Instant Messaging add to the core Horizon services and provide an informed way of communicating with your colleagues, as well as giving you a new route to gain immediate responses when it might not be convenient to speak on the telephone.

The Android Smartphone App enables a user to make and receive calls on a mobile device, as well as providing access to key settings for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Dial and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to WiFi (e.g. in hotels).

Using Horizon soft clients you can:

- Reduce the cost of entry to an IP hosted service by using the desktop client as a softphone and simply adding a headset
- Reduce telephony costs when on the move or in temporary access points such as hotels, coffee shops and customer premises
- Monitor your favourite contacts' Presence status to check their availability to take calls or to communicate with you
- Send an Instant Message to get an immediate response from a colleague when their Presence status tells you it might not be convenient for them to take a voice call
- Connect customers who use other messaging services to your company so you can quickly communicate with them and build a new route for direct customer support
- Directly control your user account to implement Call Forwarding, Do Not Disturb or other call features

Horizon Integrator options

Unleash even more of Horizon's capabilities across your desktop with Horizon Integrator. Horizon Integrator is a powerful piece of software that gives you control of your Horizon service from your desktop without having to log in to your Horizon Portal. It also provides interaction with key programs such as Microsoft Outlook® and Microsoft Lync® 2013. Our CRM Integrator can be added to enable easy integration with your CRM program, in addition to the full set of features Horizon Integrator offers.

Features include:

- **Call Preview** – Available from Outlook. Allows Horizon users to prepare for the incoming call and respond appropriately. This can make the caller feel more welcome and gives a professional feel to your company
- **Click to Dial** – Available from Outlook and web pages. Makes Horizon even simpler to operate as users can make calls instantly and accurately from the information on their screen
- **Integration with MS Lync** – Presence changes to reflect On a Call or Do Not Disturb. Improves efficiency as colleagues and customers can only contact you when you are available
- **Desktop Control** – Instant access from the desktop to Call History, Call Forward, Presence and a wealth of other features

Integrator CRM

Integrator CRM takes the Integrator software a step further. Compatible with over 20 of the top CRM packages including Salesforce and Microsoft Dynamics, Integrator CRM helps users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from your CRM system
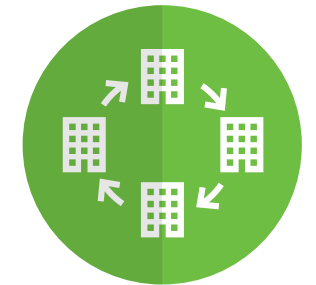
Call queuing option

Horizon Call Queue helps you present a professional image to your customers by managing incoming calls effectively and delivering them to groups, as soon as users become available.

Horizon Call Queue adds a low-cost way of managing your incoming calls professionally and provides constant information and choices to your callers, reducing the risk of losing valuable incoming calls.

Horizon Call Queue 'Users and Groups' benefits:

- **Customised messaging** – Customise your welcome and hold music and set up a comfort message at timed intervals to let the caller know their call is important

- **User breakout** – Add a specific digit to the Call Queue Group to let a caller break out of the queue to leave a voicemail message
- **Queue up to 25 calls**
- **Simultaneous Hunt Group** – Instantly deliver the call to all available contacts within the Call Queue Group

Options

Management reporting option

Do you know how many calls you are getting? Do you know how they are being handled or who is handling them?

Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wall board integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

Additional benefits available by using Akixi:

- No server on site – Enables multi-site monitoring and supports business continuity

- Real-time stats – Provides wall boards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored

- Accessible from any internet-enabled device – Use the service via traditional desktop devices or monitor on the go through your mobile

- Push reporting and alarms – Customisable push reporting and alarms to ensure business-critical metrics are always available

- Cradle-to-grave reporting – Monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification

- Track after-hours calls – Highlight suspicious activity or unauthorised calling

- Abandoned call recovery – Missed a call? See instantly if it has been returned

- Activity and extension activity monitoring – Quickly and easily monitor key extension or call routes to ensure maximum efficiency

By using management reporting you can:

- Instantly see what needs to be changed to improve customer service

- Monitor time to answer and manage calls more efficiently

- Analyse internal call patterns

- See how many calls are being abandoned with the ability to return them

- Optimise resources by ensuring the right number of operators is in place at all times

Receptionist console option

Manage incoming calls and call routing to single or multiple sites via a simple, easy-to-use interface.

Horizon Receptionist Console adds a low-cost way of managing your key call routing and monitoring multiple contacts or sites, where this is not achievable through a more traditional phone and side car solution.

Ensure that every one of your calls is answered professionally and efficiently, improve customer service and increase business efficiency with Horizon Receptionist Console.

Receptionist Console benefits:

- Full control over incoming calls to single or multiple sites, ensuring every call is answered or redirected, as required

- Access and monitor up to 800 directory contacts, meaning call routing decisions can be made quickly and efficiently to ensure the best available outcome

- Monitoring and manipulation of call queues with caller priority

- Establishment and management of multiple conference calls, connecting key contacts and resources to deal with incoming queries in the most effective way

- Multiple receptionists managing single or multiple numbers

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