Take your phone calls into the cloud

COUNTY GROUP SOLUTIONS

Hosted Clouds Ltd

Give your business a boost with Wholesale Hosted Communications



Boost your business with a cloud phone system.

There are more ways than ever to communicate, but for businesses, phones are still vital. Whether you're talking to customers, suppliers or colleagues, phone calls help you get things done fast and with less chance of misunderstandings.

But what's even better are cloud-based phone systems, like Wholesale Hosted Communications (WHC). It gives you all the usual features of a traditional phone line, but because your calls are carried over the internet, you also get the added benefits of cloud technology – including greater flexibility and lower costs.

So, if you want your phone system to deliver maximum value for your business, try WHC.

WHC is a cloud-based phone system designed especially for businesses.



A better way to call

Bring WHC into your business and start tapping into a whole new world of benefits.

Take the office with you.

Because WHC uses the cloud, your phone system isn't tied to a physical location. You can access your line from anywhere with an internet connection. And you can make and take calls in a variety of different ways, including deskphones, computers, headsets and mobile apps. That means you never have to miss a call again.



Add new value to your business.

Unlike some traditional phone systems, WHC doesn't need any expensive on-site hardware. You just need to have compatible phones and a reliable internet connection. And as well as low set-up costs, it comes with free software updates, which we'll take care of.



Collaborate in new ways.

Through our optional add-ons, you can transform the way you work with others. You can send instant messages, join video conferences, share files and, of course, make phone calls. With more ways to communicate and share ideas, you can give your business a big productivity boost.





Build a system that works for you.

Your business has its own unique needs, and with WHC you have the flexibility to choose a package that suits you. As well as four different packages, you can pick and choose from a range of extras, which include integration with customer relationship management (CRM) systems, call recording and call analytics.

Get greater control.

WHC makes it easy for you to manage your phone system. Through the intuitive online portal, you can see who's using what and make changes as necessary. And because WHC is digital, adding and removing users is quick and easy.







Pick a number

Many existing phone numbers can be brought over to WHC. So, you won't have to inform your customers, change business cards or update web pages. You can even have a number with a different geographic location to your office, so it looks like you're calling from somewhere local to your customers.



Keep going no matter what

WHC lets you access your phone system from anywhere. So, if your business is ever faced with any kind of disruption, your lines can stay open, and people can still reach you on your usual number.



Prepare for the future

For decades, phone calls in the UK have been carried over a network of copper lines called the public switched telephone network (PSTN). This is set to be replaced with a digital system, and the old network will be shut down in late 2025. As a digital phone service, WHC is fully future proof.



Packages to suit different needs

With four different packages to choose from, you can give each member of your team a phone that works for them. All our packages include the Cisco Webex Softphone feature, which lets you make phone calls through a desktop computer app.

For general purpose calling.

If you just need a basic phone line, which can be shared with other people in your business, you may be interested in our **Foundation** package.



Ideal for:
Small or home offices, where cost is important

For meeting rooms or basic communications.

Our **Functional** package works well where you need straightforward calling features and for people who only use their phones occasionally.



Ideal for:
Lobby phones, lift phones, infrequent users

For people who work mainly in one place.

With our **Fixed** package, you get all the features of our Functional tier, but with added benefits like call forwarding and voicemail.



Ideal for:
Most office users who need their own line

For users on the move.

Whether you like to roam around the office or work from different locations entirely, our **Mobile package** is for you. As well as the features of our Fixed package, you can make and take calls on one number, even when you're using your mobile.



Ideal for:
Anyone who works remotely most or all of the time

Customise your package with add-ons

To make sure your phone system has all the features you need, you can take our optional WHC add-ons.

Call analytics

Find out who's calling and when, so you can better understand what's happening in your business.

Call recording

Record some or all of your calls and access them whenever you want.

CRM integration

When you're on the phone with someone, you can automatically bring up their contact history and account information.

Hunt groups

Let groups of users answer calls for a single number, and forward calls to the right person.

Auto attendants

Add an automated receptionist to your business, with standardised or custom messages.

Automatic call distribution (ACD)

If you're running a call centre, our ACD add-on comes with all the enhanced call handling features you need.

Cisco Webex

All our packages come with the Webex Softphone feature. But you can add video calling, instant messaging and shared spaces too.

WHC Teams Direct Connect

If you're already using Microsoft Teams, we can add your WHC service right into it.





A phone for every need

We have a range of different phone hardware, including deskphones and headsets. You can mix and match these so each of your users has a phone that meets their needs. We also have hand-free audio phones, which are perfect for meeting rooms.



Internet deskphones

These look a lot like ordinary, traditional phones, but because they connect to the internet, you get all the benefits of the cloud. That includes being able to plug in your phone anywhere with an internet connection and still keep your usual number.



Media phones

These are similar to internet deskphones but they have added touchscreen displays and support for Android apps. Some also have webcams, so you can quickly turn a phone call into a video conference.



Audio phones

Designed for meeting rooms and boardrooms, audio phones offer easy hands-free calling with superb audio quality. Some models can also be used for video conferencing.



Speakerphones

Using either Bluetooth or USB, speakerphones are a great way to make hands-free calls while working remotely. Many of them are battery-powered too, so you won't need to find a plug socket.



Headsets

If you're making calls through software on your computer, then a headset will be essential. Keep your hands free while you talk to customers, with noise-cancelling microphones and high-definition audio.



Video systems

We have webcams for single users, as well as video systems designed for meeting rooms. If you like seeing who you're talking to, we can find you the right solution.

Take a journey into the cloud

Choosing the right phone system is important for your business. We want to make it as easy as possible, with a smooth process that gets you from ordering to calling as soon as possible.

We can help you to choose the features and phones that best suit your business. If you need help with your networking and cabling, we can sort that out too. And we'll make sure it all works properly.



Get started with WHC in four easy steps.

Step 1
Choose your features and add-ons.

Step 2
Choose your phones.

Step 3
Get or transfer a number.

Step 4
Leave the rest to us.

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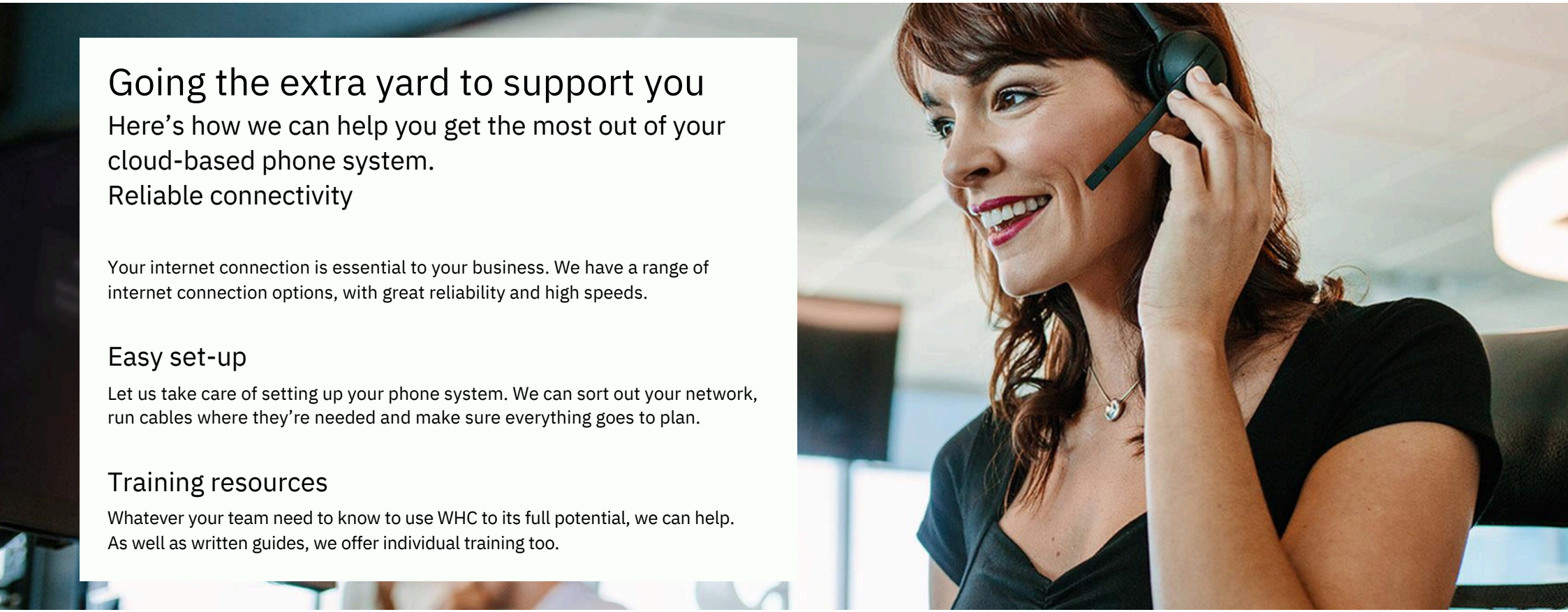

Going the extra yard to support you

Here's how we can help you get the most out of your cloud-based phone system.

Reliable connectivity

Your internet connection is essential to your business. We have a range of internet connection options, with great reliability and high speeds.

Easy set-up

Let us take care of setting up your phone system. We can sort out your network, run cables where they're needed and make sure everything goes to plan.

Training resources

Whatever your team need to know to use WHC to its full potential, we can help. As well as written guides, we offer individual training too.

What next?

If you'd like to know more about WHC, please get in touch.

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