



The power of a desk phone  
on your mobile



Network Cloud Mobile



“Over 81% of employees  
use at least one device  
to help them work”



Mobile devices are at the heart of how almost all businesses communicate and are now, more often than not, the device of choice for users. Despite the flexibility they provide, mobiles are designed for the individual user and behave like a communication island, independent and separate to the office phone system.

On the other hand, the office desk phone provides all the productivity enhancing features such as reception services, access to the corporate directory, conferencing and call reporting, but is limited by its fixed nature.

#### Introducing Connect

Connect offers your business the power of both, integrating our award winning hosted phone system, Horizon, with the Gamma mobile service. This allows you to access a range of features anytime, anywhere, regardless of device.

In streamlining your business communications, you're able to provide your staff with the flexibility to work wherever they are and ultimately improve overall business productivity and customer service delivery.

---

## The power of a desk phone on your mobile

If your business relies on a mobile workforce, you'll find Connect a great asset. It can be adopted incrementally and at your own pace. With a simple price per user, you'll also benefit from having just one provider and only paying for what you need.

By combining the flexibility of a mobile device with all the business-class features of Horizon, Connect makes your team more productive, your customer service more responsive and your costs more controllable.

### Key Features

- Utilise Horizon phone system features on your mobile
- Use the native dialer to make calls
- One number across all devices
- Present your landline number from your mobile
- Record all business calls, even when mobile
- One voicemail system for all your calls
- Call reporting for all calls made, received or missed across all devices
- Single web portal – to manage both Horizon and mobile devices

### Straightforward to use

Calls can be used in the same way as mobile calls, without using your data bundle. The Connect companion app gives users easy access to service features including visual voicemail and user settings.

### Call recording

Calls are recorded whether you are in the office or on the move, regardless of device, helping your business address training, quality assurance and compliance needs.

### Companion app

The MyConnect companion app provides an enriched experience and gives you the power of your desk phone on your mobile device.

### Improve customer contact

Improve your availability and responsiveness to your customers and suppliers alike. With one number for all devices, you can receive all calls wherever you are, ensuring the customer experience is seamless.

### One voicemail

Access one visual voicemail for both fixed and mobile devices, allowing you to pick up and respond to messages from any location.

### Complete visibility

Gain a complete view of all calls across your entire business with Akixi call reporting. See key call statistics in real-time for all devices, including mobiles, keeping you informed and allowing you to make better operational decisions.

### Local presence

Outbound calls from mobile devices can also present your business number. Helping to ensure your calls are more likely to be answered and maintaining a more professional appearance.





## Driving mobility in your business

### How Connect supports organisations like yours



#### Dynamic businesses that want flexibility

Businesses can allow employees who are regularly out of the office to work productively on the move. Horizon features are available on their mobile so they will have their business communication system available wherever they are.



#### Organisations that want to be always available

A missed call can be a missed opportunity or can decrease customer satisfaction. With Connect calls reach the mobile devices and there is one voicemail system across fixed and mobile, avoiding missed important messages. Features like Hunt Groups also work well with mobiles making sure that there is always the right person in the business to answer.



#### Businesses conducting sales and engaging with customers typically on the move

Connect brings the benefits of a landline on a mobile, making the mobile office a reality. Being able to present a landline from the mobile makes engaging with customers or prospects more effective and avoids publishing the mobile number.



#### Multi-site organisations with a distributed workforce

Connect improves internal communications and collaboration by providing the employees with the same tools and features on any device. The same dial plan, extension numbers, advanced call features are also available on the mobile devices so the right person can always be contacted whenever needed.



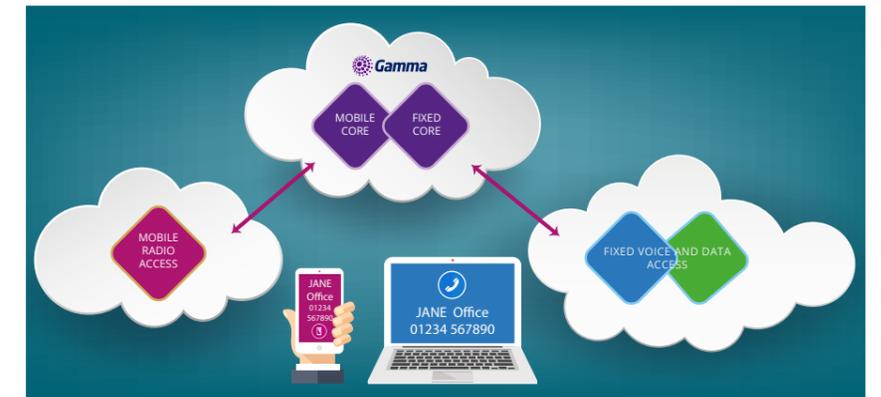
#### Organisations planning to streamline communications

For companies that are planning to simplify their communication systems or planning the shift to mobile, Connect offers a hosted service which joins up all their landline, laptop and mobile communications, removing unnecessary hardware. Businesses can avoid maintaining multiple contracts and can move to one provider for all their communication needs.



## How it works

### A truly converged fixed and mobile feature set



#### Our network

We have invested heavily in our infrastructure to ensure our core network is truly converged. Only a few UK operators have this capability, allowing us to provide a combined fixed line and mobile feature set. The integration with Horizon will work on mobile devices with a Gamma SIM and, because it all happens within our network, you can use the mobile handset's standard call functionality or the Connect companion app.

With Connect the mobile is another Horizon end point just like a desk phone. Mobile calls are carried and managed by the Gamma IP network, which in addition to its reliability and security makes available the broadest feature set in the unified communications space.



---

**Tel:** 0808 164 4677

**Email:** [info@idc.technology](mailto:info@idc.technology)

**Web:** [www.idc.technology/connect](http://www.idc.technology/connect)



**Network Cloud Mobile**