



UNITY VOIP One-Site

Service Definition



What is the Service?

Unity VoIP One-Site is a cloud-based Voice over IP communications system. Built to deliver a futureproof phone system that maximizes flexible working environments and delivers a futureproof phone system that mitigates the risks of the WLR switch off. VoIP One site delivers cloud based functionality and call capabilities designed for systems with less than 10 license requirements.

It provides an entry level and cost effective cloud communication system that still packs a range of call features including mobile app integration. With a standard monthly pricing structure that includes unlimited inclusive minutes to 01,02,03,07 numbers, future bill and budget planning is more effective.

With a free handset available on a 24 month contract, or mobile app integration, One-Site allows for users to be up and running quickly with little upfront costs or new hardware requirements.

Features

- Fully cloud based deployment
- Call forwarding and call route management.
- Mobile app integration
- Free handset on 24 month contracts.
- Analytics, Diagnostics and Reporting from a Unified Dashboard
- Range of handsets available.
- Unlimited Inclusive minutes to 01,02,03,07
- CRM Integrations
- Call Logs

Benefits

- User Experience - Same Phone Number on all connected devices for seamless workflows.
- Budget Management - Fixed Monthly Price without additional price per minutes
- Security - End to End Encryption for secure calls
- Flexibility - Bespoke Functionality Configurations for flexible call management
- Onboarding – Plug and play handsets for effortless implementation and reduced migration time.
- Value – Focused product that minimizes additional functionality that increases price.

Service and Support

Unity provides a Monday to Friday 9-5 support line for all our customers through email and telephone. Support tickets will be generated upon the receipt of the support request and will be managed from there out by a highly qualified technical engineer. Unity endeavours to respond to requests within an agreed timeframe that will be discussed with the customer.

All commercial enquiries and support requests are managed during the standard 9-5 hours Mon-Frid by a dedicated account manager that will be allocated during the onboarding process. They will be



responsible for managing the customer experience and commercial enquiries, while ensuring that any non-support ticket enquiries are managed effectively.

Information Security

ITGL has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team headed up by the role of the Information Security Officer (ISO). The ISO is our Managing Director who sits on the Company Board of Directors.