



Cloud Software Services

Mitel

January 2026

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Only better.



Trusted advisors in the Private Sector

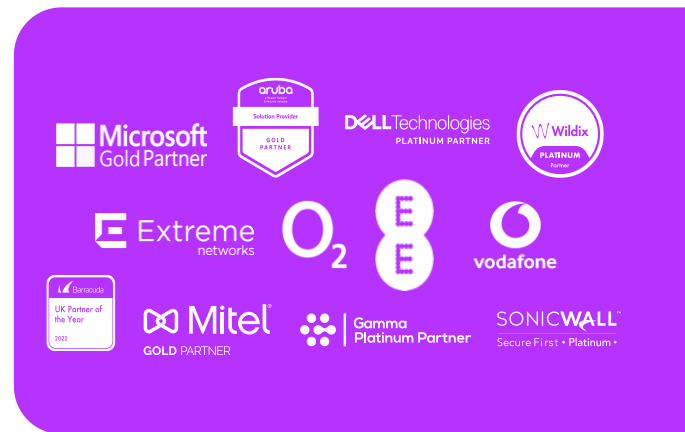
Over 25 years of experience provided through 400 engaged employees. Delivering 24/7 support through a network of 9 local offices throughout the UK.

Collaboration

Unified Communications
Contact Centre
Business Mobiles
Connectivity
SIP and Business Voice
AV and Meeting Room Solutions

Data Centre Services

Public and Private Sector
Hybrid / Private Cloud
IaaS / PaaS
Trusted Research Environment
DRaaS / BUaaS
Managed Connectivity
24/7 Operations Centre (OC)
WAN Design / Implementation



Cloud

Microsoft and Cloud Services
Hybrid Cloud Infrastructure
Next Generation Networking
Backup and Protection
Cyber Security

Sustainability

Net Zero Journey
Energy Procurement and Tenders
Energy Optimisation
Energy Compliance
Total Account Management
POD Energy and Carbon Management



Cloud Software Services
Mitel

20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
to GP surgeries

15

Regional
Councils

999

Services

Design, build and
operate command
and control networks

100

Charities across
the UK



Trusted advisors in Public Sector

Join hundreds of public sector clients who trust us with their critical infrastructure. Processes and services.

Everything from providing resilient networks for 999/111 command and control centres to delivering highly secure data safe havens for the NHS. Our experience and expertise is accredited and certified to help you deliver service excellence.



The
data centre
trade association



EU
CLOUD
COC



HEALTH &
SOCIAL CARE
NETWORK
COMPLIANT

Table of Contents

1. AV and Teams Rooms	4
Service Description	4
System Design Architects.....	4
Fleet of Engineers	4
Choice of Support Packages.....	4
2. Audio Visual and Video Conferencing (AV/VC).....	4
Features	4
Benefits.....	5
3. Mitel UCaaS.....	5
Service Description	5
Features	6
Benefits.....	6
4. Gamma Horizon	6
Service Description	6
Benefits.....	7
5. Horizon Contact Centre – CaaS	7
Service Description	7
Key Benefits	7
6. Talkdesk CaaS	8
Service Description	8
Features	8
Benefits.....	8
7. SIP Trunking	9
Service Description	9
Key Benefits	9
8. Microsoft Teams Phone–External PSTN Calling	10
Service Description	10
Features	10
Additional Services	10
Benefits.....	11

1. AV and Teams Rooms

Service Description

ARO offers comprehensive Audio Visual (AV) and Video Conferencing (VC) solutions designed to elevate your business communications. We specialise in creating dynamic and immersive environments, from state-of-the-art presentation facilities to fully integrated Microsoft Teams rooms, huddle spaces, and boardrooms, ensuring crystal-clear audio and high-impact visuals. Our end-to-end service encompasses everything from initial consultation and bespoke design to seamless installation and ongoing support. By partnering with world-leading technology suppliers, we provide unbiased, expert advice to deliver a best-in-class solution tailored precisely to your organisation's needs.

System Design Architects

Our system design architects possess extensive experience in creating tailored solutions for businesses of all scales. Their in-depth expertise in Audio Visual technologies is complemented by a close collaboration with our technical architects across the full spectrum of IT, connectivity, telecoms, and security. This integrated approach uniquely positions them to provide expert recommendations on interoperability and seamless integration with your existing and future platforms.

Fleet of Engineers

ARO have a large fleet of engineers who already cover both installation and support of systems for thousands of ARO customers. Most of our suppliers provide ongoing training platforms to ensure our engineers are kept up to date with all ongoing product and interoperability functionality.

Choice of Support Packages

Support packages can be built for your specific requirements. 24/7 support, remote engineering, swap out stock and on-site coverage can all be combined to deliver the support package that suits your company and your needs.

2. Audio Visual and Video Conferencing (AV/VC)

Features

AV & VC Solution Features:

- Custom-designed solutions tailored to your specific needs
- State-of-the-art, high-fidelity audio
- Studio-quality room acoustics
- Crystal-clear, high-definition video
- Ultra HD 4K camera resolution
- Optional integration with existing legacy systems

ARO Professional Services:

- Full installation and system integration

- Dedicated project management from start to finish
- 24/7 technical support and maintenance

Benefits

- **Enhance Hybrid Working:** Equip your teams for seamless collaboration whether they are at home, in the office, or on the move.
- **Boost Productivity:** Drive more effective business outcomes with meetings that are engaging and productive.
- **Simplified Control:** Manage all your room's technology effortlessly with intuitive, user-friendly control systems.
- **Superior Visuals:** Experience flawless, high-resolution performance on all displays, with options to share content both inside and outside the meeting room.
- **Collaborative Conferencing:** Ensure every voice is heard with audio and video solutions built for clear communication and full participation, including seamless integration with platforms like Microsoft Teams.
- **Nationwide Support:** Benefit from our comprehensive engineering and support services, available across the country.

3. Mitel UCaaS

Service Description

The ARO Mitel Unified Communications (UC) and Contact Centre (CC) solution provides flexible subscription plans allowing you to choose the right combination of UC and Collaboration tools for your business. The ARO Mitel UC / CC solution is built within our Geo-Resilient data centres with world-leading platforms based on the Mitel Telephony system and uses state-of-the-art disaster recovery and centralised management with 24/7 support.

Every business has unique communication needs, and Mitel UC / CC provides different profile options, so you can subscribe to the features that are right for your business. ARO provides flexibility to mix and match licenses, allowing you to easily adapt to changing or growing business environments. The ARO Mitel UC licenses options are as follows;

- **Telephony User:** Enhanced extensions providing basic communication features.
- **Entry User:** For business users who want the flexibility and power of Mitel voice and real-time communications applications with twinning, and multiple devices. Primarily for desk-based users with collaboration requirements such as presence and chat.
- **Premier User:** Premier includes everything in the Entry user profile plus video conferencing (3rd party app cross launch from MiCollab, MiTeam Meetings and MiCollab AWV), Virtual Desktop Infrastructure (VDI) support, and full API integrations.
- **Elite CX User:** Elite CX includes everything in the Premier user profile plus 1 each concurrent Voice Agent, Active ACD and IP user licenses, along with 1 each WebCRM, Ignite Preview Dialer and Workforce Scheduling licenses. This user profile also includes MiVoice Integration for Salesforce (OIG-based) and MIVB Console.

Features

- 200 + Business Telephony Features inc: Hunt / Ring Groups, Call Transfer, Forwarding, Call
- Collaboration tools
- Customer Engagement
- Consolidated Ring Groups
- Unlimited Calling Plans
- Call Analytics
- Call Recording
- CRM Integrations
- Geo-Redundant failover
- Network Connectivity options – Public Internet (Over the Top) or Private Network (MPLS / SD-WAN)
- Broad ser of Customisable options
- Contact Centre (Optional Add-ons)

Benefits

- Cloud based UC platform – No infrastructure required
- A fully managed and monitored service by ARO
- Disaster Recovery built-in
- Future-Proof with scheduled updates
- Flexible licences
- Change service levels to adapt to business demand as they arise
- Proven UK based platform already supporting 1,000s of Mitel UC users
- Geographically resilient in 2 ARO Data Centres
- Number porting with support for 01, 02, 03 UK DDI ranges

4. Gamma Horizon

Service Description

Gamma's provides Cloud IP PBX Telephony services that provides customers with the ability to make and receive telephone calls to each other and to the Public Switch Telephone Network (PSTN). Their platform (Horizon) is a fully Cloud PBX solution that provides voice, messaging, presence services and multi-media collaboration and requires no on-site equipment apart from the users' device, a soft client on a mobile/PC/laptop or physical IP handset. The service is managed end-to-end by ARO and includes service, support and optional hardware.

Horizon (based on Cisco/Broadsoft) is a fully resilient cloud voice platform deployed in multiple geographically diverse data centres within Gamma's own UK network and is fully owned and operated by Gamma. Horizon is peered with communication networks such as; multiple PSTN providers, mobile operators, IP networks - Janet and HSCN, MPLS providers and the Internet. This allows customers to adopt Horizon without the need to change their WAN.

The platform is multi-tenanted, and each customer is securely partitioned. Horizon requires no PSTN interconnects.

Benefits

- Access 100's of Business Telephony Features inc: Hunt / Ring Groups, Call Transfer, Forwarding, Call
- Reporting
- End user portal
- End user devices
- Webex Collaboration tools
- Call Recording
- CRM Integrations and many more

* For more detailed service description please see our separate listing

5. Horizon Contact Centre – CcaaS

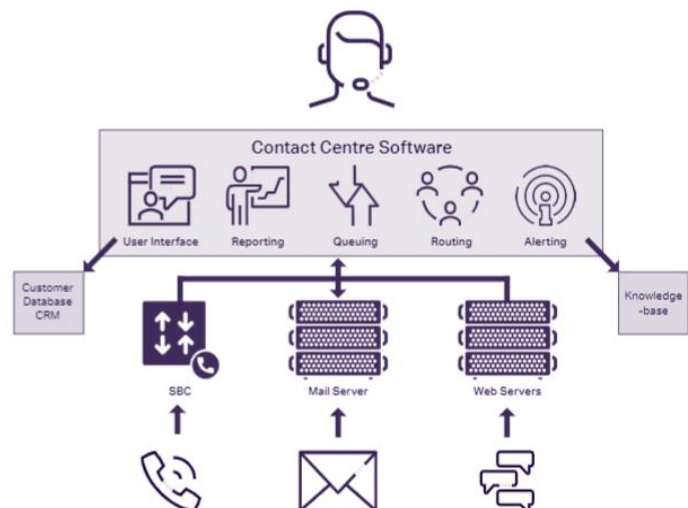
Service Description

Horizon Contact is a cloud- based contact centre solution that simplifies multi-channel customer interaction and greatly enhances your customers' communication experience. Gamma's Horizon Contact has been developed and managed by our dedicated in-house experts and is specifically designed to work alongside Horizon and Collaborate and provides a joined up and collaborative feature set for front and back-office staff.

Key Benefits

- Access anytime, anywhere, any device
- Quick, Secure ,and scalable deployment and no expensive hardware outlay
- Enterprise grade architecture
- Omnichannel Contact Centre
- Extensive Management Reporting
- Simple licencing model
- CRM Integrations

* For more detailed service description please see our separate listing



6. Talkdesk CCaaS

Service Description

Talkdesk CX Cloud from ARO is an end-to-end cloud native Contact Centre as a Service (CCaaS) solution incorporating a comprehensive suite of applications including customer self-service, omnichannel engagement, workforce engagement, employee collaboration and customer experience analytics.

Talkdesk CX Cloud leverages AI to automate and optimise customer service processes and is underpinned by Talkdesk strategy, enablement, training and 24-hour support services.



Features

- Omnichannel - telephony, chat, email, social messaging, SMS, social, outbound dialler
- Self-Service Administration - visual flow designer, AI trainer, Conversation Designer
- 100% Uptime SLA, threat detection, voice biometrics
- Customer Experience Analytics - Custom Reports, Dashboards, APIs, sentiment, 100% transcription
- Knowledge Management, Case Management, Performance Management
- Unified Agent and Supervisor Desktop, CRM integration
- Call & Screen Recording, Workforce Management (WFM), Quality Management (QM)
- Self-Service Experience - Virtual Agent (voicebot, chatbot), Knowledge Portal, Agent Assist
- PCI-DSS Payment Compliance - Agent assisted payments
- Employee Collaboration - Microsoft Teams, Zoom Phone, Slack, Telephony Connectors

Benefits

- Deliver services across any interaction channel
- Automate services through AI-powered customer knowledge portal, conversational AI
- Improve service delivery using integrated customer feedback and quality management

- Gain customer insight from 100% speech and text analytics
- Reduce total cost of ownership through self-administration
- Empower service staff with an AI-powered assistant providing contextualised recommendations
- Enable staff to work from any location, including from home
- Over 80 out-of-the-box integrations, including Salesforce, Zendesk, Microsoft Dynamics, ServiceNow
- Ensure PCI-DSS payment compliance
- Enable collaboration with Microsoft Teams, Zoom Phone, Slack and telephony connectors

* For more detailed service description please see our separate listing

7. SIP Trunking

Service Description

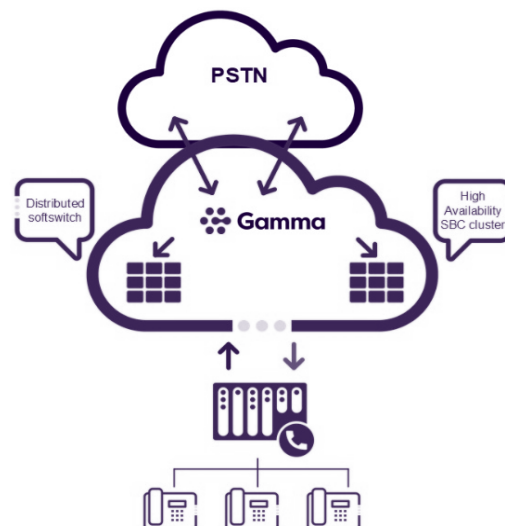
ARO have been providing PSTN and ISDN services for over 20 years, and in addition to these services we have worked with the UK leading provider in SIP trunking (Gamma) for over 10 years to provide IP based voice services.

SIP Trunking provides a next generation access to the PSTN allowing inbound and outbound telephony for termination to a full range of national and international destinations. SIP trunks are connected directly to the customer's local exchange equipment if they support the SIP protocol. With our 20+ years of telecoms experience and nationwide engineers ARO are perfectly placed to help capture requirements, design and deploy the solution, all fully supported by our support teams.

Key Benefits

- Business Continuity Solutions
- Fraud Alerting
- Centralised Inbound Call Management (STCM)
- International SIP & Number Services

* For more detailed service description please see our separate listing



8. Microsoft Teams Phone–External PSTN Calling

Service Description

ARO provides PSTN Calling solutions that enable organisations to make and receive external voice calls directly within Microsoft Teams.

This service leverages Microsoft Phone System, the core voice component of Microsoft 365, which provides a full-featured PBX experience. Our solutions supply the necessary VoIP connectivity, routing all inbound and outbound telephony through the ARO carrier network for reliable national and international call termination.

We enable this through two primary options: Direct Routing and Operator Connect. Our bespoke Direct Routing architecture uses Microsoft-certified Session Border Controllers (SBCs) within the ARO network for a secure connection to your Teams environment. Alternatively, as a certified partner for Microsoft's Operator Connect program, we offer a simplified, cloud-managed solution. These flexible options ensure ARO can provide a tailored PSTN solution that meets your exact business requirements.

The following types of calls will be supported across this interface:

- Voice calls to/from non-geographical, corporate or VoIP numbers (01, 02, 03)
- Voice calls to Premium numbers UK (09) and International
- Voice calls to/from Mobile destinations (07)
- Voice calls to/from International destinations (00xx)
- Operator, Emergency and non-Emergency calls (100, 101, 111, 112, 116xxx, 118, 123 1800x, 195, 999)

Features

The following service features will be supported;

- Calling Line Presentation (CLIP)
- Calling Line Restriction (CLIR)
- Call Park, Transfer & Conferencing
- Emergency Call Divert
- CLI Flexibility
- Call Admission Control
- Call Barring
- DTMF support
- Emergency, Non-Emergency and other short code Calls

Additional Services

- Dubber Call Recording
- Akixi Reporting

Benefits

- Voice enable Microsoft Teams without any extra infrastructure
- A cost effective alternative to Microsoft call plans
- Provided on a per user basis
- A fully managed service by ARO
- Proven UK based platform already supporting 1,000s of voice users
- Geographically resilient certified Microsoft Session Border Controllers and SIP trunks
- Perfect for organisations of all sizes
- Number porting with support for 01, 02, 03 UK DDI ranges

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