

Curo IP Hosted Telephony – Service Description

Service Name

Curo IP Hosted Telephony

Service Overview

Curo IP Hosted Telephony is a UK-hosted, cloud-based unified communications (UC) solution that provides secure, scalable voice, video, messaging, and collaboration tools. Designed for organisations of all sizes, it empowers public sector teams to communicate and work flexibly across locations and devices. With seamless integration into Microsoft Teams and leading CRMs, Curo IP delivers a high-performance, intuitive telephony platform built for the modern workforce.

Key Features

- Unified Communications Platform: Combines softphones, desk phones, and mobile apps for seamless communication.
- High-Quality Voice and Video: HD audio, video conferencing, instant messaging, and presence indicators.
- Microsoft Teams Integration: Native voice integration with Teams, enabling external and internal calling directly within the app.
- Smart CRM Integrations: Click-to-dial, contact sync, and call logging for platforms like Salesforce, HubSpot, and Microsoft Dynamics.
- Secure UK Data Hosting: Services hosted in ISO 27001-certified UK data centres with full GDPR and Cyber Essentials compliance.
- Contact Centre & Omnichannel Support: Optional wallboards, analytics, live chat, WhatsApp, SMS, and social channel integrations.
- Customisable Call Control: Auto-attendants, call queuing, call routing, voicemail-to-email, hunt groups, and advanced call flows.
- Rich Analytics & Reporting: Live dashboards, call metrics, performance insights, and SLA monitoring.

Benefits to Public Sector Buyers

- Enables hybrid and remote working with mobile and desktop apps across iOS, Android, Windows, and macOS.
- Scales effortlessly from small offices to complex multi-site operations without large upfront costs.

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- Reduces operational complexity by replacing legacy PBX with an all-in-one cloud service.
- Improves citizen services via advanced call routing, CRM integration, and real-time performance data.
- Supports compliance and resilience with built-in call recording, redundancy, and disaster recovery.
- Streamlines procurement with transparent, competitive G-Cloud pricing and flexible licensing.

Service Tiers

- Curo IP Office: Core VoIP services including basic calling, voicemail, and user-level control.
- Curo IP Business: Adds presence, CRM sync, call analytics, and integration with Microsoft Teams.
- Curo IP Agent & Supervisor: For contact centre deployments – includes wallboards, call monitoring, and omnichannel support.

Service Management and Support

- UK-Based Support: SLA-backed helpdesk with email, web chat, and phone support.
- Named Account Managers for all clients, with optional technical onboarding and dedicated support for complex deployments.
- Training & Onboarding: Guided remote or onsite training, admin user setup, porting assistance, and system validation.
- System Access: Secure admin and user portals with multi-factor authentication and WCAG 2.2 AA compliance.

Deployment & Technical Requirements

- Delivered via public or private cloud.
- Requires stable broadband or leased line connection.
- Compatible with leading VoIP-enabled devices, or use of softphones via app.
- VoIP protocols must be allowed through firewalls; VPN configuration support available.

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Security and Compliance

- Cyber Essentials certified
- Hosted in UK-only ISO 27001, ISO 9001 certified data centres
- TLS and IPsec encryption for data in transit
- MiFID II-compliant call recording available
- Yearly external penetration testing with full audit logging and user access control

Licensing and Pricing

- Competitive, per-user monthly pricing model
- Tiered feature levels to suit different use cases (Office, Business, Agent, Supervisor)
- Optional bolt-ons for contact centre, advanced analytics, or managed hardware
- Transparent G-Cloud rate card available