Lansafe

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"Simplifying Communications with Lansafes' Trinity All-in-One Hosted Solution"

VOICE

Voice Technology, made simple.

Overview

Trinity voice is the ultimate turnkey telecoms system with one of the most extensive ranges of fixed and mobile features. These can all be accessed through one easy-to-use web portal. With little or no capital outlay required and a jargon free approach to telephony, Trinity is the perfect solution for small to medium enterprises.

Features

- Hosted PBX Exchange
- Multi-Site Functionality
- User Friendly Interface
- Call Reporting & Recording

Benefits

- Cost Efficiency
- Scalability
- Enhanced Security
- Increased Productivity

Who is Trinity for?

Trinity fits perfectly into any size of business but it is highly effective in organizations that have multiple sites or business who require regular moves and changes. Our system has become increasingly popular with companies who are looking to simplify and cap their monthly expenditure. Trinity gives each user a fixed monthly cost which, includes line rental and calls to the UK and because Trinity is fully supported there are no expensive maintenance fees.

Businesses need unified solutions, which allow them to work hassle free with no un-planned maintenance or licensing fees. Trinity voice is packed with features and includes on going maintenance and support, no licensing fees, inclusive software and security updates and a lifetime guarantee.

For more information visit our website **www.lansafe.co.uk**

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How it works

HOSTED PBX
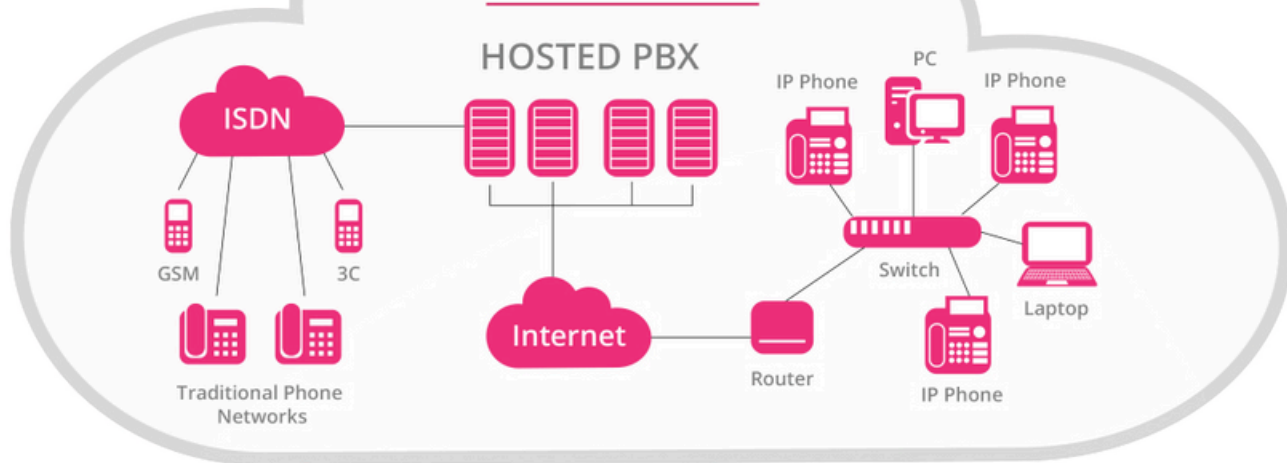
Trinity is hosted in a secure data centre, which, is linked to to all core telecoms networks via the BT IP Exchange. When a handset is connected to the internet, it registers and becomes an extension on the customers phone system.

Each handset has a dedicated telephone line (SIP line) which allows it to communicate with other extensions on the system. On-Net calls are free and calls to UK landline & mobiles are included in a shared minutes plan.

Advanced Features

Wallboard Feature – Presents live stats on inbound and outbound calls per agent.

Mobile Extension – Creates an extension from the phone system to your mobile device.

Dialer System – Automatically dials numbers and queues calls to users who are logged into the dialer.

Click to Dial – Allows you to dial a number from your desktop PC by a simple click.

Choice of Handsets

- Min. 8 Lines or Speed Dials
- Greyscale LCD Screens
- Headset Support
- 2 x Ethernet Ports

- Exceptional HD Sound
- 2.4" Colour Screen
- Up to 30 hours Talk Time + 400 hours Standby
- 10 mins Quick Charge

Features

Hold Call
Allows calls to be placed in a held state and music played

Call Transfer
Calls can be moved from handset to handset

Call Parking
Calls held on at the system so it may be picked up on another handset

Click to Call
Calls held on at the system so it may be picked up on another handset

E999 Emergency Calls
Make calls to emergency services with you VoIP - SIP handset

Wall Boards
Various wall boards for you to keep a check and keep your service running at a premium

Send SMS
Send SMS out to anywhere, worldwide

Receive SMS
Receive SMS from anyone to your geographic number on the system

Voicemail
Personal voicemail of each handset or company

Fax to Email
Receive fax from anyone to your geographic number on the system and then this comes to you as an email

Fax to Mailbox
Receive fax from anyone to your geographic number on the system. This is stored and then this comes to you as an email too

Alerts
Email alerts to tell you what is and isn't going on with your handsets, staff & lines

Wizard Add User
Add users & telephones quick and easy using the wizard

Class of Service
Bar outbound calls to particular numbers, like international or UK 118 services

Conferences
Create conference rooms with internal or external numbers

Automatic Page Announce by Time & Day
Create automatic messages that play out of a page group

Call Recording
Record inbound, outbound or all calls. You could record just one type of call too

Hunt Groups
Make more than one phone ring at once by grouping them in a hunt group

Import for Setups
If you have a large amount of users to add or telephones, you can use this clever import function

IVR Menus
Allow customers to choose options when they call in. i.e. 1 for sales, 2 for service

Call Screening
Before you answer a call, it will play you their name or CLI

Whisper Announcement
Before you answer a call, it will play you a message so you know what company was called. You then know how to answer

Force Call Name
This will display a name on the screen of your VoIP phone to let you know what number they dialled. i.e. website

Temporary Routing
Can change the destination of a call on a short term bases

Numbering Menu
Control you numbers by phone and use a DTMF keypad to route your calls to a difference destination

DND (Do not disturb)
This will stop your phone ringing and make all calls go to voicemail

Call Waiting
If you are on a call and there is another coming in, you can see that the next call is waiting

Call Diversion
Change where calls go with a quick and easy divert code

Time & Day Routes
Create automatic schedules for when calls go to vmail etc, may be an out of hours service

Caller Id Routes
Reroute calls to a particular department if the callers ID starts with 07 for example

Fax Spam Blocker
Stop those spam xes by blocking faxes from numbers with a particular CLI

Pattern Menu
Change direction on where calls go if the caller dials a particular code

Page Group
Speak out loud to all phones in a page group

Sip address routing
Send calls to another SIP address or a fixed IP address

Feature Codes
Create feature codes to assist in call routing i.e. 0 for extn 1023 to make it receptionin a hunt group

Call back
It will call back the number that just called, this makes the other party not pay for call

Web Url
Make an external query to a database to find out where to send call next

Music on Hold (moh)
Have various music files played for caller to hear

Force Hang Up
Make a call end by routing to this feature

Queues
Create call queues with queue positions as well as PC wallboard

Pick up groups
Allows a group of phones to handle each others calls by a simple ** code

Remote access
Allows callers to ring in from another phone (like a mobile) to make outgoing calls as part of the office system

Active Call List
Shows what's going on with the system. Calls in, calls out etc

Call History
Records ALL inbound, outbound and unanswered calls in a database that is searchable online

Top List
Reports most used, most expensive or most dialed numbers

Rate Plan View
Reports most used, most expensive or most dialed numbers

Live Call Pricing
Prices calls as they finish, so the cost of calling can be monitored

Online Invoices
See invoices online via the portal

Number Allocation
Select numbers from any UK destination and use instantly once

User Control
User logins have various levels from a simple user to an Administrator

Call Announcement
Play a message to a caller as they progress through the system

Comfort Message
Play a message to a caller so they are aware you know about their call

Send Fax
Upload a document and send it out as a fax

Mobile Extension
We will be able to take your existing mobile and make it an extension off our network

Conferences
Create conference rooms with internal or external numbers

Send Voicemail Messages to an Email Address
Have your voicemail message attached to an email send to you

Follow Me
You can have phones ring simultaneously or in sequence

Hospitality VoIP Suite
Use our hosted voip solution in a hotel environment and connect it to your PMS via our Hospitality VoIP Suite software. This software provides a interface to your PMS for billing, phone barring, room status and minibar charges

Ready To Be Designed
If you have a required feature not listed here we will get our developers to create it for you.

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Annual Hosting & Support - Terms & Conditions

1. In the event of a system failure due to faulty hardware, Lansafe will respond to the issue and replace any faulty components free of charge.
2. The SLA for maintenance and support cover is during normal business hours Monday to Friday 8am to 5pm.
3. Remote support is included for all system programming & changes required at no extra cost.
4. All system software and licensing updates are automatically applied each time a new revision is released and are covered under the annual fee.
5. Maintenance and repairs are not covered by damage caused by general wear and tear or damage caused by theft, flood, accident, explosion or acts of God.
6. Lansafe do not accept responsibility for delays due to restrictions with site and system access.
7. Lansafe do not accept responsibility for loss of business due to system downtime while repairs are being carried out.
8. Maintenance cover is suspended in the event that the customer fails to comply with Lansafe's payment terms and conditions.
9. Lansafe acknowledges that the customer possesses a valuable body of confidential information and this is to remain confidential between Lansafe and the customer.
10. Annual hosting fees are collected by direct debit in January each calendar year at the agreed price on the service contract.
11. If an engineer is requested to attend site to repair faults not covered under this agreement, the following standard call out fees will apply - £125 call out for 2 hours on site then £35 per hour thereafter.
12. Terms and Conditions are subject to change without notice.
13. This document is not the full terms and conditons for more info please visit www.lansafe.co.uk/terms-conditions for a full version.

How to Report a Fault & Request Support

To report a fault with any service provided by Lansafe either call 01257 254120 press option 1 for the support team or email service@lansafe.co.uk. If you do not have a managed router provided by Lansafe then your I.T support company are responsible for your router (see critical cover for 24/7 router support).

DESKTOP

Your office anywhere - on any device.

Overview

Trinity Desktop allows you to access all your desktop applications from wherever you are on virtually any device. Share calendars with Email exchange and manage your contact information easily. Always have the latest software update for spam security and protect your files on site and offsite with our secure back up service.

Features

- Email Exchange
- Microsoft 365
- File Share & Back Up
- Antivirus Protection

Benefits

- No Up Front Cost
- Work From Anywhere
- Always the Latest Software
- Safeguard Your Data

Why Trinity?

You need a cloud solution, which caters to the needs of your business and grows as you do. You also want a secure environment, which protects your data without the stress of managing servers and backups yourself. That's where Trinity comes in. A hassle free, easy to configure cloud-based solution, which makes your desktop experience simple! We've made Trinity easy to use, quick to install and fool proof, taking the complications away and allowing you to get on with your business.

Trinity desktop is designed with a view to keeping communications, cost effective and easy to use. For new start-up companies, Trinity is a no brainer because it's quick to install with little or no cap ex. For companies looking to switch we make the process seamless with no interruption to service. Trinity is supported by our own in house team of experts who understand our customers needs.

For more information visit our website **www.lansafe.co.uk**

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Desktop Options

Hosted Office delivers a rock-solid, proven on-premises architecture. It provides the innovation and simplicity to run at scale, superior performance and reliability for a great user experience, simplified deployment and cloud-readiness so you can connect when you want.

Email Exchange

Exchange 2016 helps you get more done. With faster, more refined and complete search plus an improved inbox, you can quickly find what you need. Having these additional capabilities at your fingertips means that even as your mailbox expands, it stays clean and easy to manage. Exchange also provides collaboration tools that fit the way you work, plus a great experience on any device.

Email Exchange

Get the full Office desktop: You can install the latest full Office applications on your devices, so you can work offline or online. Manage it all simply: Office 365 applications stay up to date, are simple to use and manage, giving you more time to focus on your work. Office 365 provides applications you're familiar with and files that are always accessible and always up to date. So online or off, at your desk or on the go, from your PC, Mac, iPad®, Android™ tablet, or phone, you can access what you need, when and where you need it.

Office 365

File Share & Back Up

Trinity's online file share portal allows you to upload your documents securely and automatically saves any future changes you make. Each member of your team can have access, with permission to the different departments within your company. All data is backed up securely so whether through har ware failure, human error, fire, theft or accidental damage your business will always be safe from loss of company data and the recovery of your files can be completed within minutes.

Trinity Hosted Desktop
BREAK FREE FROM THE OLD

With Hosted Desktop, your computer is no longer the problem, it's now the window to a flexible working environment. Everything is stored in the Cloud, making it more secure and far easier to maintain than traditional IT. This means it's less likely to go wrong, so you can consume IT that just works.

Because your data is all in one place and access can be restricted, you can be confident that this information won't fall into the wrong hands. Plus, because the Hosted Desktop is standardised for your company, it makes rolling out patches and security changes far quicker than visiting all machines in an office. This ease of patching, plus, some added security features, means the Hosted Desktop is less susceptible to viruses, malware and ransomware.

Modern workforces need to be able to communicate with each other, work from any location, from any device – whenever they need to. Hosted Desktop makes your business' critical documents and applications accessible to all of your staff, anywhere in the world – whilst being more safe and secure than local hardware or servers. This keeps your business moving and helps improve employee satisfaction.

Our expert team follows a tried and tested migration process that ensures your business has a smooth transition to the Cloud.

KEY BENEFITS:

GROW your business instead of focusing on I.T.

SAVE yourself countless late nights by letting us manage the background infrastructure

PROTECT your staff 24/7/365, no matter where they are working in the world

ACHIEVE target ROI for I.T. by removing costly overheads & large hardware investments

BENEFIT from an array of inclusive features

END 99% of traditional I.T. problems & focus on the projects that matter
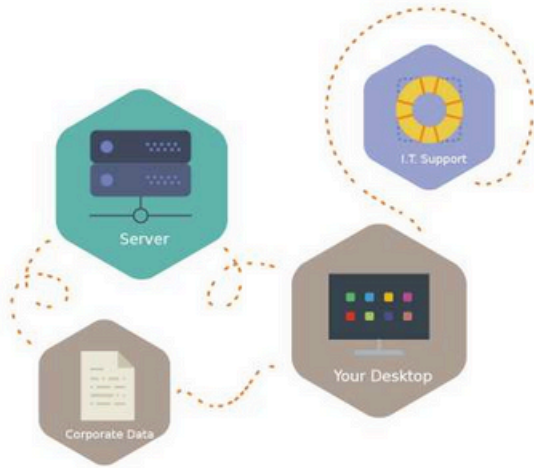
Your Office Without the Cloud

Your Office in the Cloud

WHY HOSTED DESKTOP:

Ransomware Protection:
We've invested in our technology & infrastructure to minimise the risk of ransomware attacks. It's a controlled environment where users are protected from external threats and themselves.

Minimal Capital Spend:
Because everything is processed in the Cloud, there's no need to invest in enterprise hardware.

Flexible Working:
Access your desktop securely from anywhere in the world, from any device, without the need for complex VPNs.

Predictable Monthly Costs:
With Hosted Desktop, you only have to pay for what you need, when you need it.

Always Up to Date:
We take care of all software updates and hardware; all patching and maintenance. This means your business will always be on the most up to date software versions.

Unified Desktop:
Everything is standardised, empowering quick resolution times in the event of a fault, increasing productivity and enabling better business continuity.

KEY FEATURES:

Smartstac™ Store
A unique tool that securely stores important files on local machines, so staff can still work when offline.

Inclusive IT Support
Proactively monitored and managed so should a fault occur, Synextra's expert IT Support resources are at hand, meaning you are never alone.

Microsoft Office Suite Included
With no need to invest in new licences, you can reinvest that cost into growing your business.

Inclusive Backups
Your data is securely backed up on a nightly basis to our secondary UK-based data centre for complete peace of mind.

Full Windows Desktop
Everyone is familiar with Windows, allowing you to smoothly transition your business to the cloud.

ISO 27001
All data is hosted in accredited UK-based data centres, meaning your business can be empowered by the cloud & remain compliant.

✉ service@lansafe.co.uk   🌐 www.lansafe.co.uk   📞 03333 660 600

CONNECT

Be Connected, Be Secure.

Overview

Lansafe brings the latest 'Next Generation' broadband services to local businesses irrespective of the distance from the local telephone exchange. Our Trinity Fibre Broadband offers unlimited data usage with VOIP quality of service, making it a truly reliable data connection to accommodate both voice and data services.

Features

- Fibre Broadband
- Firewall Router
- WIFI Access
- Support

Benefits

- High Speed Connection
- Quality of Service
- Advanced Security
- Control Costs

Internet Options

Your business needs to be ready for the demands of unified communications and bandwidth-hungry data applications including IP Telecoms, Cloud Computing and Video that will help reduce your business overheads by turning to a faster more reliable internet service. Lansafe is perfectly placed to help you with this future-proofing.

At Lansafe we understand how critical it is for your business to have a secure internet connection. Our critical cover service provides same day and guaranteed on site response to any faults related to your broadband connection.

For more info visit our website www.lansafe.co.uk/broadband

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Lansafe

Router & Firewall

- Content Control
- VoIP integration
- Advanced Security
- VDSL, Ethernet, 3G/4G

Lansafe only supply the best-of-class 'Vigor' business grade routers and firewall products from Draytek which deliver a class leading internet gateway solution. Connectivity is via Gigabit Ethernet ports or WiFi to your PC's, laptops, tablets and other internet-connected devices. This combined with the integrated firewall protects your business from external threats and also provides internal content filtering restricting local users and staff over what they can access or download.

Wifi Access Control

- Best & secure WiFi coverage
- Dual band 2.4Ghz & 5Ghz
- User Access Control
- Bandwidth Management

The higher your broadband speeds, the more challenging it is to deliver broadband connectivity via WiFi without degradation. Our WiFi services provide dual band connectivity - with speeds of over 1GBPS! Separate user login for admin and public provides security and bandwidth management control.

Gateway Management & Support

- 24/7 monitoring service
- Maximum connection up-time
- Remote fault diagnosis
- Fast line repair / reconnection

Our 24/7 router control service provides an end to end real-time monitoring system to ensure your network devices are working correctly and that your business receives maximum up-time at optimum performance. It will automatically report information back to our service centre about the status of your network and identity.

Critical Cover

Lansafe understands how critical it is for a business to have reliable Internet access. We also know that there can be a number of reasons why our broadband can fail. The important thing is that we have the resources to fix those services, reducing downtime and cost to your business.

The increase in online communications means that bandwidth-hungry data applications such as Internet Banking, Cloud Computing, IP Telecommunications and Multimedia Video services are becoming more strategically important in reducing business overheads. Unified communications are the future and we need to ensure that our companies are equipped to meet these demands by turning to faster and more reliable Next Generation Networks.

At Lansafe we are committed to providing a cost effective, reliable same day service to our customers. Our engineers are experienced and have excellent customer service skills which allow them to communicate support clearly with our customers and our internal service desk. Critical cover goes that little bit further.

Our Critical Cover guarantees:

- Same Day Hardware replacement
- Remote Fix & Support
- 4 Hour Repair/Fault Fixes
- Engineers on site Same Day

Many of our customers benefit from our critical cover, as more businesses are increasingly dependent on internet services such as broadband, SIP and E-mail. Being covered for downtime, however unlikely, is a robust contingency strategy to keep the business going.

It's simple and affordable, with no capital outlay. We can protect your business with Critical Cover today.

How to Report a Fault & Request Support

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