

# Telephone Systems

Save money with the latest and easiest systems

**sbk**  
itsolutions  
Est 1998

Facilitating IT Solutions since 1998

Telephones

## What we offer



**Choosing the right business telephone system is a challenge, but choosing a provider that looks after your needs is even more daunting.**

At SBK we made the decision to provide fixed and mobile telephone capabilities through a hosted cloud based system that gives you the flexibility to change your systems, and save on hardware & maintenance of typical outdated ISDN systems.

**SBK** offer an extensive range of capabilities through an easy-to-use web portal meaning you can manage your environment to maximise productivity. You'll never miss a call again as you'll be able to manage calls from anywhere, diverting calls to a mobile at a click of a mouse and pick up voicemails wherever you are. Ideal for multi-sites as calls are free between locations and improve customer contact with call holding, marketing messages and ease of transferring calls.

**Using the latest Horizon hosted telephone system gives benefits such as:**

- ✓ Lower cost calls
- ✓ Flexible working (Take your phone home)
- ✓ Business Continuity
- ✓ Enhanced Capability
- ✓ Number Choice
- ✓ Call Handling & Management
- ✓ Easy-to-use Web Portal
- ✓ Smartphone App
- ✓ Premium Handsets
- ✓ Gamma IP Network – reliable and secure
- ✓ On hold music/ recordings
- ✓ Microsoft Teams Integration
- ✓ CRM Integration
- ✓ Plus many more features

## Why choose SBK?

At SBK we understand that it can be a hassle getting a hold of customer service, that's why we provide the best customer service we can, to help you get the most out of your systems.

- **Tied into a long contract?** At SBK our contracts are built to suit you and help you make the most of our services.
- **Support no good?** Our unrivalled after sales support has earned us an enviable reputation within the industry.
- **Annoyed with your current phone provider and can't speak to them?** Our helpful support team will provide you with all of the assistance you need, quickly.
- **Paying too much?** Send us your current bills to be reviewed ([hello@sbk.co.uk](mailto:hello@sbk.co.uk)) and we'll see what savings can be made.

**Be Prepared for the 2025  
BT ISDN Switch Off!**

For more information get in touch with us

@ [hello@sbk.co.uk](mailto:hello@sbk.co.uk) ☎ 01246 861100



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## Customisable Options

### Horizon WebEx

Horizon WebEx is the NEW all-in-one business communication solution that seamlessly integrates calls, messages and meetings in one simple but powerful desktop or mobile app. WebEx is suitable for any sized business looking to improve productivity, increase team working and speed up business decisions. Collaborate offers instant messaging, presence, voice, video, desktop, application and document sharing.

- **Improve responsiveness**
- **Streamline IT operations**
- **Reduce business costs and complexity**
- **Seamless Integration**
- **Flexible & Scalable**

### CRM Integration

Horizon is also Compatible with over 200 of the top CRM packages helping users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from their CRM system

### Receptionist Console

Efficiently manage your call routing and monitor multiple contacts or sites with a low cost-solution. Ensure every call is answered professionally and promptly, improving customer service and increasing business efficiency.

### Call Recording

Deliver exceptional customer experience by using call recording to analyse call quality and provide staff with training.

### Auto Attendant/ On Hold Marketing

Give a professional image with an automated introduction and on hold message.

### Call Queuing

Manage incoming calls effectively by quickly routing them to available users, presenting a professional image to your customers.

### Microsoft Teams Integration

Microsoft Teams Integration enables you to stay connected to make or receive voice and video calls globally, directly in Microsoft Teams, from wherever you are on any device, we provide a simple, yet brilliant, way to bring take advantage of your existing Microsoft products.

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