

A complete communications  
service for your business



Easily control your fixed  
and mobile telephony

## WHAT IS HORIZON?

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

The service has lots of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, while your employees can manage calls easily and effectively.

With only a minimal capital outlay required, a reliable and proven service, and a jargon free approach to telephony and communications, Horizon is suitable for any sized business looking to improve their productivity and image.

## THE BENEFITS OF HORIZON

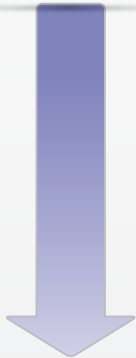
- **Features you can easily control** – Horizon puts you in complete control of your phone system and is provided with an extensive range of call handling and management features, all operated through an easy-to-use web interface.
- **Empower your staff with 'one number anywhere'** – Horizon conveniently integrates your fixed and mobile capabilities so that you never miss a call. Callers dial one number to reach your desk phone and mobile phone simultaneously; you can move ongoing calls seamlessly from one phone to another without hanging up and both phones share a single voicemail box.
- **An on-demand service with no hidden costs** – As Horizon is hosted on your behalf, you only pay for what you need on a simple per seat basis. As you are not buying a PBX, there is no major hardware investment and there are no financing costs to consider.
- **Lower call costs** – All the cost benefits of IP Telephony including free site-to-site calls (even across international boundaries) and cheaper call rates. If you use Horizon together with our mobile services you benefit from incredibly competitive rates for calls between your fixed and mobile devices.
- **Enables flexible working** – Horizon helps businesses become more efficient by enabling flexible work environments through hot-desking, home working, and extending the service to mobile devices.
- **Number choice** – You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!
- **A business continuity solution** – Unexpected events such as snow, floods or strikes won't disrupt your business. Because Horizon sits in the "cloud", the service provides business continuity features that allow your organisation to carry on making and taking calls.



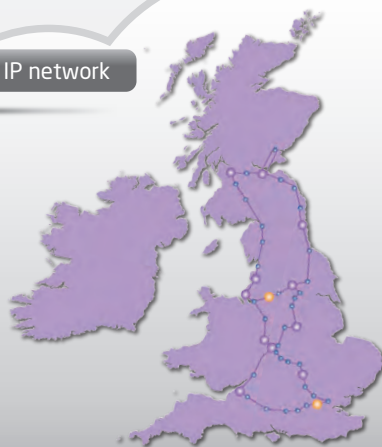
1 Premium handsets



2 Web portal



3 Gamma IP network



**BROADSOFT**  
Innovation calling.

4 Call controller platform

## GAMMA HOSTED - THE WINNING FORMULA

### 1. Premium handsets

Providing high standards of phone interoperability with a choice of handsets from a range of manufacturers.

### 2. An easy-to-use web interface providing feature control and valuable user information

With an experienced inhouse software development team, Gamma is able to provide a positive user experience for both using the service and monitoring performance.

### 3. The Gamma IP network, reliable and secure

Gamma leads on quality of service and scale and reliability. In addition to the network, we can easily and quickly transfer your existing phone numbers onto the Horizon platform.

### 4. Broadsoft call controller platform

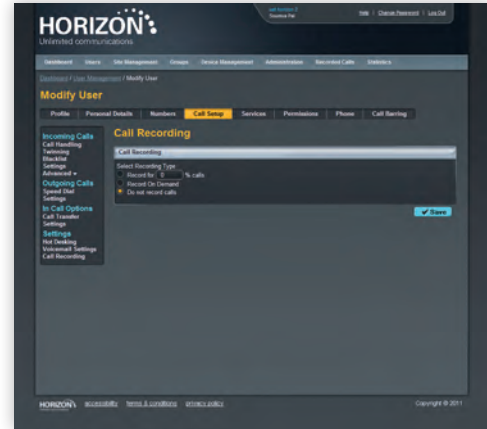
Supporting millions of business users worldwide, the world's leading call controller platform from Broadsoft sits at the heart of Horizon providing the broadest feature set and a sole focus on delivering the richest user experience in Unified Communications.

## HOW DOES IT WORK?



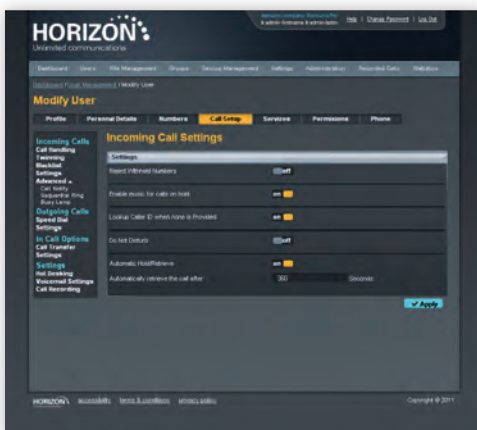
### EASY TO USE INTERFACE

Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.



### CALL RECORDING

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Horizon to record some calls, all calls or record calls on demand.



### ADMINISTRATOR INTERFACE

Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.



### AUTO ATTENDANT

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

## KEY FEATURES AND OPTIONS

Horizon is available as a standard or premium service with their features described below. In addition, a range of optional features can be bolted onto either service.

	Standard	Premium
<b>Working as part of a team</b>		
Three-Way Call for convenient collaboration with colleagues	✓	✓
Hunt Groups for distributing and allocating calls across your team	✓	✓
Call Transfer to any internal or external number	✓	✓
Common or customisable settings for Sites, Groups, Departments	✓	✓
Hold a call and pick it up on another phone with Call Park	×	✓
Answer a group member's phone with Call Pick Up	×	✓
Instant Group Call enabling efficient collaboration	×	✓
<b>Working efficiently</b>		
Last Number Redial for convenient repeat dialling	✓	✓
Easily make a call with Click to Dial through the user interface	✓	✓
Assign calls to cost centres using Account Codes	×	✓
Use Pre-set Availability Profiles to manage incoming calls	×	✓
No more unwanted calls with Anonymous Call Rejection or Selective Call Rejection	×	✓
Automatic Callback so that you can stay productive	×	✓
Call your colleagues when they are free using Busy Lamp Field	×	✓
Activate all calls to voicemail using Do Not Disturb	×	✓
1 or 2 digit Dialling and Programmable Keys for your favourite numbers	×	✓
<b>Improving your company image</b>		
Call Waiting ensures you're ready to take your next call	✓	✓
Get your messages across with Music on Hold	×	✓
Avoid your calls being passed on and on with Diversion Inhibitor	×	✓
Provide callers with menu options for call routing using Auto Attendant	Optional	Optional
<b>Mobile &amp; flexible working</b>		
Route calls to colleagues with Call Forwarding	✓	✓
Home Worker lets you take your profiles and settings to your home office	✓	✓
Play a Voicemail message from your desktop, save it or forward a copy to your entire team	✓	✓
Never miss a call with One Number Anywhere and Sequential Ringing	×	✓
Keep track of important calls with Call Notify by Email	×	✓
Use your number and preferences, on any enabled phone in your company, with Hot-Desking	×	✓
Use your number and profile on any phone, anywhere with Call from Anywhere	×	✓
<b>Ensuring security / preventing fraud</b>		
Allow only authorised phones with Authentication	✓	✓
Use Call History to view all calls made, received and missed	✓	✓
Track and or bar calls by others on your phone with Unapproved Phone Use Check	✓	✓
Allow access to phones using Authorisation Codes	×	✓
Use Call Recording for audit trails, compliance or training purposes	Optional	Optional

For full list of features consult your service provider

## YOUR CHOICE OF HANDSETS

Horizon can be used with a range of recommended IP phones from Polycom, Cisco or Yealink.

### POLYCOM®

#### SoundPoint IP 650

- Performance
- Executive Office
- Telephone Attendant's Desk
- Verticals with Custom Applications (Hospitality, Healthcare, etc.)



#### SoundPoint IP 450

- Mainstream
- Office
- Cubicle
- SOHO



#### SoundPoint IP 331

- Economy
- Common Areas
- Warehouse



### CISCO™

#### SPA525G

- 5 Lines
- Colour Display (Hi-Res)
- WiFi Client
- Bluetooth (Headset)
- 5 Programmable Keys



#### SPA504G

- 4 Lines / Programmable Keys
- Backlit Display (B&W)



#### SPA502G

- 1 Line / Programmable Keys
- Backlit Display (B&W)



#### SPA501G

- 8 Lines / Programmable Keys
- 4 Fixed Function Keys
- No Display



### Yealink

#### SIP – T26P

- Advanced IP Phone



#### SIP – T20P

- Entry Level IP Phone



## WHO IS HORIZON AIMED AT?

Horizon is ideal for any sized business and is highly effective in organisations that have more than one site that work together.

The system is capable of serving hundreds of employees.

Here are some examples of how Horizon is often used:



**Dynamic businesses wanting flexibility** – businesses with employees who are regularly on the move or out of the office will never lose calls as each user can simply tell the system, at the click of a mouse, where their calls should be sent: their desk, their mobile (or both), or their colleague. And if they miss a call they can pick up their voicemail no matter where they are.



**Ideal for multi sites** – the service is provided centrally so you don't need an expensive system on each site. Horizon connects branch offices together, calls are free between locations and everyone shares the same dial plans and directories.



**Organisations that prefer outsourcing and Opex** – hosted on your behalf, there are no expensive maintenance or running costs and you pay for what you use on a simple per-user basis.



**Organisations who need a business continuity solution** - in the event of a disaster the services can be instantly moved across to a backup plan that can include, for example, diverting calls to different locations without loss of functionality and without expensive call forwarding costs.



**Improving customer contact** – put calls on hold, play marketing messages, move calls seamlessly between users and offices, and your customers will get the best experience when calling your business.



**Training and monitoring** – Horizon provides a cost-effective way to record calls. This centralised feature means calls can be recorded from any location, in any direction and configured instantly at the click of the mouse.

# HORIZON

Unlimited communications

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