

# WHY US?

## BIPCOM LTD

There are many ways to make contact today: traditional fixed-line, mobile phones, fax, instant messaging, video and email. All of these mediums offer numerous application options but can be difficult to navigate when combined with the fast pace of modern work environments. Our wealth of experience and knowledge can help guide you through this 'maze'

BIPCOM have been working with Voice Over Internet Protocol (VoIP) telephone solutions for well over 15 years. In addition, we have been developing bespoke communication solutions for more than 20 years.

We are approachable, supportive, flexible, attentive and aspire to create long-term working relationships with our client's. We have a proven track record for excellent services and results.

We can and do supply a large and varied range of features for businesses. From simple speed dialling through to the more complex integration and interaction with your client database. The features that we recommend for you will be specific, relevant and manageable. We have a comprehensive Whitepaper containing more information about our product and standards of service.

## FEATURES

### DIVERSE SOLUTIONS

Get in touch for our full list of features



The way we communicate is constantly changing. New processes, technologies and ever advancing devices place demands on organisations and employees.

We provide a standardised, user-friendly and efficient solution that combines all these channels . . . SwyxWare. SwyxWare is an integrated, software-based IP communication solution, customised specifically for small and medium-sized companies.



This intelligent software links all forms of business communication into a platform with a uniform user-friendly cloud based interface. Easy to install and maintain, it gives businesses full control, making them more responsive and efficient.

## SWYX

### THE TECHNOLOGY

The Communication Engine

## FMC

### FIXED MOBILE CONVERGENCE

Always accessible



Mobile access to your personal office environment. Support for smartphones and tablet, Apple and Android.



Our products have been recognised by awards bodies here in the United Kingdom, and globally. The Red Herring Global awards assess technology companies against wide ranging criteria and rate them with Global competitors. Our financial performance, technology innovation, management quality, strategy and market penetration were acknowledged with a Red Herring 100 Global award in 2014.

Renowned for product innovation, Swyx aims to continually delight by providing the best possible products and services to help improve performance.

## AWARDS

### MULTI AWARD WINNING

Swyx is for today and tomorrow



01202 069692

07832 345937

gbuglass@bipcom.co.uk

www.bipcom.co.uk

Days Road, Swanage  
Dorset BH19 2JP

## GET IN TOUCH

We are always available to discuss your telecommunications requirements. We can come and see you and give you advice and information, no obligation.



... we were able to simplify our telephone system ... massively reducing our call costs ... use the Swyx system whilst travelling internationally ... bespoke solution without charging you huge sums to implement it. Absolutely fantastic!

Rob Arnold  
Director of Not Just Travel

## UNIFYING COMMUNICATIONS

WE CAN HELP YOU FIND THE RIGHT TELEPHONE SYSTEM FOR YOU!

# 01

## START

Entry Level

### Flexible Number Rental

We supply any UK geographic & non geographic number. We also supply international numbers subject to inquiry.

### Basic Call Routing

We can manage the way we handle your calls according to your requirements. We provide you with a number routed to an extension of your choice.

### Voicemail to Email

Messages are recorded & sent to the recipient as a .wav file.

### Hold & Transfer

For full control you can hold and transfer calls to other extensions & public numbers. Music on hold is provided as standard.

**£7.50 pcm**

Per user and excludes VAT

# 02

## SMALL

New Business

### Includes 01

### Intelligent Call Routing

We will help & assist in configuring welcome messages & and announcements, switchboard menu options, hunt groups (i.e. multiple devices ringing at any one time)

### Call Recording

We provide a secure encrypted recording system where you can retrieve your recordings from our intuitive website interface.

### Call Reporting

There are numerous reports available to you, for example; speed of pick-up, service level, historical reporting, call duration, call cost, etc.

### Soft Client

This is our user friendly interface from where you manage your communications. This software resides on your laptop and/or smart devices.

**£12.00 pcm**

Per user and excludes VAT

# 03

## STANDARD

Constant Coverage

### Includes 01 & 02

### Video Calling

This package introduces the use of video conference calling, facilitating up to 4 users.

### Multiple Ringing Devices

The software on which we run our services can facilitate so many different devices. In addition to your hand set, you can also arrange for your smart phone, tablet and computer to receive and make calls.

### Instant Messaging

Members within your environment can send messages quickly and efficiently between users.

### Fax to Email

Our service provides fax's delivered to email via .TIFF image file or .PDF.

**£15.00 pcm**

Per user and excludes VAT

# 04

## PREMIUM

PA Assist

### Includes 01, 02 & 03



### Live PA

This package can provide up to 40 connections per month. We can monitor your usage in order to establish the best solution for you.

**£50.00 pcm**

Per user and excludes VAT

# 05

## BESPOKE

Tailored Solution

### No Obligation Assessment

We have a structured and thorough project planning procedure to help us assess your existing communication/IT arrangements, your business's requirements and your budget. We are then able to supply you with advice and deliver the perfect solution for your careful consideration.

### Considerations

Key considerations include, but are not limited to;  
Number of business premises  
Number of locations  
Number of users  
Key technological requirements (i.e. voicemail, video conferencing, conversation recording, etc.)  
CRM databases and type  
Number of lines/numbers owned  
Who answers the calls  
Payments over the phone  
Call centre applications and solutions.

**POA**