M247

**Grow your
communication capabilities**

MCommunicate

Communicating with your network

Your global technology partner for growth

M247 are proud to be recognised as a leading connectivity and cloud services partner for growing businesses.

Technology can transform your business. We believe in technology's power to take you further. We configure networks, systems and data to help you connect with more places, serve more customers and employ more people.

We focus on driving your business forward – not holding it back. When your business is growing and your IT estate gets more complex, we find a way to keep things simple.
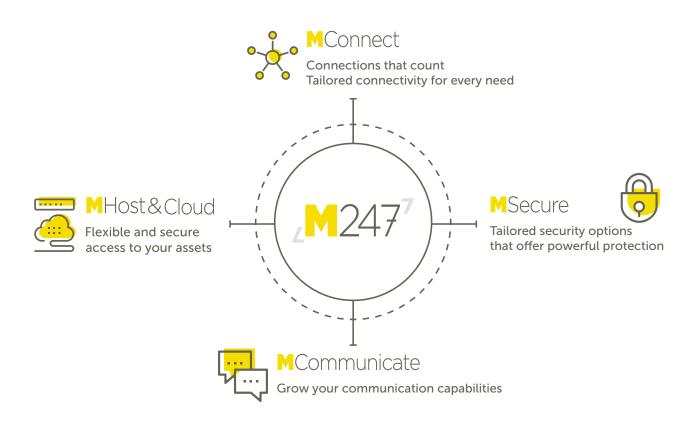
M247 products are developed with business growth in mind. Whatever your requirements, we have the technology to help you transform.

Host to 7,000 servers internationally

50 peering points across the globe

With network operating speeds of up to 1Tbps

MConnect

Connections that count
Tailored connectivity for every need

MHost & Cloud

Flexible and secure
access to your assets

M247

MSecure

Tailored security options
that offer powerful protection

MCommunicate

Grow your communication capabilities

Global network
serving over
10,000 customers
in 110 countries

Operating in 38
of the world's
key internet
exchanges

Over 70
strategically placed
data centres with
four M247 owned

How we work with you

Our focus is on giving your business the edge with our voice products. We ensure that we have a comprehensive understanding of your voice needs and promise to deliver quality and flexible solutions to enable you to flex and scale your service to suit your individual requirements.

We'll grow with you, bringing with us over 20 years' experience of delivering world-class connectivity and rock-solid infrastructure services to businesses.

"M247 provides the best support I have ever experienced from a supplier. It's the little things that all add up to them being a fantastic supplier – from the support portal giving real-time updates, to the team who are extremely knowledgeable."

APJ Solicitors

Consult
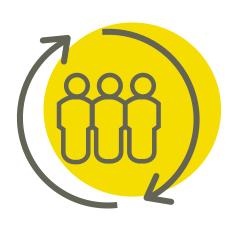
We identify your needs and business challenges and feed these into our technical design authority.

Design

We ensure you get the right products, configured in the right way, to meet your exact needs.

Build

We are experts in creating bespoke solutions and will provide a dedicated service to your business.

Manage

24/7/365 proactive monitoring by our experienced technical experts.

Monitor

Technical auditing as a service of performance is available to ensure your business service needs are optimised as your business grows.

MCommunicate Services

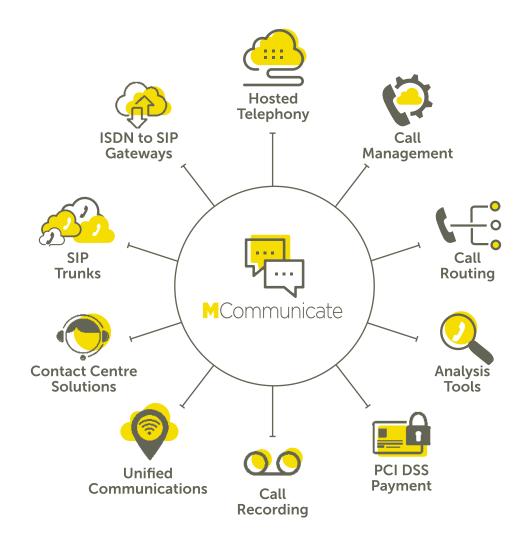## Grow your communication capabilities.

With M247 you can achieve a level of flexibility and efficiency that traditional on-site telephony services do not offer. We use our MCommunicate solutions to deliver cost savings and enhanced functionality, as well as making it easy to manage every communication across multiple sites through a single interface.
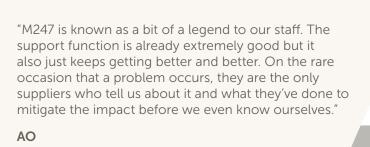
We'll help you to fully integrate MCommunicate with your core network so you can leave your outdated telephony systems behind. From SIP trunks and hosted telephony to unified communications, call recording and contact centres, we've got the solutions that can make a real difference to the future of your business.

Moving your communication into the Cloud brings a host of benefits to your business. Our easy-to-deploy service allows you to scale and flex as you need to, supporting your growing business needs.

Our services include:

7 Hosted Telephony

7 Unified Communications

7 SIP Trunks

7 Contact Centre

7 Call Recording

7 Analysis Tools

7 Microsoft Teams

MCommunicate

- Hosted Telephony
- Call Management
- ISDN to SIP Gateways
- Call Routing
- SIP Trunks
- Analysis Tools
- Contact Centre Solutions
- PCI DSS Payment
- Unified Communications
- Call Recording

"M247 is known as a bit of a legend to our staff. The support function is already extremely good but it also just keeps getting better and better. On the rare occasion that a problem occurs, they are the only suppliers who tell us about it and what they've done to mitigate the impact before we even know ourselves."

AO

Dedicated in-house voice specialists

Powered by best in class technology partners

SLA of 99.95%

Hosted Telephony

Hosted telephony is rapidly superseding traditional voice services for businesses. Cloud communication is the future of voice.
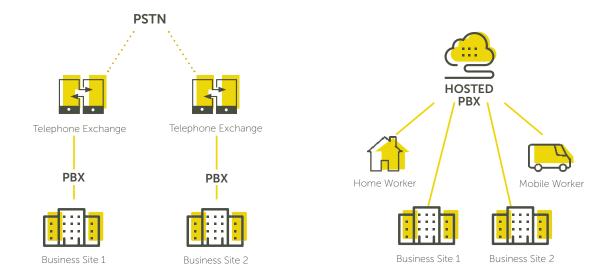
Perfect for growing businesses who operate across multiple sites, hosted telephony is quick to deploy, cost-effective and will flex easily as your requirements change.

Operating under many different names, this technology means your PBX is hosted in the Cloud rather than on your business premises. The service is easy to manage, with a fixed monthly cost and no requirement for upfront CapEx investment.

7 Quick-to-deploy, easy-to-manage service

7 Single and multi-site options available

7 One solution – no need for multiple PBXs

7 OpEx model – no upfront costs or CapEx requirements. Our leasing model means the cost of the PBX is included in your monthly bill, and equipment is kept up to date with no additional expenditure

7 Maintenance-free – your hosted PBX is looked after by M247 specialists

7 Cost savings – make free calls between your business sites, with reduced line rental and lower usage costs

7 Scalable and flexible – add and subtract features, functions and users as you need them

7 Future-proofing – introduce new functionality as and when you require it

7 Multi-site and mobile workforce enablement – make and receive calls from any location

7 Agile working – enable employees to work from any location, while maintaining full visibility for call management

7 Disaster recovery and business continuity – reroute calls in emergency scenarios

7 Speed of deployment – a brand new deployment typically takes just five days*

7 All services have fraud & misuse detection as standard

*does not include number porting

PSTN

Telephone Exchange   Telephone Exchange

PBX   PBX

Business Site 1   Business Site 2

HOSTED
PBX

Home Worker   Mobile Worker

Business Site 1   Business Site 2

Choosing your hosted telephony solution is easy:

Pick your licence

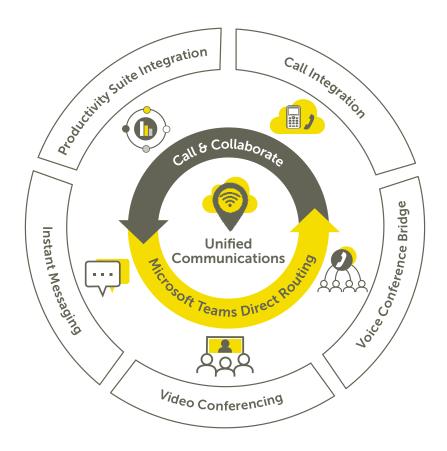**Pick your handsets**

Pick your call minutes

Options:

7   **Standard office:** For businesses with small teams
who share call volumes

7   **Office teams:** For businesses with larger teams
who need to share call volumes

7   **Flexible worker:** For businesses with larger teams who
need to share call volumes and work across different sites

7   **Call & collaborate:** Allows you to call, message and hold
a virtual meeting with anyone, anywhere in the world

Unified Communications (UC)

M247 offer a range of Unified Communications applications to enable calls, messages and virtual meetings with anyone, anywhere in the world, from any device.

Communication is one of the most time-consuming activities in the workplace, with the average business dedicating more than six hours a day to emails, face-to-face meetings, phone calls, conference calls, video conferences and messaging. With so much time being invested in communication, your business needs to ensure it invests in the best solutions available to maximise user experience and productivity.

7   Increases productivity

7   Supports growth

7   Enables agile working

7   Improves customer experience

7   Real-time access to colleagues and information

7   Affordable OpEx financial model

7   Reduces complexity

Unified
Communications

Call & Collaborate

Microsoft Teams Direct Routing

Productivity Suite Integration

Call Integration

Voice Conference Bridge

Video Conferencing

Instant Messaging

Our Call & Collaborate and Microsoft Teams Direct Routing licences include:

7 **Call integration**: Make and receive calls internally and externally

7 **Voice conference bridge:** Dial in to a conference bridge for audio conferencing

7 **Video conferencing:** HD audio and video, including content- and screen-sharing with guests

7 **Instant messaging:** Supported chat for 1-to-1 or group/team messaging, making collaboration quick and easy

7 **Productivity suite integration:** Includes G suite, Office 365 and Salesforce

7 **99.95% SLA**

Choose from:

Call & collaborate

7 Join audio and video collaborating sessions by simply sending an invite and starting your meeting. Including HD video, voice, messaging, desktop file sharing and conferencing, it integrates with other major cloud applications for a seamless data experience.

7 Powered by **broad**soft

Direct routing

7 For **Ti** Microsoft Teams

7 Integrate our unique voice products with your existing Microsoft Teams, enabling you to make and receive external calls, enhancing your existing communication platform with combined collaboration tools and voice capability.

Microsoft Teams Direct Routing

Chat, meet, call, and collaborate with Microsoft Teams

Microsoft Teams facilitates work management across multiple projects with real-time progress visibility, and keeps all actions, deliverables and conversations in one place.

Designed for in-house communications and collaboration, the platform is feature-rich, offering internal instant messaging chat, 1-to-1 or group voice and video calls, and screen and file-sharing.

With Microsoft Teams direct routing you can add even more functionality to Microsoft Teams licences, providing a complete unified communications (UC) platform with flexibility, scalability and cloud call-recording features.

Options:

7 **Call integration:** Basic external calling capacity, with the added benefit of M247 flexible call packages and local telephony breakout

7 **Intelligent call integration:** Basic external calling capacity, with 20 advanced call-management tools in addition to the M247 call integration benefits above

M247 offers your business telephony integration into Microsoft Teams, with a superior service, complete flexibility and a robust, secure voice platform.

Also compatible with Office 365 Business Essentials, Business Premium, E1, E3 and E5 with the relevant Phone System or Business Voice licence.

- Enables internal and external phone calls through Microsoft Teams
- Latest cloud-based telephony
- User-based licensing
- Flexible and competitive call bundles to suit different user types
- Pence per minute rates available
- UK and International calling
- Scales with your business needs
- Enables and supports multi-national business growth
- UK support and deployment team

- No upfront costs
- Keep your existing numbers
- Choice of international telephone numbers
- Choice of numbers (Standard, Silver, Gold)
- Works over multiple devices including desktop, mobile and tablets (with compatible OS)
- Toll-fraud detection
- 99.95% SLA with four-hour fix
- Hybrid integrations with legacy systems and platforms
- Secure SIP and RTP as standard

SIP Trunks

Route calls over the internet as an alternative to traditional telephony and save money.

A growing number of businesses are switching to SIP Trunks to take advantage of better call rates and reduce costs. It also allows you to future-proof your telephony in preparation for the ISDN switch-off in 2025.

Switch from analogue to digital today

SIP Trunks offer a simple and effective way of bringing efficiency into your voice network. With the flexibility to easily scale up or down to meet your requirements, it is a robust option for growing businesses.

7 An ideal alternative to legacy telephony like copper (PSTN) and ISDN lines

7 Route calls over the internet and reduce costs

7 Easy to scale up or down depending on your requirements

7 Fast deployment

7 Enables hosted call-recording functionality

7 Pay-as-you-go per minute rates or minute bundles

7 Retain your existing number

7 Incredibly robust

7 99.95% service availability

7 International DDIs and SIP Trunks available

This technology connects your existing on-premise PBX to the internet, allowing calls to be delivered using an IP connection.

Your Business CPE PBX

SIP TRUNK

PSTN

MCommunicate

Flexible
and Scalable

Call
Recording

Reduced
Cost

Did you know?

In 2025, BT will switch off its public
telephone network, migrating
businesses to a new internet
telephony (SIP Trunks) system.

Contact Centres

Enhance your customer experience with outstanding communication capability with our cloud-based contact centre solutions.

From the most basic to the most complex, over single and multi-site or global solutions, we can help. We provide supervisor and agent licences for businesses of all sizes. Whether your needs are for a more traditional call centre environment or an informal contact centre, we can create solutions based on your specific contact strategy requirements.

Our advanced call routing makes it easier and faster for customers to contact you. Our call recording and call analytics solutions provide valuable insight to your customer experience.

Options:

Power users can easily add more features and functions to create a contact centre that rivals the most expensive solutions on the market.

7   Unified Communications

7   Call Analytics

7   Call Recording

Bespoke Contact Centres to solve your specific challenges.

7   Cloud-based contact centre solutions

7   Advanced call routing via intelligent IVR, delivery and real-time monitoring

7   Tailored to the needs of your organisation

7   Multiple call distribution and queuing options

7   Real-time visibility of call traffic

7   Team and supervisor wall boards

7   Agent presence and status

7   Call analytics software

7   Workflow management capabilities

7   Enables agile working

Call Recording

Call recording allows you to capture inbound and outbound conversations, giving you the ability to record, encrypt and securely store these in the Cloud.
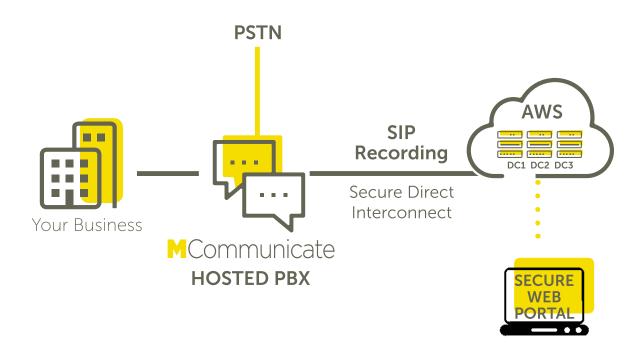
Whether you need to record calls for quality and training purposes or evidential or regulatory needs, our solution has all the functionality of traditional call recording systems with the added benefit of being scalable to meet your business requirements. This means there is no need to worry about further investments in new equipment.

7 OpEx model – with no upfront costs, our leasing model includes the cost of the recorder in your monthly bill

7 Fixed monthly price – no hidden or unexpected costs

7 Equipment is kept up to date – with no additional expenditure required

7 GDPR assist available for businesses recording calls that capture PII

7 Unlimited scalability – ability to offer call recording as standard to all users

7 Extensive and encrypted storage – in an unlimited capacity AWS platform

7 Flexible storage terms – from 60 days to seven years

Options:

7 **Standard** - Up to five sites

7 **GDPR assist** - Up to 15 sites

7 **GDPR assist automate** - Multi-site

Powered by dubber

PSTN

Your Business

MCommunicate
HOSTED PBX

**SIP
Recording**

Secure Direct
Interconnect

AWS

DC1 DC2 DC3

**SECURE
WEB
PORTAL**

GDPR

GDPR aims to protect a person's personal data. Call recordings containing Personally Identifiable Information (PII) fall under the scope of GDPR. PII can range from a name, telephone number or email address to sensitive information such as bank details or health issues. There are a number of call recording options available to your business, whatever your GDPR requirements are.

Call Analytics

Call analytics and call management to support workflow optimisation and customer experience improvements.

We have chosen the best cloud-based solution on the market to offer unprecedented insight to how your contact process works. By understanding your processes and historical data, you are able to optimise your future activity to deliver a cutting edge, enhanced customer experience.

As data is delivered in real time you'll be able to respond immediately to peak call demands. Our analytics software is usable on any device, so you can continuously monitor and adjust resource and call distribution from any location.

7 Self-configurable wallboards

7 Agent and supervisor views

7 Works on desktop, laptop, tablet and mobile phone

7 Over 200 sets of data, historic or real-time, or bespoke SLAs and metrics

7 Scheduled reporting

7 Trend analysis

7 Highly scalable

7 Smart device app on Android and iOS

7 Superior call analytics, for businesses serious about customer experience

Options:

7   Lite
A basic call-logging service that includes historical call reporting.

7   1000
A business dashboard that helps you manage your telephony resources and usage cost effectively.

7   2000
Delivers the complete contact centre tool, allowing you to successfully manage your staff, campaigns and resources effectively.
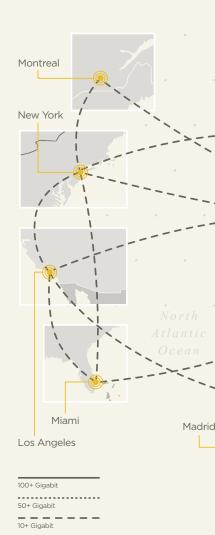
Powered by **AKiXi**

International Network

We have one of the biggest networks in the world, powered by world-class infrastructure. At M247 we pride ourselves on our ability to help take businesses further and support growing needs, whether you are UK or globally focussed.
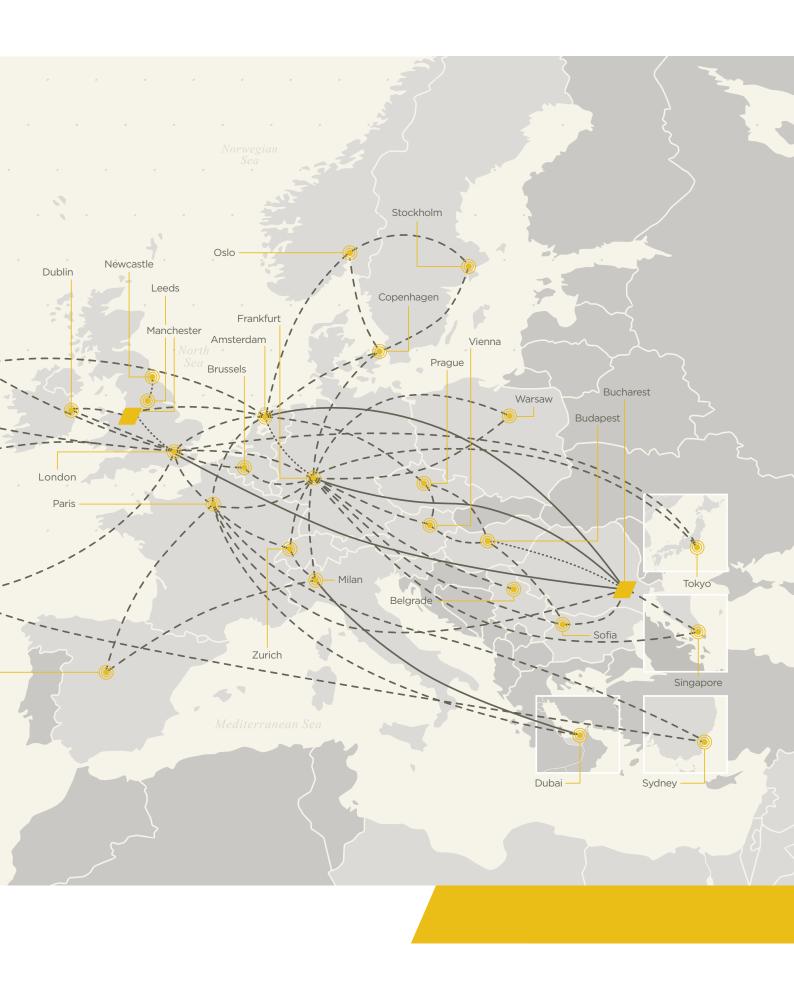
7 In-country presence and account management support in London, Manchester, Bucharest, Malaga and New York

7 More than 10,000 customers in over 110 countries

7 More than 70 strategic data centres, including locations in leading finance capitals London, Singapore, Zurich, Frankfurt, New York and Tokyo

7 Four wholly-owned data centres

Montreal

New York

Los Angeles

Miami

Madrid

North Atlantic Ocean

100+ Gigabit

50+ Gigabit

10+ Gigabit

M247 Owned Data Centre

To discuss your international requirements please get in touch:

Call 0808 301 9688
Email sales@m247.com

Norwegian
Sea

Stockholm

Oslo

Copenhagen

Dublin

Newcastle

Leeds

Frankfurt

Manchester

Amsterdam

North
Sea

Brussels

Vienna

Warsaw

Bucharest

Prague

Budapest

London

Paris

Milan

Belgrade

Zurich

Sofia

Tokyo

Singapore

Mediterranean Sea

Dubai

Sydney

To find out how our
technology can transform
your business, get in touch.

For our Sales Team, call 0808 301 9688
For our Support Team, call 0161 822 2580
Alternatively, email our friendly team at sales@m247.com