



SOUTHERN  
COMMUNICATIONS  
GROUP

Delivering the promise  
of the cloud





**Dialogue** amongst your workforce.  
**Negotiations** with your suppliers.  
**Discussions** between you and your clients.

**Spoken or heard, written or read or M2M – concise, unrestricted communication makes working life easier, more productive, and more profitable.**

With over 50 years' experience in communications, we at Southern Communications believe that successful communication is created by ensuring that all your various systems converge.

Seamlessly and securely integrated voice and data in or out of the cloud. Effortlessly linked workforce, customers and suppliers.

We assess your needs; identify the right technology to address those needs and provide a total communications package that revolves around each and every one of your team, keeping them in constant contact.

**Our services fall into five distinct, but related areas.**

The following pages highlight the key points of these services and demonstrate how Southern Communications' uniquely intelligent, integrated approach combines sophisticated technologies that simplifies business communications.





## Unified Communications

Unified Communications integrate telephony services with networks, IT systems and applications to help people exchange ideas and share information more effectively. Choose from a hosted, hybrid or on-premise telephone system with desktop and mobile applications to improve the efficiency of your workforce with IM, Presence, CRM Integration and more.



### Hosted Telephony

Hosted telephony is where phone systems are cloud-based, rather than taking up space and resources in an office. It is suitable for your business if you are looking to benefit from VoIP, are in growth and don't want high up-front costs.



### On-Premise Systems

Despite increase in the uptake of hosted telephony solutions, for many the requirement to have a business telephone system on site is a necessity which can still be cost effective.



### Applications

Desktop and mobile applications extend the functionality of your telephone system. Applications make it easy-to-use your PC and mobile alongside your desk phone and access contacts from any device.



**"Southern Communications have just replaced our Avaya IP Office with their Evonex phone system. Pricing was much better than other hosted systems and the flexibility of the system is perfect for our requirements."**



**Evonex**  
Evolution of Experience

Evonex hosted telephony is the ideal solution for businesses of all sizes. Staff efficiency is improved with easy-to-use features and built-in business continuity ensures that, whatever the situation, you will never miss a call.

The Evonex platform is a future proof, feature rich, fully supported hosted telephony solution built on highly resilient, patented, super reliable technology that is easy-to-use and manage. It has a range of market leading applications designed to make your everyday communications experience highly effective in the fast moving world of business.

#### ✓ Wallboards

View performance statistics from your desktop or mobile device. Monitor activity and manage performance, from any web enabled device.

#### ✓ Hunt Groups & Call

Queue Management Automatically schedule and manage time-based routing plans, personalised messages and durations and volumes of up to 50 queues.

#### ✓ CRM Integration

Improve efficiency with screen pops and click to call. Evonex is designed to plug straight into the leading CRM systems and business applications.

#### ✓ Presence & IM

Access and manage your contacts with Evonex Desktop. Click to call, see presence, send chat and SMS messages and voicemails.

#### ✓ Teams Integration

Evonex integrates with MS Teams, bringing together your telephony and MS Teams environments, enriching the user experience, reporting and providing the ability to fully record calls.

Find out more





## Network Solutions

The Southern Communications core network interconnects with all the major carriers, enabling us to provide a complete end to end managed solution for your voice and data networks.

We can guide you through the options available to connect your staff, customers and suppliers, from a single Internet connection through to Wide and Local Area Networks, SD-WANs, Internet connectivity, internal cabling and WiFi solutions.

Reliability, resilience and security are at the centre of all the solutions we provide.

[View network solutions](#) →



### Internet Connectivity

From single ADSL broadband through to 100Mbps and Gigabit we deliver fully managed circuits, with built-in resilience for your business. Managed through our core network we actively monitor connectivity and failover routing plans to ensure the highest quality connection for your communications.



### WAN (Wide Area Network)

At Southern Communications we provide a full design, consultation, installation, management and support service for WAN and SD-WAN networks. Connecting directly into our core network our fully managed solutions free you up to concentrate on adding value to your business.





## Network Solutions

A good network relies as much on the configuration of your LAN as it does on the connection from the internet. Having the right cabling and WiFi solutions in place will improve the overall performance.



### LAN (Local Area Network)

Through concept, delivery and support, we provide LAN solutions with 24/7 monitoring, fully managed switches and wireless access points, connected securely to our network for resilient internet connectivity. Intelligent software tools provide all the information you need to make informed decisions and monitor your network performance.



### WiFi Connectivity

Secure corporate and guest WiFi solutions enable controlled access across user groups and large areas such as warehouses, shop floors or building sites. Designed to provide the best possible coverage, we also offer tools to control segmentation of networks and who can access what.

Find out more →





## Security Solutions

Cyber security goes far beyond simply inspecting and managing traffic that traverses a firewall. Every organisation experiences an expanding list of vulnerabilities and faces the continual demand to optimise their security stance.

Alongside securing the network perimeter, it is essential steps are needed to safeguard email and web browsing activity, integrate remote or home based workers, identify and defend against the latest threats and adhere to increasingly punitive data protection legislation. Next generation firewalls, data loss protection and advanced email and web security still play a very important part in securing your business from threats of malware and worse and at Southern Communications we provide a complete security solution to protect your networks and data.

At Southern Communications our complete security solution combines Next Generation firewalls, web and email filtration, Secure Remote Access and enhanced network controls to give you the safe working environment your business needs.



### Next Gen Firewalls

Next generation firewalls combine a number of detection and prevention technologies and management tools to give you full control over your security solutions.



### Email & Web Security

Email and web security products add an extra level of security and our consultants offer practical advice on the best security solutions, based upon the main activities of your business.

[Find out more](#) →



## Cloud Services

Southern Communications provides a safe and trusted environment combining traditional hosting with cloud services - giving you the commercial and technical flexibility of cloud services based in the UK. Our network of resilient data centres are of the highest quality and enable you to house your data in a server farm in the same, secure, environment of the Crown Campus.

Our Cloud Migration services help you build and manage Hybrid solutions and move services across in line with when hardware and software refreshes are required and service contracts terminate.



### Virtual Data Centre

We will take your hardware on site and provide a fully managed infrastructure including servers, SAN devices and firewalls managed and monitored 24/7, on our own cloud platform.



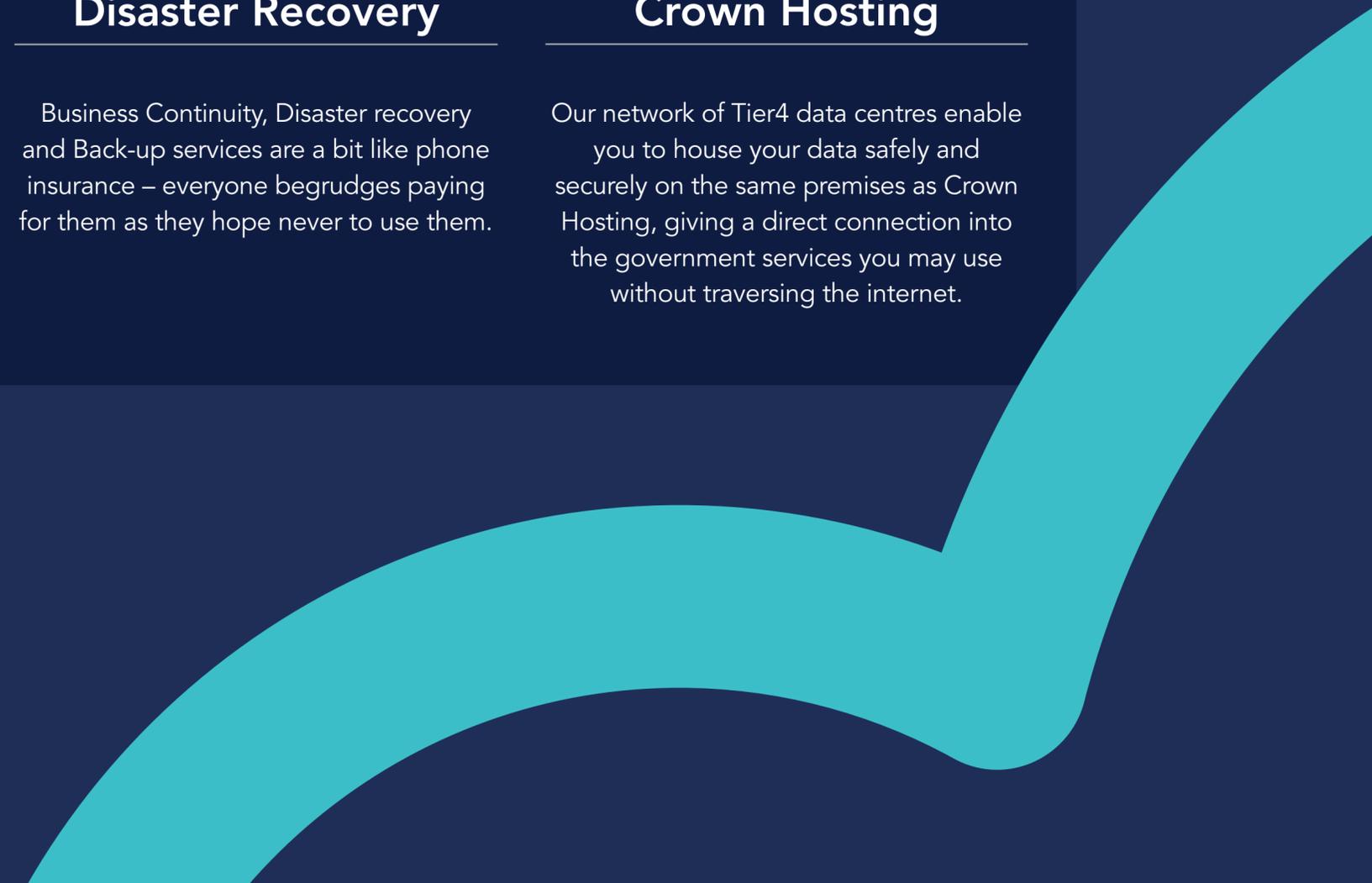
### Business Continuity & Disaster Recovery

Business Continuity, Disaster recovery and Back-up services are a bit like phone insurance – everyone begrudges paying for them as they hope never to use them.



### Crown Hosting

Our network of Tier4 data centres enable you to house your data safely and securely on the same premises as Crown Hosting, giving a direct connection into the government services you may use without traversing the internet.



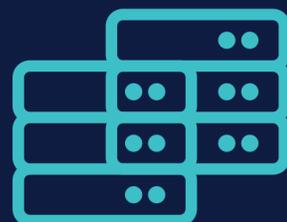
## Cloud Services

Once in the data centre our fully qualified engineers are on site 24/7 to monitor and maintain the data centre environment and services housed within. Operations Centre (NOC) means we can deliver a high quality service, managed and monitored 24/7.



### Cloud Migration

We will take your hardware on site and provide a fully managed infrastructure including servers, SAN devices and firewalls managed and monitored 24/7, on our own cloud platform.



### Co-Location

We will take your hardware on site and provide a fully managed infrastructure including servers, SAN devices and firewalls managed and monitored 24/7, on our own cloud platform.



### Management and Support

For customers not looking for a full cloud based solution, with built-in Business Continuity, we offer Disaster Recovery and Back-up services to ensure that, in the event of the unexpected, your data can be restored.

Find out more





## Calls and Lines

Southern Communications is dedicated to providing the service you deserve. Our single bill covers your entire business communications providing clear, concise information to help you monitor and manage your business.



### Line Rentals

A key factor of Southern Communications' fixed line solution is that we are a BT Openreach Wholesale Partner. This allows us to take over all BT line rental agreements and provide a more personal service together with cost savings, whilst ensuring your workforce is in constant effortless contact at all times.



### Call Routing

We use only Tier One carriers to route calls and provide a complete range of options to address the needs of all businesses, large or small, centralised or multi-site. Our call packages are as versatile as any on the market today which means we can tailor exactly the right combination to meet the needs of your business.



### Specialist Services

Flexibility and convenience is underpinned by powerful on-line billing which gives you detailed, real-time overview of all incoming and outgoing calls. For protection against the unexpected we offer Disaster Recovery and VoiceSafe services, alongside non-geographic numbers, fax to email and conferencing to help your business run smoothly.





## SIP

**SIP Trunking (IP telephone lines) from Southern Communications provides a cost-effective, future proof, high quality voice and data service delivered over a single connection. It enables businesses to benefit from increased flexibility, improved resilience and a built-in disaster recovery strategy.**

It is critical to quality that SIP Trunks are delivered through a circuit that provides voice QoS (Quality of Service) guarantees. Southern Communications offer a complete range of circuits from multiple carriers to provide businesses with the commercial and operational benefits achieved when voice and data are combined into a single IP connection. By eliminating the need for separate voice and data

services, businesses benefit from significant savings on-line rentals and maintain the highest standard of connectivity and voice quality of service assurances. Voice calls are delivered to toll quality standard and phone features including DDI, CLI, CLIP, CLIR and presentation numbers are all supported. SIP Trunking enables businesses to use multiple new and existing telephone numbers anywhere in the world.

For less than the cost of ISDN lines, a built-in disaster recovery strategy means you should never need to miss a call in event of a disaster or emergency. As an IP based service, SIP Trunking allows you to move office anywhere in the UK and keep the same geographic number, eliminating the need for expensive call forwarding, publishing a new number and re-printing stationery.



Find out more





## Business Mobile

Technological advancements have positioned mobile devices at the centre of business communications. Handling both voice and data, a mobile device has become an extension of the office environment connecting remote staff, seamlessly.

Southern Communications make it as easy for you to manage your devices, as it is for staff to use them. Connect across any of the major networks for best coverage and choose from a wide range of smartphones, rugged devices and tablets, available as a monthly or one-off purchase, to suit your budget.

Find out more



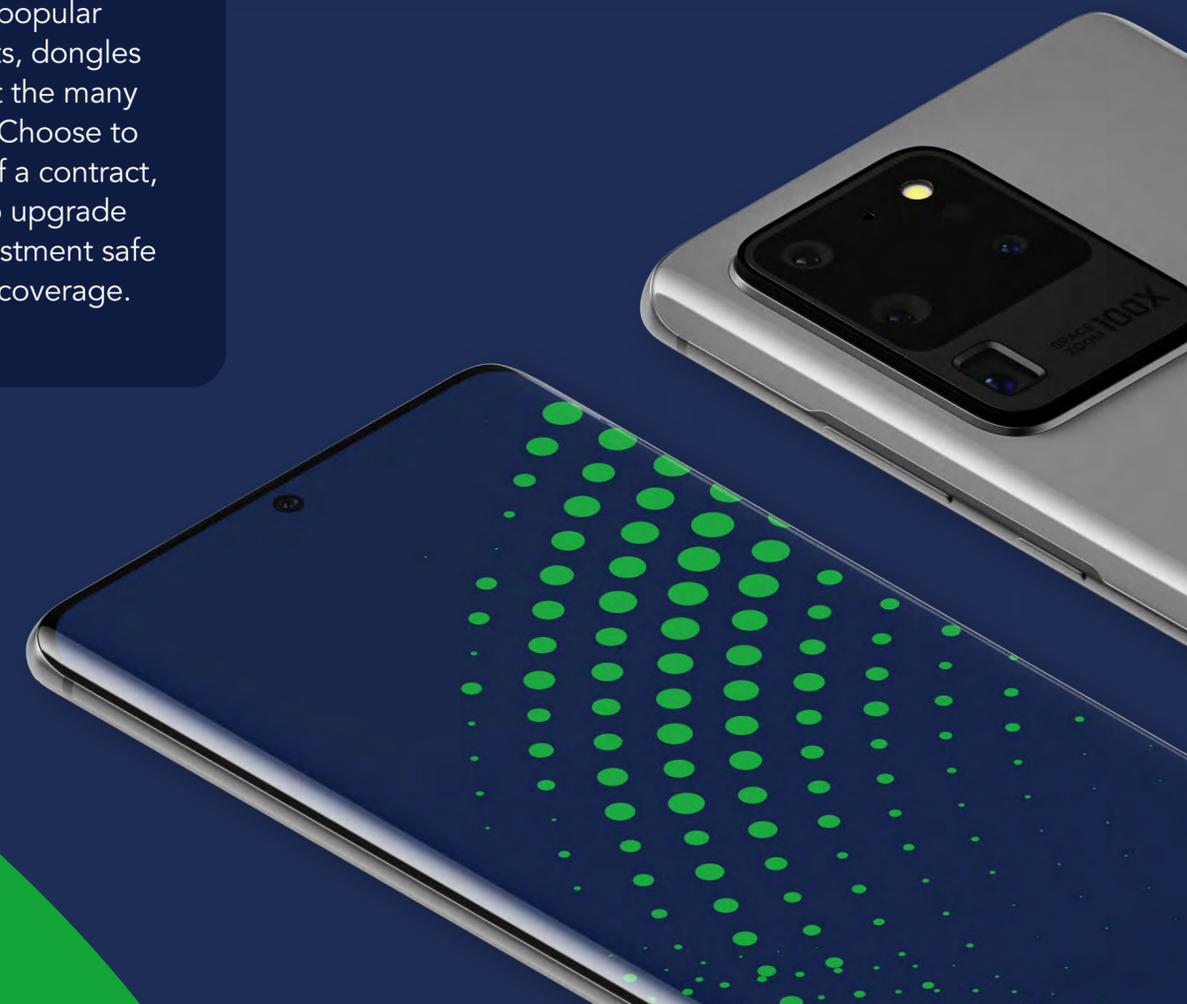
### Flexible Packages

Flexible packages enable you to mix and match airtime providers for best coverage and add international calling plans and hardware to keep you connected and control your costs. Southern Communications have partnered with the leading airtime providers to offer our customers the best SIM only PAYG rates.



### Hardware & Devices

We offer a wide range of popular devices; smartphones, tablets, dongles and standard phones, to suit the many different user requirements. Choose to purchase outright or as part of a contract, to suit your budget, with no upgrade restrictions. To keep your investment safe we offer optional insurance coverage.





## Business Mobile

Our aim is to make communication effortless and, in keeping with this philosophy, we will match you with the right tariffs and devices to keep costs under control and improve your business efficiency.



### Device Administration

Flexible packages enable you to mix and match airtime providers for best coverage and add international calling plans and hardware to keep you connected and control your costs. Southern Communications have partnered with the leading airtime providers to offer our customers the best SIM only PAYG rates.



### Mobile Recycling

We offer a wide range of popular devices; smartphones, tablets, dongles and standard phones, to suit the many different user requirements. Choose to purchase outright or as part of a contract, to suit your budget, with no upgrade restrictions. To keep your investment safe we offer optional insurance coverage.

Simply, we will develop a bespoke mobile solution specific to your business needs.

Start your journey →





## Southern Communications - there is a difference...

The telecoms and data solutions market is a complex and highly competitive arena. Unbiased, independent advice is vital in order for you to make the right decision for your business. Unlike some of our competitors, there are three fundamentals that we never forget:

Firstly, that all of your internal and external business data and communications should not only be seamlessly connected and effortlessly effected, but that they should also be permanently centred on each and every one of your personnel - wherever they may be.

Secondly, that the bottom line is of paramount importance - and more so now than ever before. Cost-effective data and communications should not only mean competitive call charges, connectivity and data solutions, but should also take into consideration the further-reaching implications of reduced, if not totally eliminated, downtime and fully compatible, genuinely future-proofed systems.

Finally and seemingly unique in today's marketplace, we never forget the one, overriding factor that works more in our favour than any other - that you have a choice...



It's easy to talk to us.

**0800 090 1965**

Start your journey to the cloud →