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Midlands

SelectVoice

Voice solutions in the Cloud, on-premises, or any blend of the two

Business telephony in the Cloud, on-premises, or any blend of the two

For some years now the trend has been to move all communications to the Cloud and for business to migrate to a Cloud telephony service. For many, this works well as it offers a work-from-anywhere solution, which saw many businesses through a period of enforced home working.

Likewise, many businesses relied on mobile phones to manage remote working but with a large majority of businesses returning to the office now for all, or the majority of the time, the office phone system has once again become a key element to any business. Afterall, what number do you publish on your website? It's unlikely to be a mobile number.

So, when it comes to choosing a telephony solution for 2025 and beyond, what is the right approach? The answer to that is going to be different for each business and its specific operational needs and that is where SCG can help you. Based on over 60 years' experience, we can help you establish your individual requirements and guide you through the options available.

What is SelectVoice?

SelectVoice is a complete communications service - a single platform voice solution that meets all of your business voice requirements - but goes further still. Delivering an extensive range of fixed and mobile voice capabilities, controlled via an easy-to-use web portal, our SelectVoice service puts you firmly in control of voice communications - into, out of and inside your business.

We can deliver a complete end-to-end SelectVoice solution, including Cloud hosting, connectivity and SIP trunks or you can choose to deploy it with any of these services that you might already be using.

Why is SelectVoice Different?

SelectVoice is perfect for all businesses, whatever their size, type or requirement, particularly those looking to improve productivity, manage costs, enhance customer service and look more professional. In the Cloud, on your premises or any blend of the two; the myriad of advanced features and benefits we can offer you will be the same. These are totally independent of how you choose to deploy your SelectVoice solution - both now and in the future.

Advanced Resilience
Our on-premises Survivable Gateway deployed with our SelectVoice Cloud solutions, provides advanced resilience and DR (disaster recovery), with local call breakout over SIP or ISDN trunks, whilst they are still in service. This means that you remain available for and in contact with, both customers and suppliers, should one part of your infrastructure be compromised in any way.
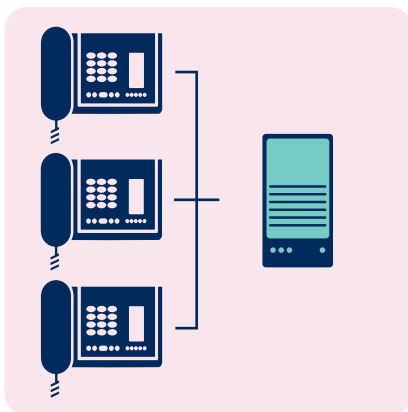
Deployment options

Our SelectVoice services can be deployed in a way which fits your IT strategy.
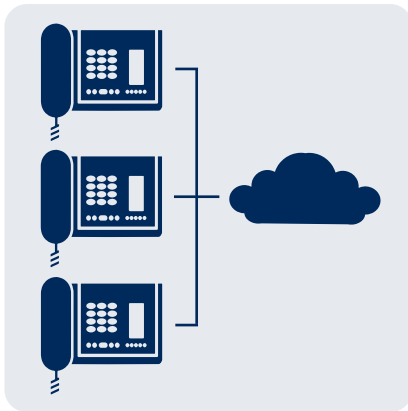
Cloud
- No on-premises voice platform required
- Minimal upfront charges
- Pay monthly subscription service
- Access to new features/software levels at no additional fee
- Cloud-based business continuity/DR options
- Network access via single or mixed SIP services

On-premises
- Take advantage of your existing virtual server/IT infrastructure
- Dedicated on-premises server options
- Pay monthly subscription service or outright purchase options
- Access to new features/software levels at no additional fee
- Greater flexibility for high density data management such as call recordings etc.
- Network access via single or mixed SIP services
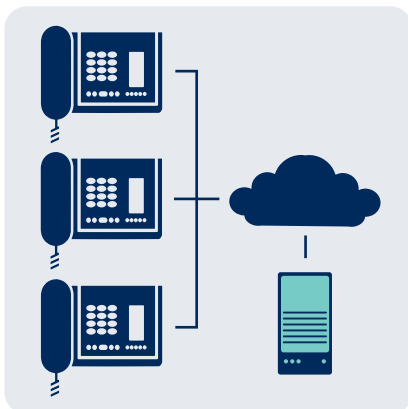
Cloud with on-premises failover
- Main voice applications located in the Cloud
- Ability to combine DR with on-premises local survivability (typically main sites) for advanced business continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on-premises
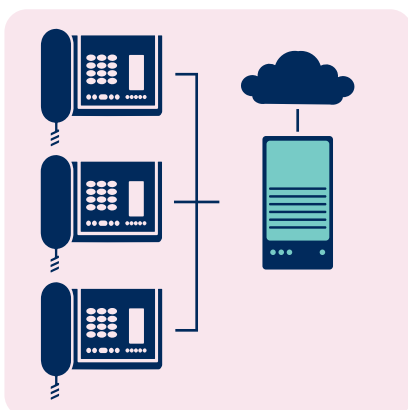
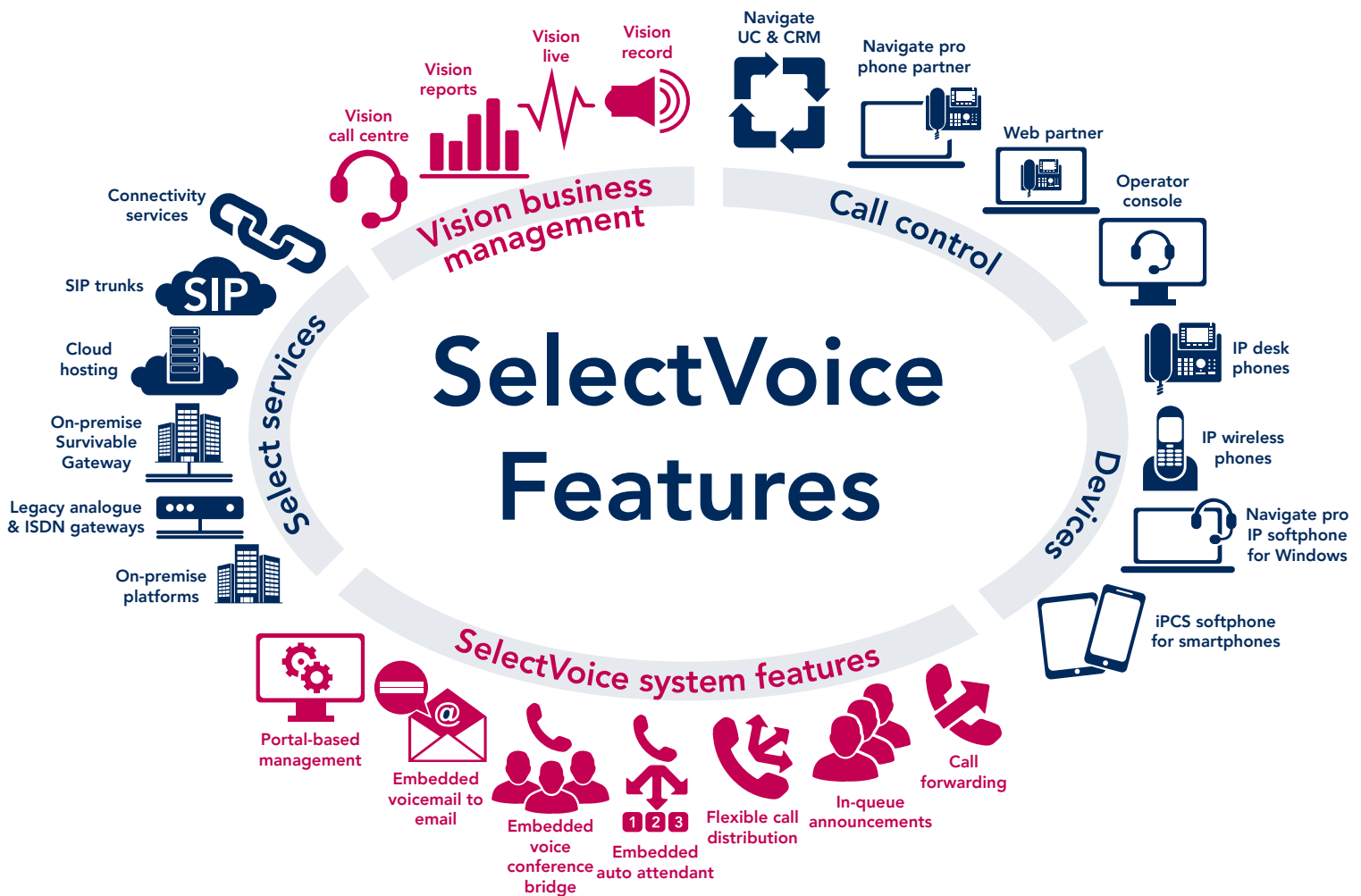## On-premises with Cloud backup
- Main voice applications located on-premises
- Cloud-based Survivable Gateway
- Ability to combine Cloud-based DR with on-premises local survivability (typically main sites) for advance business continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on-premises

Solutions to any business needs

Our SelectVoice service is packed with features which can be hand-picked to meet the operational needs of any business. Features include:

- A choice of call control options, devices and application to suit staff roles
- Flexible call distribution and in-queue announcements
- Voice messageing and voicemail to email solutions
- Call centre solutions, with call recording, analysis, and wallboard options
- A choice of connectivity and failover solutions

A full list of features can be seen below...

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SelectVoice Features

Vision business management: Vision call centre, Vision reports, Vision live, Vision record

Call control: Navigate UC & CRM, Navigate pro phone partner, Web partner, Operator console

Devices: IP desk phones, IP wireless phones, Navigate pro IP softphone for Windows, iPCS softphone for smartphones

SelectVoice system features: Call forwarding, In-queue announcements, Flexible call distribution, Embedded auto attendant, Embedded voice conference bridge, Embedded voicemail to email, Portal-based management

Select services: On-premise platforms, Legacy analogue & ISDN gateways, On-premise Survivable Gateway, Cloud hosting, SIP trunks, Connectivity services

Unified communications

Our navigate UC and CRM features open up a host of productivity solutions which include:

- Managing your phone calls from your PC with visibility of who's calling on-screen
- Seamless integration with leading CRM solutions inlcuding Salesforce, Dynamics, Sage, Sugar and more
- Operator console - enhancing your company's image at the point of contact
- Mobile, remote, and hotdesk working solutions

A choice of devices

We offer a range of deskphone, DECT cordless handsets and speakerphones, together with telephony apps for mobiles or PCs - here are a few examples...

Telephony expertise

Our experienced business telephony specialists can guide you through the various SelectVoice features and solutions and moreover, work with you to gain an understanding of you business operations and help address any pain points.

About SCG

SCG has been designing, delivering and supporting voice, data, IT and cybersecurity solutions for private and public sector organisations throughout the UK since 1965.

Please contact us should you require any help or advice regarding your business telephony or wider business technology requirements.

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To find out more about how we could help you with your business telephony, call us on 0330 333 0001 or email info@scgmidlands.co.uk

Get in touch

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