

A host of cloud
phone solutions...

Company Profile

We are The Advanced Telecommunications Company

VoiceHost Ltd is a dynamic and expert company providing IP Telephony and Data Circuits through our proprietary platforms. We are dedicated to providing the best possible service, at the best possible price. Through continued investment in our infrastructure, staff, products, and services we are quickly becoming the wholesale and retail carrier of choice for all IP-Traffic and Data circuits in the UK.

VoiceHost began in 2006 by developing an intuitive and cost-saving VoIP service for businesses in the UK. The main focus of the VoIP platform would be that it was 'self-service', where customers could quickly and easily build their own Hosted PBX with a minimum of external support. Since that time, our range of products and services has grown substantially through investment and technological advances by our development team, while keeping true to our initial focus.

Our offering:

Retail Hosted PBX: Our retail Hosted PBX provides all the functionality of a Traditional PBX, without any substantial upfront cost. Subscription is done on a rolling monthly basis, and we maintain a churn rate of less than 1% annually.

Wholesale Hosted PBX: Our wholesale Hosted PBX uses the same technology as the retail Hosted PBX, but is accessed through a separate white-labelled portal, and is configured through a different 'skin' or interface. Since its creation in late 2011, it now serves over 450 resellers in the UK.

Broadband Circuits: In mid-2012 we invested heavily in our broadband network to provide connectivity to businesses in the UK. We now supply ADSL, ADSL+, and FTTC connections to thousands of businesses through our retail and wholesale channels.

Data Circuits: Alongside the implementation of our Broadband Network, we expanded our range of products and services to include EFM, FTTC GEA, Leased Lines and MPLS.

Our service is unique for a multitude of reasons:

- A Resellers Wholesale Portal can be built and white-labelled in less than 30 minutes.
- The Wholesale Portal provides a multi-tiered solution to service providers, allowing them to add sub-resellers in a matter of minutes.
- The Wholesale Portal utilises Iframes, enabling resellers to quickly and easily embed portal and control panel logins to their existing websites.
- The Wholesale Portal provides real-time solutions, removing the requirement for the provider (VoiceHost) to enable orders.
- Hosted PBX solutions can be delivered 'touch-free' on site, due to delivery of preconfigured hardware.
- SIP Trunking and Hosted PBX solutions are integrated into one, easy to use control panel, making mobile
- Workers and multi-site solutions simple to provision.
- Resellers are able to provide control panels for their customers, using permissions to limit how much their customer is able to view and configure.
- Daily activity reports can be generated to keep a Reseller updated on calls made and chargeable features added/removed.
- Inbound and outbound call recording can be easily toggled on and off, and all call recordings are immediately searchable and playable through an embedded search function.
- Resellers can self-educate, using the various educational tools built into the Wholesale Portal.
- In short, VoiceHost, through its Wholesale Portal, has created the fastest route to market for resellers to provide Hosted PBX, SIP Trunks, and Data services to their customers.

“While significantly younger than many market competitors, the VoiceHost Platform is quickly becoming one of the most popular offerings in the UK.”

Company Culture

VoiceHost prides itself on its company ethos, and the strong office culture that we have developed. Each member of our team has an advanced understanding of our products and services, and in addition we have a strong focus on continual development of education and training. Our 24/7 Support Service is staffed only by experts, and our excellent customer service is one of our key differentiators from the industry.

Summary

Because of our extensive investment in staff, infrastructure and our range of products and services, VoiceHost has experienced year on year growth of over 100%. As our products and services are all designed to enhance and complement the core user experience, we have been able to quickly increase our customer base without the sacrifice in customer service that often comes from a rapidly expanded portfolio and consumer

Our Support Team

Our Technical support team is available 24/7, and can assist you and your employees with any broadband, Voice or Network related fault in a friendly and knowledgeable manner at no additional charge.

White-Labelled Services

All of our products and services can be offered on a white-labelled basis. This service is provided entirely free of charge, giving you the freedom to become your own Service Provider overnight. Use your own branding, your own billing engine and your own customer care team – powered behind-the-scenes by the VoiceHost platform.



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VoiceHost Limited
0345 561 0 561 sales@voicehost.co.uk
Norfolk Tower, Surrey Street, Norwich NR1 3PA

