



NFON  
Cloud Telephone System

NFON Cloud Telephone System Product Overview

# The Future of Business Communications.

 [nfon.com](https://nfon.com)

Secure access to the NFON system is available 24 hours a day, seven days a week from any location that has an Internet connection. The NFON system is ready to use, from your office, your home or even on the move.



**A cloud telephone system 'Made in Germany'**



**Flexible 30-day Rolling Contract**



**High savings potential**



**Unlimited capacity**



**UK-wide presence**

# Need a telephone system? Get it from the Cloud!

## Welcome to NFON Cloud Telephone System

With endless free updates and maximum flexibility, conventional telephone systems, or on-premise PBXs located in your office(s) with expensive maintenance contracts and engineering visits, are a thing of the past. As with many business applications and services such as email and CRM/ERP, telephony is also moving to the cloud for maximum flexibility, resilience and cost benefits.

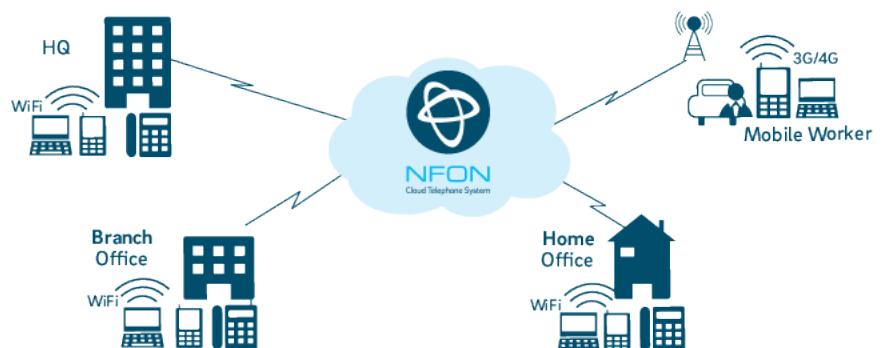
Organisations adopting Cloud telephony are realising the benefits over conventional solutions including lower costs, easier roll-out, increased control, automatic updates, built-in business continuity, and a scalable pay-as-you-grow model that provides ultimate flexibility for businesses of all sizes.

Whatever the future holds in store for telephony and unified communications - with NFON you are guaranteed to be future-proof. The NFON Cloud Telephone System is always up-to-date with the latest advancements in technology; it is the perfect solution for organisations with 2 to 249,000 employees.

The NFON Cloud Telephone System delivers your phone calls via your Internet connection, allowing you to simply access them from wherever you are; whether at the office, on the road, or at your home office.

We are so confident you will benefit from our solution for years to come that we will not tie you into long-term contracts. Just 30 days on a rolling basis – no binding contract!

100% free updates – 100% future-proof – 100% maintenance-free – 100% satisfaction



## Technical Excellence Is At Our Core

- Direct high-speed resilient connections to BT network (BT IP Exchange)
- Hosted exclusively in high-performance geo-redundant Tier 4 data centres in Europe
- Availability > 99.9999%
- Multi-redundant utility and security equipment (electricity, AC, access & fire safety)
- ISO/IEC 27001 data-centre certification

## Your Business, Your System, Your Way

### Amazing Cost-Savings

- No need to invest in expensive hardware
- Your monthly bills only reflect what you actually use
- Internal company calls between all locations worldwide are free
- Dial any NFON customer for free, 10,000 and counting

### Seamless Migration

- Zero business interruption through seamless migration, including number porting
- Regular updates to keep you up to date with the migration
- Access to our project management tool to track progress directly

### Over 150 High-End Features

- Everything is included – from mobile phone integration to telephone conferencing
- All features are accessible via your desk phone, smart-phone or computer
- All features are available whether you are 1 employee or thousands!
- Wide selection of handsets: Desk phones, DECT, Mobile, Skype for Business and Softphones

### Skype For Business Integration

- Turns Skype for Business into a feature-rich enterprise-grade telephone system
- Full call management including IVR, queues, voicemail, missed calls..etc are made available on Skype for Business interface
- Complete unified communications suite delivered from one provider
- Ideal for hybrid deployments where handsets and Skype for Business terminals are required

### Value-Added Services

- Telephone Preference Service (TPS)
- Collaboration & Desktop Sharing
- Permanent Call Recording





So many features.

So easy to use.

## Over 150 High-End Features For All Organisations Of Any Size

NFON offers you a telephone system specifically tailored to fit your needs. You can call your branch offices as local extensions and have your office phone number always with you on your mobile no matter where you are. You won't have to invest in on-premise expensive equipment or lengthy maintenance contracts.

- For all sectors and company sizes
- Professional appearance even in your home-office
- NFON guaranteed with lifelong free updates

### Mobile

Simple mobile integration on iPhone, Android and Blackberry. Now you are available worldwide via your office landline number. Seamless roaming between WiFi, 3G/4G & GSM.

### Microsoft Skype For Business

Turn Skype for Business into a professional enterprise-grade telephony system and have the best of both worlds for ultimate unified communications experience.

### Queuing System

Your customers are on hold listening to music or information about latest offers until a member of staff is available. Route calls to skilled staff so your customers speak to the right person.

### Branch Office Connectivity

Set up as many extensions as you need with few clicks. Manage all your offices' telecoms from a single administration portal. Separate your branches' bills with our built-in cost centre codes.

### Personal Conferencing Bridge

Start professional conference calls with up to 50 participants using your desk phone, or mobile as a fully featured extension, or via CTI on your computer with full web-based control.

### Call Coaching

Essential for training new staff. Get access to your staff's calls from any extension anywhere, anytime in real time.

### Time-Based Call Routing

Route calls based on your business operating needs and working hours.

### Click-To-Dial & Presence

Integrate MS Outlook™ and CRM applications with IM and presence functions.

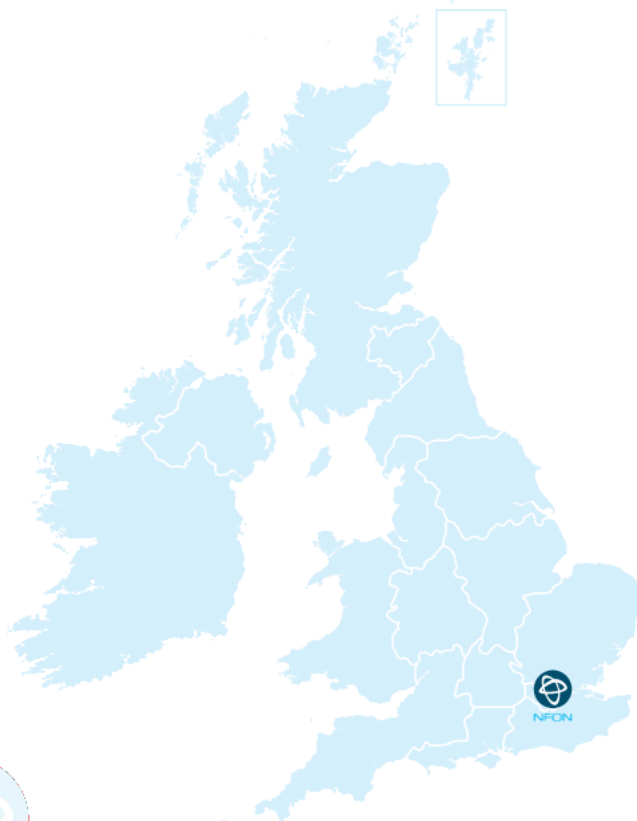
# NFON – The next-generation telephone system.

NFON UK, part of the NFON AG Group, is based in London and serves the whole of the UK and Ireland. We are Europe's most advanced telephony provider with the largest European presence today. In conjunction with our own direct customer service, and our accredited Channel Partners, we offer real-time sales and technical support 24/7, 365 days a year.

The NFON telephone solution delivers a carrier-grade service for enterprise customers enabling high quality voice connections via a central telephone system managed by NFON in high-availability geo-redundant data centres. Calls are transferred from there to various tier-1 termination partners (BT, DT, Telefonica) for switching into the conventional public telephone network (PSTN), ensuring worldwide accessibility. In the UK, NFON uses the BT IP Exchange service platform to break out onto the PSTN network and has resilient back up links with other providers.

Users can make and receive local, national and international calls via supported terminal devices (up to 9 devices are supported) which interface with all of the NFON services across any device type. These devices may include physical handsets, softphones on PC/Mac, apps on Smartphones or Skype for Business client.

NFON delivers enterprise-grade telephony features such as Group calls, Group Pickup, Queues, IVR, Call monitoring, Call forwarding, Voicemail and many more features without any extra cost.



# NFON Features Comparison

FEATURES	NFON XPRESS	NFON BUSINESS	NFON BUSINESS PLUS
UK & IRISH numbers / DDIs	✓	✓	✓
Auto attendant, IVR & Queues	✓	✓	✓
Voicemail & voicemail to email	✓	✓	✓
Call forwarding	✓	✓	✓
Call filtering & Do Not Disturb	✓	✓	✓
Hot-desking	✓	✓	✓
Call coaching & monitoring	✓	✓	✓
Caller ID / Block caller ID	✓	✓	✓
Personal user web portal	✓	✓	✓
Free calls between sites	✓	✓	✓
Conferencing with 50 participants for each extension	✓	✓	✓
Web management and administration	✓	✓	✓
Company and Personal Phonebooks	✓	✓	✓
Business continuity / DR	✓	✓	✓
Technical support	✓	✓	✓
Time controlled call routing	✓	✓	✓
Multi-device support*	1 device	3 devices	9 devices
Call Centre analytics	£	£	✓
Secure communications with encryption (SRTP/SIPS)	£	£	✓
Ad-hoc voice recording	£	£	✓
iPhone, Android, iPad & Blackberry App	£	✓	✓
Windows or Mac Softphones	£	✓	✓
Fax line with Fax-to-email	£	£	£
Click-to-dial desktop integration	£	£	£
Skype for Business	£	£	£
Operator Workstation	£	£	£
Telephone Preference Services (TPS)	£	£	£
Hospitality Solution	£	£	£
Collaboration & Desktop Sharing	£	£	£

\*Allows multiple devices and terminals such as desk-phones, mobile phone & computer to be associated with a single extension.

# More Than 10,000 Customers Use The NFON Cloud Telephone System

From recruitment and insurance to finance and local government, through to real-estate, travel and retail – our 10,000+ customers share the need for an individually tailored top performing communications system.

The NFON Cloud Telephone System is the future made available today and is completely maintenance-free, always up-to-date with technology and much more cost-effective than traditional systems.

100% future-proof – 100% maintenance-free – 100% satisfaction  
100% scalable from 2 to 249,000 employees!

Austria - Czech Republic - Croatia - Germany - Hungary - Poland - Romania - Slovakia - Slovenia - Spain - The Netherlands - United Kingdom



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