

# TELECOMS



Providing telecoms services  
to suit every business type



# HELLO

## Looking for the best phone system for your business? You've come to the right place.

Cloud based or on your premises, we have innovative, scalable and cost-effective phone systems to suit every business. And as one of the UK's leading independent providers of telecommunication solutions, we'll deliver the perfect system for your business to help it thrive and grow.

## Why choose Focus Group?

We do it differently. It's our approach to building personal relationships with our customers that makes Focus Group stand out from the crowd.

- ✓ **True, 24/7 support.** Our friendly team are always available for support queries, answering calls promptly, around the clock
- ✓ **Reliable and scalable.** Business solutions that flex and grow with your evolving business
- ✓ **Cost-effective solutions, we won't be beaten on price.** With preferential commercial agreements in place with all major suppliers, we'll always be competitively priced on a like-for-like basis
- ✓ **One bill for ALL services.** Detailed, designed for our customers and clearly itemised
- ✓ **Fully managed installations.** Our professional project managers will take care of everything from start to finish
- ✓ **Dedicated account management.** One point of contact, consistently reviewing your account to provide you with the best rates and highest service levels
- ✓ **Access to all major networks.** Bespoke packages designed to keep your business connected and your costs low



## Best in the business

Our experienced teams are here to help you find the phone system which best suits you. One which ensures you are always connected with your customers, together with enabling your team to work efficiently and collaboratively from wherever they are based.

As one of the UK's largest independent providers of business technology, we're recognised as a leading partner by many of our suppliers. We work closely with all the major manufacturers to deliver innovative business telecoms solutions from suppliers including Gamma, Cisco, Poly, LG Ericsson, Mitel and more.



# LET'S GROW

### Plus, we're a friendly bunch!

We'd love to spend time getting to know your business so we can find the right solutions to keep you one step ahead of the competition.

# CALL CONNECT COLLABORATE

Focus Group, in partnership with industry-leading networks and manufacturers, will source, install and provide ongoing support services for telecoms products ranging from cloud-based virtual phone systems to first class on-premises, fixed line PBX systems and mobile solutions.

Whether you are an SME or Enterprise business, Focus Group offer a complete range of telephone systems and will install a solution to suit your business needs.

Get in touch today on **0330 024 2003** or email [sales@focusgroup.co.uk](mailto:sales@focusgroup.co.uk).

“

5\* star service! Focus Group helped us easily migrate our 200 user on-premises telephone system to the Microsoft Teams phone system. Fantastic service from Anna and Nigel in particular. If anyone else is thinking of going Microsoft Teams for calling, definitely give Focus a call!

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## Cloud-based phone systems

Cloud hosted phone systems offer businesses of any scale the opportunity to manage calls from wherever you're based. Using Voice over Internet Protocol (VoIP) technology, cloud-phone systems are cost-effective, easy to set up, reliable, flexible and will grow as your business grows!

Whether your team are office based, working from home or out and about, they can access a VoIP system.



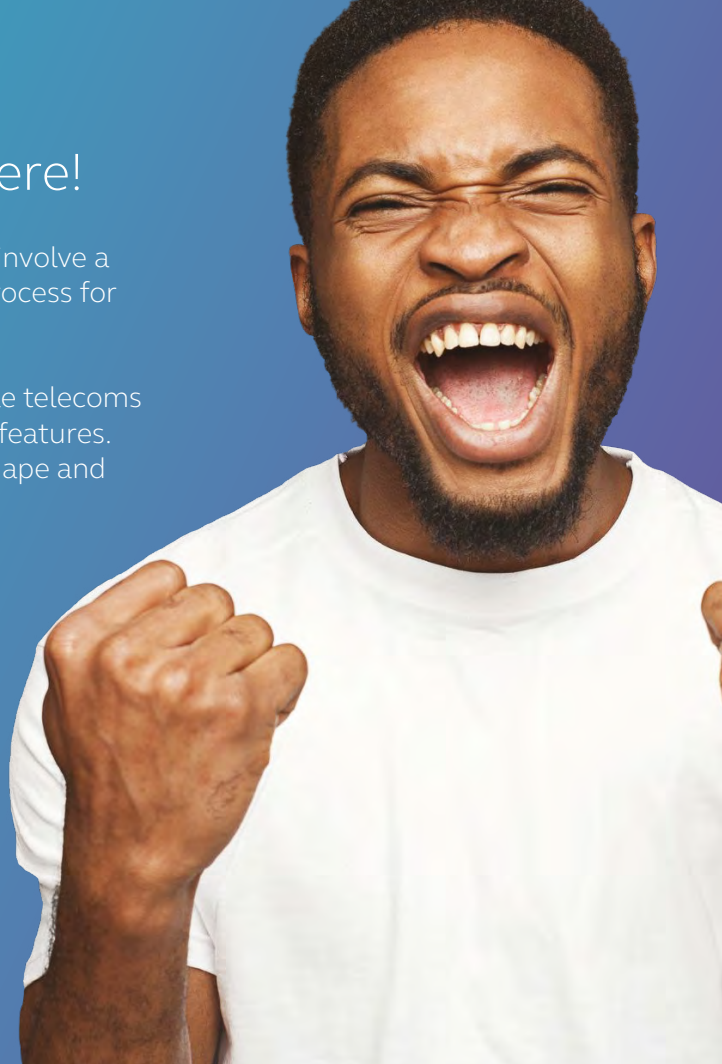
# Spotlight on Focus Horizon

## Stay connected, anytime, anywhere!

Think an industry-leading, all-round telecoms platform will involve a costly investment in equipment and complex installation process for your business? Think again!

Introducing Focus Horizon; a cloud-based, scalable and agile telecoms solution with an impressive repertoire of call management features. It's cost-effective too and perfect for businesses of every shape and size. In a nutshell, it ticks all the boxes!

- ✓ **Easy-to-use online interface**
- ✓ **Collaborative call distribution**
- ✓ **Enables mobile and flexible working**
- ✓ **Call handling, management & reporting**
- ✓ **Choice of handsets & headsets**
- ✓ **NO upfront installation or connection costs**



## HRS - Hyper Recruitment Services

The company was established to make a difference in the science and technology recruitment markets. To support its growth, service and accessibility, Hyper were looking for a phone system to replace its legacy system which was no longer supporting the volume of calls or providing call monitoring and the real time analytics needed to support its ambitious growth plans.

“With offices across the UK and employees out on the road, what I really needed was a phone system that made it feel as though we were all in the same room and as easy as possible to connect. Focus Group took the time to fully understand our requirements and recommended the Horizon platform with its online management portal and Akixi integration for call monitoring. Before rolling out the Focus Group system, we didn't have any call insights so we'd lose leads and business opportunities. I can now use the data to fully support my teams.

The Focus guys made it so easy for Hyper. Easy to install, easy to use and intuitive. In the whole time I've been using Focus, there hasn't been one fault, no downtime and our account support has been excellent. Whenever and wherever I'm looking to grow my business. Focus Group can provide support.”

### **Ricky Martin**

Managing Director & Founder at Hyper Recruitment

## On premises PBX systems

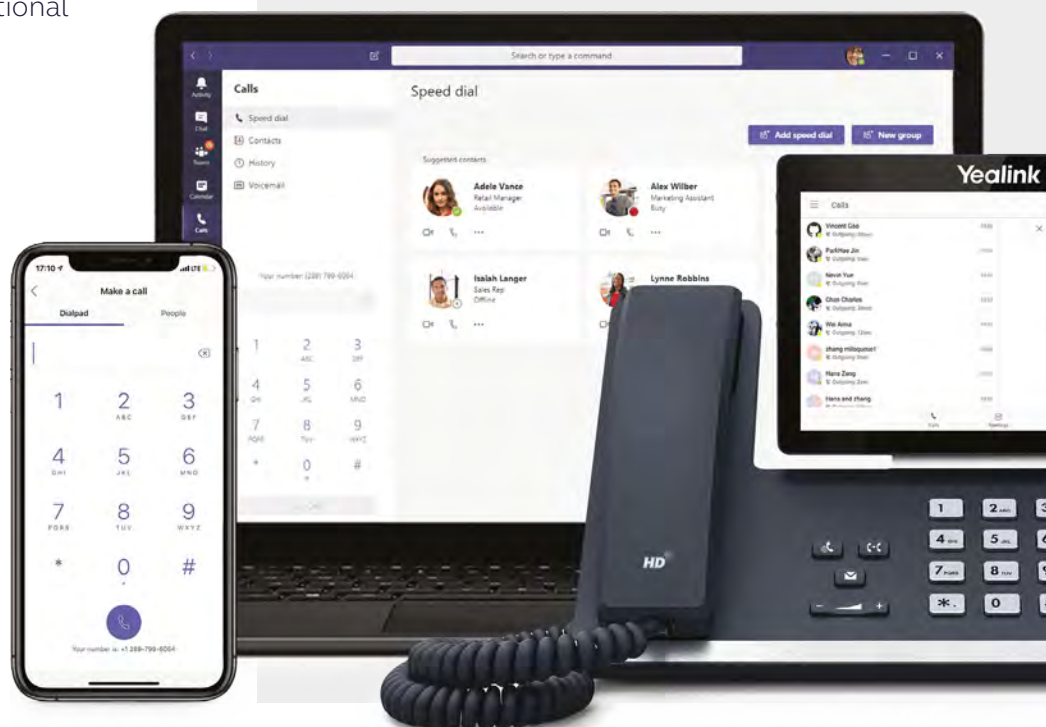
Take your business to the next level with a powerful on premise phone system from Focus Group. On premises means the equipment is based in your office and everyone in your team can have their own handset, direct dial and voicemail, with the scope to add more as your business expands.

We'll work with you to determine your business requirements and install a first class PBX system, using both traditional and IP technology, together with any leased lines you may need.



## Introducing Microsoft Teams Phone Systems

That's right, you can now make calls to any landline or mobile number, directly from Teams, from anywhere. It'll display your office phone number, provide call insights and all the other amazing benefits you'd expect from a traditional digital office phone.







## Hurstpierpoint College

The switch to a next generation phone system has provided Hurstpierpoint College with the flexibility to cope with evolving telephony needs. Thanks to Focus Group, the college is now future-proofed to cope with any communications challenge.

*“Our ageing phone system was at breaking point; incumbent and difficult to even do the most basic of things. We struggled to handle calls at peak times and needed to be able to provide a voicemail service for our teachers. Focus Group went to work on moving us from ISDN30 to a SIP infrastructure, installing the Ericsson-LG UCP-600 IP system, programming and placing over 150 handsets across our 140 acre campus and adding a new dedicated fibre line.*

*The new infrastructure has greatly improved communications and I can now make daily changes without a problem.*



*We can plug in a new handset wherever there's a PC – it's literally 'plug and play' that easy!*

*Now we have the capacity and functionality we need to concentrate on future growth and any changing demands. We've achieved impressive monthly savings of 40% on line and internet rental costs line and now we receive a single bill with detailed usage for all our services, it makes our work so much easier.”*

### **Dan Higgins**

Director of Operational Technology  
Hurstpierpoint College

## Lines & calls

We'll never be beaten on price. Bold but true! As one of the largest independent providers of business solutions in the UK, Focus Group are committed to delivering immediate cost savings to your business, with our range of call routing options and competitive tariffs.

If you find a like-for-like product that's cheaper, we'll match it. And beat it!



## Connectivity

Looking for ultrafast internet connectivity? Talk to the team about our phone, internet and call packages plus our high speed business leased lines.

Focus Group can deliver the highest speed connections to your premises for optimum business performance and efficiency, all at competitive prices and with unrivalled service support.

## Business phone numbers

Your phone system, your choice of business phone numbers! Choose from geographical, virtual, high rebate and freephone options with our bespoke inbound number solution.

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We switched phone systems when we downsized and the process was really great. The team were very supportive and efficient, particularly Farhaje and Kerri who I primarily dealt with. We have been up and running for about 10 days and it's all working flawlessly, and everyone is very happy with our new system. Would definitely recommend!

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**Let's Talk on 0330 024 2003**

[sales@focusgroup.co.uk](mailto:sales@focusgroup.co.uk)

[focusgroup.co.uk/telecoms](https://focusgroup.co.uk/telecoms)

