pactel telecoms

Helping your business grow

Offering Voice Services that your business needs

We can help businesses of all sizes reduce costs and improve efficiency with a range of Voice Services.

Whether you want to move office, deploy home workers, create a multi-site VoIP network, or simply reduce your landline costs read on to see how Pactel Telecoms can help your business grow.

Landlines

pactel telecoms have been supplying business phone lines to our customers since we were established in 2002, and we continue to provide service excellence in this space. Our team supports customers from installation to ongoing management of phone lines, backed up by our access to the BT Openreach WLR platform and national engineers. Protect your business from BT price hikes with our fixed price guarantee – no price increases for the duration of your contract with us.

What Landline benefits can we offer?

Cost Savings

Customers can save up to 35% on a 'like for like' bill with pactel. Savings on both line rental and call charges allow our customers to benefit from some of the more competitive pricing available in the industry. Our team will support you to make sure you have the right number of lines for your business needs, reducing wastage and revenue spillage.

Keep Existing Numbers

Transferring lines and calls services to pactel allows businesses to retain their existing phone numbers and DDI ranges. We work with BT & other networks to allow customers to transfer with ease and access our great savings on their existing numbers and infrastructure.

VoIP

VoIP (Voice over Internet Protocol) is the term used to describe using the Internet to make phone calls. This is used in many common consumer applications such as Skype, WhatsApp, and Viber, but it is also used in a business context with many add-ons, features and QoS (Quality of Service). We are experts in the VoIP arena with many end user deployments of Hosted Telephony and onsite phone solutions. Combined with our expertise in business connectivity, this means we can deliver a smooth transition from traditional lines to modern VoIP solutions.

BT have announced a firm date to turn off their ISDN Network in 2025 - now is the time to consider your VoIP options; be it Hosted Telephony, SIP Trunking, or extending your current phone system to integrate with VoIP, our team can advise you and your business on the best way forward.

What are the benefits of VoIP?

A cost effective and flexible solution

VoIP provides a cost effective and flexible method of making business phone calls versus traditional lines. With rentals in the region of 50% less than ISDN lines, there are significant cost advantages. On top of this, there are built in redundancy features, such as automatic failover in the case of internet outage, not something that is possible with faults on ISDN lines.

When you move to VoIP, you can take advantage of adding numbers from other geographic or even international destinations right into your phone system, giving your business national and global reach.

Hosted Telephony

pactel's MTX Hosted Telephony service features a 21st Century Unified Communications platform which provides an extensive range of features, controlled from its easy-to-use web portal. Created to offer best-in-class multi-site management features, coupled with numbering and extensive call control, MTX provides small businesses and enterprise clients alike with the features they need to ensure the best use of their telephony.

What are the benefits of Hosted Telephony?

Scale as you grow

Start small and add additional features, sites and users as your business grows. The fully redundant pactel MTX infrastructure has been designed for environments of up to 1000 users per customer instance. pactel MTX will scale with you.

Work on the go

With shared extensions and mobile twinning, users can choose where they answer their calls. Staff no longer need to be tied to their desks, allowing businesses to react to the flexibility of remote working demanded by many staff today. Mobile and desktop apps, as well as DECT SOHO (Digital Enhanced Cordless Telecoms Small Office Home Office) solutions provide users with the technology they need to access their office phone features while away from their desk.

Easy-to-use portal

Our development team has created the most user-friendly web based management portal available on the market. A clean, modern interface with simple work-flows allows IT admin staff to administer the phone system with only a few hours training. Multi-tiered, permissions-based user access control allows for non-technical staff to administer parts of the system under the control of the designated Admin lead. This can include access to mobile twinning or updating the company directory.

Multi-user permissions

Each user of pactel MTX can have their own dashboard to manage features exclusive to their extension, or site/company-wide routing. This has been built with granular permissions to allow top level admins to choose the features and access policies that they want to give to other users within the company.

Call recording and logging

pactel MTX provides native call recording within the platform and GUI. Call recording can be set to either record all calls to a given DDI or for outbound calls at extension level. User permissions will allow for admins to choose who can access a given set of data. Similarly, all calls inbound, outbound and internal are logged and time/date stamped and stored within the GUI for easy access and searching.

Enterprise features

pactel MTX has been designed to meet the needs of the medium to large enterprise customer. Multi-Site Management, Conditional Number Routing and User Permissions allow for top level management of the platform. Beneath this, the phone system functionality has been designed to provide enterprises with everything they need to manage the day to day call routing; extension numbering, BLF (Busy Lamp Fields), call groups, call queues, voicemail to email, voice menus, pickup groups… and much more.

Global and site directory

pactel MTX provides an inbuilt directory which allows contacts to be uploaded and managed centrally. This enables each user to access contact numbers quickly and can be used to identify callers from each handset. This feature significantly reduces the time and effort spent searching for contact details and benefits all businesses regularly making or receiving calls from customers, suppliers or colleagues.

Conditional number routing

Inbound numbering is the most crucial part of any phone system installation. pactel MTX has been designed to ensure that rich management of these numbers is possible. All inbound numbers route to their 'General Destination' unless a pre-defined rule has been met, such as Offline Routing when data connectivity is lost, then the calls will be routed to another site, PSTN, ISDN or mobile group.

Multi-site management

For companies with multiple locations, pactel MTX provides best in class site management control panel and features. Management and admins can control DDIs, Inter-site Dialling Rules, Time Routing and Off-Line Routing for all of their sites from one simple admin interface. User Access Permissions allows top level admins to provide access to management within given sites to provide greater control.

Mobile

As an experienced mobile provider, pactel can offer our customers the broadest choice of both networks and handsets. We pride ourselves in providing first class solutions in a jargon free and straightforward way.

pactel have strong relationships with all UK networks ensuring we can offer our clients, not only the best packages but also the best network coverage for their business. With the ever-increasing reliance on mobile communications in business, staff need to have the right network and tariff to suit their individual needs. We work with all the major players in the UK; offering our customers a one-stop solution for their mobile tariffs.

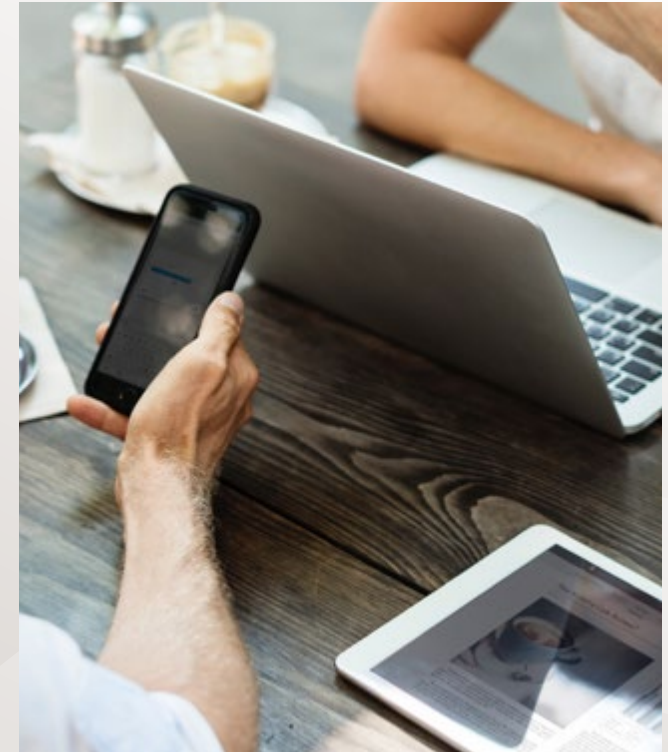## What Mobile benefits can we offer?

Excellent commercials

In any business mobile contract, the most suitable tariff along with generous tech funds is an essential part of the commercial decision that a business makes. At pactel, our pre-sale bill analysis ensures that our Mobile Team offers the best tariffs and monthly prices to suit our customers' unique requirements.

On top of this, our team has a keen eye on the latest mobile handsets coming to market to match the correct handsets to each employee level, ensuring that our generous tech funds can stretch further.

Account management

The pactel team has years of experience in delivering quality mobile solutions for our business clients throughout the UK. Our dedicated field-based and desk-based teams are always on hand to support our clients, from day to day operations to support around changing business requirements.

Supporting our customers is key to the long-term business relationship that we develop with our customers, not just for their Mobile Communications but also the full range of communication services that pactel provide for their business.