



Communications

Fast and reliable
connectivity solutions
for your organisation



Clear and convenient communication

Operate efficiently and effectively with our communication tools and services.



Whether you're looking to improve your internet connection, lower the cost of long-distance communication or enhance your remote working processes, Fusion provides tailored solutions to suit your connectivity requirements.

Fusion VoIP – your complete phone solution

Fusion VoIP is a cloud-based phone system that's easy to use and integrate. It can carry out all classic phone functions but with greater flexibility and scalability.

The accessibility of this system means that Fusion VoIP can be operated through desktop phones, headsets, web phones or Microsoft Teams, so your staff can continue to use devices and software that they're familiar with. As an internet-based platform, installation is also quick and easy and with the option to retain your existing numbers, transferring to the new system is just as simple.

Choose from our range of 6 VoIP-enabled handsets and headsets. Whether you're looking for ease of functionality, flexibility or automation, there are plenty of devices available to suit your team's requirements.

Here are some of our devices:

FTS44



Elevate office communication with the FTS44. This feature-rich and wireless-ready handset boasts a vibrant colour screen, soft-touch keys for effortless dialling, and a digital busy lamp field. Plus, receive video calls from door entry systems or view CCTV footage directly on the handset.

FTS60



This premium enterprise phone has been designed for users who need immediate access to all their important information. The 7" touch screen makes it easy to carry out functions along with HD audio, Wi-Fi connectivity, video-calls, intercom, 3-way conference, auto-answering and more.

FTS50



The FTS50 handset empowers business leaders. Manage calls effortlessly with a large colour screen, HD voice, and dedicated lines. 42 customisable keys and an optional Wi-Fi dongle make it perfect for reception or supervisors. An enhanced LCD also displays wallboard info and receives video calls.

FTS-HB1



This Bluetooth headset comes with a charging base that offers up to 14 hours of calls with a 2-hour charge time. With a range of 10m, it's perfect for users who want more flexibility during calls and, like all our headsets, it comes with a 1-year warranty.

Alongside our devices, Fusion VoIP raises the quality of your communication with a wide range of functions including:

Hold call Allows calls to be placed in a held state and music played	Call transfer Calls can be moved from handset to handset	Call recording Record inbound, outbound, all calls or just one type of call too	Pattern menu Change direction on where calls go if the caller dials a particular code
Call parking Calls held on the system so it may be picked up on another handset	Hunt groups Make more than one phone ring at once	Number allocation Select numbers from any UK destination and use instantly	IVR menus Allow customers to choose options with voice commands
Feature codes Create feature codes to assist in call routing i.e. 0 for extn 1023 to make it reception	Wallboards Various wall boards which can be manipulated with widgets to monitor the productivity of the team	Call back It will call back the number that just called, preventing the other party paying for the call	Call announcement Play a message to a caller as they progress through the system
Whisper announcement Before you answer a call, it will play you a message so you know what company has called	Comfort message Play a message to a caller so they are aware you know about their call	Conferences Create conference rooms with internal or external numbers	Music on hold Have various music files played for caller to hear
Voicemail Personal voicemail for each handset, company or group and receive this by email	Hot desking Working on another handset today? You can take over an extension including speed dial keys	Alerts Email alerts to show the ongoing activity with your handsets, staff and lines	Queues Create call queues with queue positions as well as skilled base routing and reporting



Mobex

→ Mobex

For businesses looking for a **flexible phone system**, we offer Mobex. This **feature-rich platform** fully integrates with all the features of your **IOS and Android devices as well as the Fusion VoIP system**.

Its user-friendly interface and range of call functions, including video calls, caller ID and staff availability make it a great choice for businesses new to VoIP systems. It's also compatible with Microsoft Teams Phone.



Microsoft Teams

→ Microsoft Teams Phone

Microsoft Teams Phone is Microsoft's **internet-based communication solution specifically for Microsoft Teams**.

Fusion VoIP can be integrated with Microsoft Teams Phone, enabling you to combine the core functions of our VoIP platform with the collaboration features of Teams.

Mobile airtime contracts

Stay connected to your team and customers with our range of mobile solutions.

We understand the importance of staying flexible and connected in today's fast-paced world. That's why we offer a customisable range of mobile solutions to fit your business needs.

Whether you need a top-of-the-line phone, a simple SIM plan to use on your own devices or you require broadband for your tablets and mobiles, we've got you covered.

Handset plans: Choose from a variety of 4G and 5G plans with unlimited calls and texts, then select your phone and data allowance for a truly personalised experience.

SIM plans: Would you prefer to keep your own devices? Pick a business SIM plan, select your data and add some handy extras for a customised solution.

Dual SIMs: Stay on top of your work and personal life from just one device. Seamlessly switch between two numbers for more effective communication.



Tablet plans: Keep your team productive on the go with a range of tablet plans and flexible data options.

Mobile broadband: Stay connected across the UK and beyond with mobile broadband plans. Choose from UK and EU data or UK, EU and selected Rest of World countries data for long-distance communication with ease.

All-inclusive plans: Simplify your mobile device management. Manage all your 4G and 5G devices under one plan for effortless control.



Our mobile airtime contracts are provided by EE, the UK's number one mobile network, so aside from their range of cost-effective plans and devices, you'll benefit from their fast connectivity and far-reaching coverage.

Enhanced security and flexibility

Beyond connectivity, we offer a suite of features to keep your business secure and on the move:

→ **Cloud-based security:**

Enjoy a scalable, cloud-based security system that adapts to your evolving needs, keeping your devices protected.

→ **Pocket landlines:**

Never miss an important call with pocket landlines. Landline calls ring directly to your mobile, ensuring seamless communication.

→ **Fleet management system:**

Take control of your fleet with real-time activity tracking, mileage monitoring, expense reporting, and vehicle alerts.

Seamless connectivity solutions

Reliable connectivity is the cornerstone of success for businesses of all sizes. That's why we offer fast and efficient broadband solutions to help you operate at your best.

Why choose Fusion for your broadband connectivity?

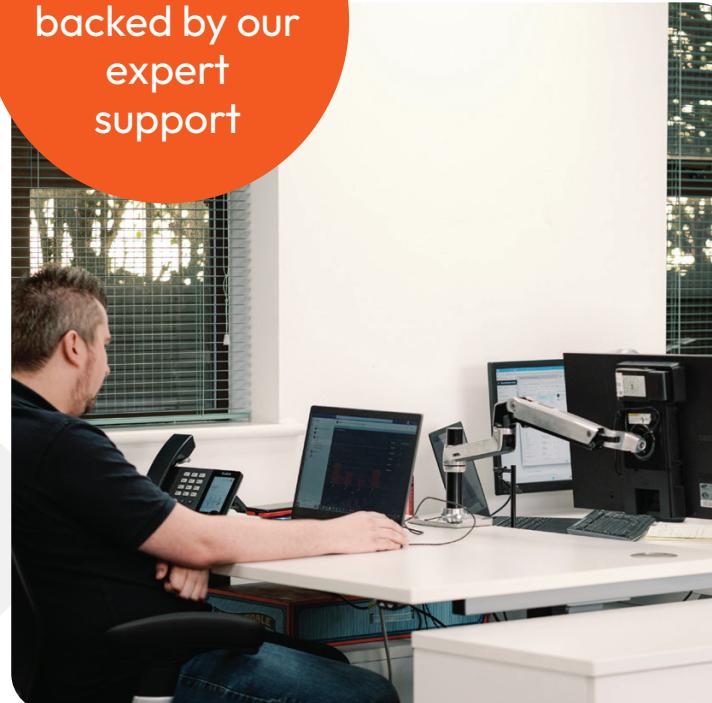
- **Unmatched reliability:** Our broadband solutions, including leased lines and Single Order Generic Ethernet Access (SOGEA), ensure your business stays online 24/7 and keeps productivity levels at their peak.
- **Efficiency:** Experience speeds that enable your team to accomplish more in less time. Whether you're uploading large files, conducting video conferences, or running bandwidth-intensive applications, our broadband solutions deliver the performance you need.
- **Scalability:** As your business grows, so do your connectivity requirements. Our broadband solutions are designed to scale seamlessly with your evolving needs, ensuring that you're always equipped to handle increased demand without issue.
- **Robust security:** Protecting your sensitive data is our top priority. With built-in security features and advanced encryption protocols, our broadband solutions offer peace of mind, allowing you to focus on what matters most.
- **Dedicated support:** From initial setup to ongoing maintenance, our team of experts is here to provide unparalleled support every step of the way. Whether you have questions, encounter issues, or need assistance, we're just a phone call away, ready to resolve any issues promptly.

Experience the difference for yourself

Don't let unreliable connectivity hold you back. Contact us today and raise the profile of your business through our effective communication and broadband solutions.

You can reach us by phone on **01245 455510**, by email at info@fusion-ts.com, or by visiting our website: www.fusion-ts.com.

Reliable connectivity backed by our expert support



The value of partnering with an MSP like Fusion

SMBs are increasingly turning to Managed Service Providers like Fusion, to help maintain a competitive edge and benefit from the same high level of resources enjoyed by larger companies, despite working with smaller IT budgets. Here's why:

A trusted managed IT service provider can guarantee your business consistent and uninterrupted IT services with proactive monitoring and cybersecurity support via a Security Operation Centre (SOC).

They can offer clear connection and fast internet services, enabling faster processing of customer requests and more professional delivery of services.

MSPs possess specialised knowledge and insight into industry trends, best practices and emerging technologies, which SMBs may lack. Armed with this knowledge and technology, SMBs can then provide a more extensive and effective service to their customers.

Fusion Technology Solutions is your complete IT solution provider, with a range of IT services, customised to suit the needs of your business. From assessment to design, implementation to maintenance, problem solving to continuous ongoing helpdesk support, as well as consultancy services, we will meet and exceed your IT requirements.



With a knowledgeable, professional team to help you when you need it, giving you fast, efficient IT support and the latest solutions that will enhance your business work flows, you can rest easy knowing we're monitoring and caring for your IT systems.

Do you want to find out more?

If you're interested in our communication and connectivity solutions, or want to learn more about them, contact us today. We will be happy to provide you with a free IT consultation and a customised quote. You can reach us by phone on **01245 455510**, by email at info@fusion-ts.com, or by visiting our website: www.fusion-ts.com.



Get in touch

Send us an email, give us a call or drop by for a visit. Either way, we look forward to speaking with you.

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