

Fixed Line Business Solutions

Next Communication offers Fixed Line and Mobile Solutions

In August of this year **Test Valley Communications**, a local company with an excellent reputation in the fixed line market, joined forces with **Next Communications** to offer fixed line and mobile business solutions in one value for money package.

Working independently with all the leading brands we can now offer mobile, voice and data solutions, as well as traditional fixed line and VOIP-based systems that make your business more efficient – providing our customers with a service which is second to none in this region.

One Simple Relationship

Next Communications can now offer one simple relationship, connecting you through our networks and shaping the options to your business needs and budget. So, get in touch and let's make your mobile and fixed line communications the best that they can be.

Value for Money

We will ensure your integrated mobile and fixed line solutions provide the best value for money throughout their lifespan. Whatever your needs: mobile email, mobile broadband, hands free car kits, vehicle tracking, fixed line or VOIP solutions, we offer you a comprehensive and tailored solution. From the latest Parrot Bluetooth car kits to Trakm8 Swift Vehicle Tracking, from cutting-edge Blackberry phones to the very latest in fixed line technology, we'll supply you with the answers, fully installed.

Value for money is important, so whether you're looking for the first time, or if you feel you are not getting the support you need from your current provider, make us your next stop, whatever your budget.

Fixed Line Business Solutions

In addition to mobile business solutions, Next Communications also offers traditional and VOIP-based telephone systems. Our extensive experience enables us to advise on the best possible system to suit your business needs now and into the future.

Performance has its price, of course, but an integrated fixed line and mobile business solution from Next offers end-to-end compatibility and is cost-efficient without sacrificing reliability and quality.

Telephone Systems

If you are looking to install a system into a new office space, the SV8100, NEC XN-120, Aastra 800, Aastra Business Phone systems are just a small selection of the various types and specifications of what we have available. Contact us for advice on the best system for your requirements.

If you are unhappy with your current system, Next Communications can also advise on the benefits of upgrading or changing to a new telephone system. There have to be tangible and quantifiable benefits to justify telephone systems upgrades and our expert team of engineers know exactly what they are and why they are so valuable to your business or organisation.

A few of the significant upgrade benefits include:

- ✂ a reduction in telephone call charges
- ✂ reduction in maintenance charges
- ✂ flexibility that allows you to link your new system to a customer relationship management (CRM) system
- ✂ reduction in office space and overhead costs with the extra use of home workers
- ✂ monitoring and logging the call rates of telemarketing staff
- ✂ installing a new extension at an exhibition for a period of time

The above are just a few examples of the flexibility and power of the latest telephone systems.

"The installation of our new SV8100 telephone system was quick, smooth and without disruption. Mark project-managed the whole process and Lee, his engineer, was professional, flexible and friendly throughout the installation." Pete Marston, The Highfield Company

Fixed Line Products and Services

- Telephone Systems
- VOIP Systems
- Applications
- Accessories



VoIP – Voice Over IP – Voice Over Internet Protocol



VoIP allows you to make telephone calls using a computer network, over a data network like the Internet. VoIP converts the voice signal from your telephone into a digital signal that travels over the internet then converts it back at the other end so you can speak to anyone with a regular phone number.

VoIP can be implemented in several ways, from a software program on your computer used with a headset and microphone to adaptors used with regular analogue home phones or you can use dedicated VoIP phones which look and act like regular phones but have specially designed chips to improve call quality.

Above all, the benefits of a VoIP system are that they can dramatically cut costs of calls and indeed telephone systems. Calls between offices or office and homes can be free! Flexibility is gained in that you can take your extension to you, to your other office(s) or make international calls based on bandwidth alone which is much cheaper than regular voice calls.

CTI Computer Telephony Applications

Computer telephony integration (CTI) is technology that allows interactions on a telephone and a computer to be integrated or co-ordinated. As contact channels have expanded from voice to include email, web, and fax, the definition of CTI has expanded to include the integration of all customer contact channels (voice, email, web, fax, etc.) with computer systems. Computer Telephone integration CTI.



One great advantage of CTI is that it enables you to bring up your CRM system onscreen with all the customers details on - as they call in! The system recognises their telephone number and brings up the appropriate contact details, for example, a memory jog of their first name when you speak with them.

You may also realise they are a good customer and need to be “looked after” or alternatively that they frequently “try it on” and your staff will immediately be aware of the background.

After the call of course you can immediately update the contact information for next steps or history purposes.

Telephone Accessories

Next Communications can supply and advise on a vast range of telephone accessories.

Extra handsets or headsets can make the difference to how efficient company employees can be whilst using the telephone. We can advise on:

- Telephone Headsets
- Conferencing
- Health Issues

Get in Touch

Freephone: 0500 777 776

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Other services from Next Communications

- Mobile Phones
- Mobile Email
- Mobile Broadband
- Vehicle Tracking
- Lone Worker Protection
- Bluetooth Car Kits
- Fixed Cradle Car Kits
- Installation Gallery
- Tariff Management
- Installation and Setup
- Nokia Service Centre
- Support



Mark Goulding

Director with special responsibility for fixed line services



Lee Trueman

Fixed Line specialist engineer