

TELEPHONY & CONNECTIVITY

URBAN
IT SOLUTIONS



We can offer you telecoms services to complement the provision of our IT solutions or as a stand-alone offering.

Every business needs to connect, whether it's in person, through phone lines or on the internet. We make the process simple with a range of telephony, connectivity and mobile solutions designed to suit your operation and work seamlessly with your IT.



IT Support



System
Monitoring &
Maintenance



Infrastructure
and Cloud
Services



Data Backup
Services



Cyber
Security
Solutions



Telephony &
Connectivity



IT
Compliance



IT
Consultancy



Joining the dots



When you're running a business, it is so important to join the dots with your IT, Connectivity and Telephony needs. We're here to make the mechanism of connection easier.

Traditional telephony companies will design solutions independently of their customer's IT needs as it's unknown territory for them. When considering internet and telephony solutions for you, we always consider your current IT infrastructure whether we are managing your IT systems for you or not; ensuring that thought is applied to both areas for quality of service (QoS) and security.

With Urban Connect everything is under one roof so we can make connecting seamless.



Connectivity



Hosted Voice



Mobile



Connectivity



Doing business today requires robust internet connectivity but, as every business is unique, it's important to choose methods that are right for your needs. That's something we make simple. Our portfolio includes all the options you'd expect, collaborating with all the well-known UK carriers, and we're experts at matching your ambitions to the most cost-effective solutions too.

ADSL (2+)

In some areas of the country, choice can be limited. Often business users are expected to share entry-level, standard ADSL circuits with consumers, but our ADSL circuits are reserved for business users only. We offer the latest in ADSL broadband – ADSL2+ which maximises speeds through copper lines.

Fibre

Faster uploads and downloads than ADSL systems can provide, Fibre delivers high speed connectivity. There are different options to suit varying business needs and budgets, and we'll be delighted to help you with a decision.

Ethernet over Fibre

An option which combines the benefits of Ethernet First Mile connectivity with higher bandwidths for processing speed. This option is gaining a lot of attention because it's fast, reliable and cost-effective.

EFM

When speed of delivery is a priority, Ethernet First Mile (EFM) solutions can be a perfect choice. They use existing copper lines, connected through local exchanges and offer high speed, reliable, non-contended internet connectivity, alongside straightforward set-up.

Leased Lines

A superb choice when you need a dedicated, unlimited circuit exclusively for your business. You'll benefit from equal, rapid upload and download speeds and consistent connectivity. With no delays, your various business locations will feel like they're in the same place, enabling real collaborative working. Any faults will be fixed within 6 hours, but even if there's a fault, you'll remain connected because reliable backup systems are offered as part of the solution.

Wireless Leased Lines

If you are struggling with installation delays or complexity relating to hard-wire connectivity options, then choose a Wireless Leased Line solution. Don't feel disconnected, this alternative option gets you connected fast, using industry-leading radio and microwave technology. It's flexible and because it's scalable, you can grow the system when your business grows.

MPLS

A great choice for multi-site businesses, MPLS offers a fully managed private network that's highly secure. A modern-day version of Virtual Private Networks (VPN), MPLS is fully scalable nationally or internationally.

Connectivity options are constantly changing, with new technologies emerging all the time. In what can be a complex and confusing marketplace, we'll help you choose from the many options available and ensure that your connectivity delivers great value and supports your business ambitions.



Hosted Voice



ISDN was a revolution in its day. It allowed voice and data to be carried on the same lines, but it relies heavily on physical infrastructure, specifically copper wiring. It's costly in terms of its space requirements, maintenance and administration, and when lines need to be added, the infrastructure itself needs changing. That's why it's a dying technology. Indeed, BT intends to switch off the ISDN network by 2025.

The alternative is Hosted Telephony – a complete business phone system, delivered over the internet and provided by a host and/or telephony company.



Urban IT Solutions offer a complete hosted telephony solution; taking care of multi-site businesses, single sites with departmental needs through to individual agile workers.



Hosted Voice



Cost Savings

Without the cost of traditional switchboards and lines, there is minimal capital outlay. Call rates are extremely competitive and there are clear monthly pricing plans. You'll find our hosted telephony is more cost-effective than on-premise solutions, freeing up money for other projects.

Control

A simple interface for management and call handling that works for remote workers and across multiple sites.

Improved Customer Service

Benefit from dynamic call handling, pre-recorded messages and seamless transfers.

Reliability, Security and Inclusive Maintenance

We provide full support and training, number porting, provisioning and assistance, giving you complete peace of mind. We'll also look after your system, so there's nothing to worry about.

Mobile and Agile Working

With our Mobile App, you'll have the ability to answer and make calls anywhere in the world. And those working back at base will work more effectively when they're not constrained by a static desk phone. You can move staff whenever it suits and retain full visibility for call management.

Disaster Recovery and Business Continuity

If there's an emergency, calls can be re-routed and there's the reassuring back up of a separate fail-over line.

Future-proofed for growth

With minimal outlay for new users and sites, your phone system can easily grow with your business.

Helping you get the most from your phone system

Installing a phone system is only the beginning. We make that first stage simple, but unlike some suppliers, we then take the time to ensure the system is configured to suit your needs. We'll study your call routing requirements right down to the very last phone user. What's more, we'll make sure you understand the system's capabilities and how to make the most of them. Your investment will really pay off when we've got you up to speed with our best-in-class ideas.

Switching is Simple

With our service and support, your new system can be up and running in no time. You decide on the number of licenses (connections) you need and the type of handsets you want to use.

We'll do the rest, you'll soon be saving money.



Urban Connect Mobile



We believe one of the great strengths of mobile phone technology is the freedom it gives you, so why do so many mobile service providers tie you up in knots, force you to use handsets you don't like or pay for services you don't use?

We think a clear, simple approach makes more sense. Urban Connect Mobile offers great carriers, great rates on calls and lines and it's flexible and easy to manage.

The SIM-Only Service

Traditional contracts bundle everything together – the handsets, the data and the minutes. It's a model developed for the consumer market which has found its way into the business mobile arena, even though businesses and individuals have very different needs.

In recent times, there has been a significant shift in how businesses approach mobile contracts. Choosing a handset can be an emotional decision. That's why more and more businesses are opting for sim-only contracts which allow users to make their own choices. This simple switch lets a business satisfy every one of its mobile phone users while still keeping a close eye on the cost.

SIM-Only services can be much more affordable because you're not subsidising the handset cost.

With some mobile providers, handsets are routinely replaced when they're still working perfectly, and yet many users despair at the throwaway culture that permeates the modern world. We can also find ourselves struggling with the latest version of an operating system when we were more than happy with the previous one.

With a SIM-Only deal, you keep the familiar hardware and software but switch the network to get a better deal.

But if you love getting your hands on the latest handsets as soon as they hit the market, SIM-Only works too. Traditional contracts would see you waiting, and waiting, and waiting. You'll get your updated, upgraded handset just before the next model is released.

SIM-Only deals allow you to stay at the forefront of mobile phone technology.

How often do you need flexibility? Imagine you need to provide one of your team a mobile for just a few weeks while they're handling a project. Some suppliers would expect you to take out a contract that lasts months. A SIM-Only option gives you choices. You can keep the service rolling if it suits or stop paying when the agreed short-term access expires.

SIM-Only works the way an agile business works.

Urban Connect is the mobile service for the agile business because it doesn't restrict your choices. It's about great deals that are simple to understand from the best service providers. It makes managing every aspect of your mobile connectivity – including the cost – simple.



Urban Connect Mobile



Our networks

We choose networks carefully and have selected those with a strong presence in the business market, but if you've got a favourite, we'll always respect your personal preference.

We offer **O2**, which boasts award-winning coverage, the UK's largest network and a secure platform, **O2** is also a great choice as the network offers free connection to its mobile wi-fi hotspots. **Vodafone** has great tariffs, is responsive and reliable and ideal for those who want to work from anywhere in the world. **3** is currently building the UK's fastest 5G network and could suit you if speed's your priority, meanwhile **EE** delivers a great blend of speed, security and service.

We'll happily take you through the pros and cons of each network, helping you choose the service that's right for you.



Samantha Spiro
Managing Director

“ Choosing the network, sorting the hardware, installing the system – it's all part of the process of getting connected, but Urban IT's approach to telephony goes much further.

We look at your whole operation, including your existing infrastructure and IT systems to determine which solutions will be the best fit for your current and future needs.

We're not simply selling a service – we're building supportive and responsive relationships that respect our customers while delivering the tools they need to thrive. ”

Working with a Managed IT Service Provider couldn't be easier.

With a huge range of services on offer, we help you to select an approach that works best for your business.

Packages

Choose the IT Support, System Monitoring & Maintenance, Infrastructure and Cloud Service package that works best for your business.



Bolt-ons

Take a look at our selection of bolt-on services which you can utilise now or whenever you are ready.



Ad-hoc

Rest-assured we can help with your IT compliance and other IT consultancy needs.



Telephony & Connectivity

We are experts in Telephony and Connectivity too.



Of course, if our packages don't quite work for you as they are, just talk to us. We're flexible and we'll get it sorted.



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