



# Horizon

## Ensure charities are available 24/7 with Horizon - the Hosted telephony system

### Background

Due to the nature and urgency of the work that takes place within charities a reliable telephony system is vital. Helplines need to be available 24/7 and should a crisis occur there must be a continuity plan in place.

### The challenge

Charities deal with many sensitive subjects, therefore privacy is a big issue when it comes to technology. The phone system must ensure that information is held confidentially and securely.

Many charities have shops and help points spread over a wide area which makes it very difficult to administrate. They need to provide a reliable, efficient service which will be able to provide help to those who need it, and also deal with calls from people wishing to make donations.

An issue for many charities is the high number of employees spread across different locations. The phone system must allow people to get through wherever they are, and to the correct person and location.

While the telephony system is a crucial aspect especially for charity helplines, a reliable service is needed within a limited budget. Unfortunately high quality telephony features often come with a high price tag.

Horizon ensures charities are always available, 24/7 whenever the need arises





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## The solution

**Sophisticated disaster recovery** - for charity helplines this will enable calls to continue to be received even in the event of a disaster. They can be sent to a mobile, another office, or any UK number.

**Advanced call reporting** - staff allocation can be difficult for charities that take a lot of inbound calls. But, with an advanced call reporting solution they can see where the peaks and troughs are in terms of calls that come in, and allocate staff accordingly.

**Centrally managed administration portal** - many charities operate from a central office and then have multiple satellite shops, making administration a very long and often expensive affair, with engineers travelling large distances just to make small changes to a system. This ensures changes can be made remotely, saving travel costs and time.

**Sequential ring sequence** - should a call come into a shop that is unable to take it, a sequential ring sequence can be initiated to enable the call to bounce from one shop to the other. Likewise within a call centre environment, if an agent is not available, the call can be bounced from one agent to another. This way, calls (whether from donors or a call seeking help) need never be missed.

**Affordable and user-friendly** - some charities are stretched financially, and therefore simply cannot afford to hire a full time telecoms or IT engineer to administrate the systems. Horizon is jargon-free and although is a product that is advanced, you do not need technical experience to administrate it.



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