

Voice solutions from Vodat International

Businesses need robust unified communications to deliver the right customer experience

In today's business world, customer and employee communication is key if organisations are going to deliver successful results. Companies need to ensure their telephony and voice solutions provide adequate support.

The fast-paced, multichannel environment calls on businesses to have sophisticated and reliable unified communications across their call centres, stores, restaurants or hotels, to stay connected and deliver what their customers want, when they want it.

Customers increasingly self-serve, so one-to-one communication between business and consumer becomes even more important to convert sales or solve problems – and the right communications tech helps support that.

How does it work?

Our unified communications solutions can be hosted by us or on a business's own servers, making use of MPLS IP VPN data networks and IP handsets.

Comprising a set of proven IP telephony applications, the tools allow enterprises and customers to interact with each other anywhere, anytime and on any device.

Why Vodat?

We provide exemplary customer support, and our mission is to be part of your strategic planning process.

Our voice and telephony solutions have been specifically designed for retailers and hospitality organisations, which are increasingly required to deliver seamless cross-channel experiences and react quickly to consumers' demands and queries.

Vodat and our partners are committed to providing secure and flexible communications solutions that can be tailored to your needs.



KEY BENEFITS OF VODAT VOICE SOLUTIONS

- Seamless cross-channel experience
- Tailor-made for retail and hospitality
- Scalable - unified communications for 20-2,000 handsets
- Multichannel communication with customers on phone, email, web and social
- Flexibility - managed service or self-serve
- No additional hardware or third-party systems required
- Benefit from our comprehensive security certification
- SIP trunking provides call savings

Anytime, anywhere, any channel

Customers are communicating with businesses on multiple channels, any time of day – and enterprises need sophisticated communication technology to respond and engage.

Effective staff communication boosts productivity at a time when retail and hospitality trade associations are calling on their industries to extract more from the same or fewer resources.

Efficient use of IP telephony technology makes it easier for staff to interact with customers. Whether it is on the phone, email, website or social media, our solutions facilitate this communication and allow enterprises to boost customer service and retention.

Our phone services have built-in business continuity, including automated telecoms failover on both mobile and fixed-line options

Our hosted and on-premise VoIP solutions give companies an extensive choice of equipment

VoIP and handsets

From simple branch telephony to full call centre functionality, we can provide cost-effective hosted or on premise VoIP solution to fulfil your requirements with a huge range of handset and functionality options.

Our hosted and on-premise VoIP solutions are based on open SIP standard, giving companies an extensive choice of equipment while avoiding tying the customer into expensive proprietary hardware.

Security and business continuity

Our phone services have built-in business continuity, including automated telecoms failover on both mobile and fixed-line options.

We use specialised roaming capability across multiple UK phone networks, guaranteeing coverage across the country and preventing business down-time.



To find out more about our voice solutions, contact us on
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