

Your Complete Unified Communications Solution

OVERVIEW

Xicon can provide integrated voice solutions for your business which will enable you to work from anywhere and will almost certainly delivery significant cost savings on your monthly call bills.

You will also be able to integrate with Microsoft Skype for Business for your instant messaging, video conferencing etc. Working with our partners we can deliver you a complete solution including cabling and VOIP handsets – a true unified communications experience.

KEY RESOURCES

- **Migration services**
- **24x7x365 support**
- **UK based staff**
- **Hybrid options**
- **ISO27001 Accredited**

ADVANTAGES

There are a variety of reasons why Xicon's VOIP is an attractive option. These include,

- Flexible plans to meet your needs
- Access to Xicon support – one number to call
- No capital expenditure
- Number porting
- Substantial costs savings
- Option to include all national and mobile calls
- Choose your own handsets
- Paying for only what you use
- Accessible from anywhere
- Meets your flexible working requirements



 **Skype for Business**

SKYPE FOR BUSINESS

Xicon VOIP offers a complete Microsoft Skype for Business solution of Instant Messaging, Video Conferencing and Voice of IP calls between Skype for Business clients. In addition, Xicon VOIP also provides the option of calls to and from the Public Switched Telephone Network (PSTN). This can be facilitated with Freephone, geographic and non-geographic numbers.

WORKING ANYWHERE

The nature of business means that you need to be able to communicate with your customers and colleagues from wherever you are. Xicon VOIP and Skype for Business means that you can use the full variety of the communication solutions from your desk, traditional handset, mobile or tablet.

CALL PLANS

Xicon offers two types of plan.

Pay-as-you-go Plan

All inclusive Plan which includes all calls to and from UK landlines and mobiles

MIGRATION SERVICES

Our technical engineers have significant experience of migrating customers from their existing telephony service providers to Xicon VOIP. We follow a proven project management methodology, which includes a detailed risk assessment, enabling our customers to migrate from old to new without fuss or noticeable downtime. Often as part of the migration there is an opportunity to upgrade software including Microsoft Office and your key business applications. Our technical engineers will liaise with your software vendors to ensure that any upgrades that be applied will be done and numbers ported without disruption.

PLATFORM

Xicon's Skype for Business platform and PSTN breakout is hosted in our UK data centres. In order to take full advantage of all of the features, Xicon recommends integrating with Xicon's hosted Exchange service. For other applications which you would like to have hosted, Xicon's platform is available to cover this gap. Xicon's platform is housed across several data centres in the UK with each element being protected by multiple components. This means that the failure of any component will not impact availability or performance enabling us to deliver significant uptime performance.

ISO27001 ACCREDITATION

In order to demonstrate our commitment to the security of our customer's data and systems, Xicon has an information security management system in place that is independently audited by a UKAS registered auditor. Xicon's certification covers both the provision of our hosted services and the monitoring and support of customers hosted and "on premises" systems. Xicon have recently updated their procedures to achieve early adoption of ISO27001:2013.

SUPPORT

Xicon's support team is based in Warrington, Cheshire, and is operated 24x7x365. The support function is divided into three teams of 1st, 2nd and 3rd line with each team sharing the same service desk software. This enables the management team to be able to monitor the performance of the support ensuring that SLAs are met and customer expectation exceeded.

NETWORK

Xicon's data centres are connected via numerous, diverse network providers including BT and Virgin Media. For customers who require their own private network connections from their offices to Xicon's data centres, we can provide the consultancy and expertise to connect you either with a simple point-to-point or MPLS solution.

ACCREDITATIONS

Xicon has invested heavily in training for its team and as a result has achieved key accreditations with the relevant vendors including Microsoft, Citrix and Polycom.

NEXT STEPS

Contact us via one of the methods below to discuss how you can take advantage of Xicon's services.

ABOUT XICON

Xicon is private IT services company founded in 1991, headquartered in Warrington, Cheshire.

As well as providing VOIP solutions, Xicon also provides Microsoft Office 365, Desktop-as-a-Service, Backup-as-a-Service, Recovery-as-a-Service, Consultancy and Technical Engineering Services.

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