avoira

Unified Communications
Contact Centre & Connectivity

We are

avoira
fluent in technology

Fluent in technology

Over nearly five decades we've become fluent in a range of complementary technologies that empower our clients to enhance their communication, productivity and service delivery.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

We're unique in designing, delivering, supporting and managing highly sophisticated and effective solutions that harness our varied specialisms and cutting-edge technologies.

These include everything from two-way radio systems, through to cutting-edge unified communications platforms, tariff-free internet-enabled telephony and potent AI-powered Customer Experience (CX) software.
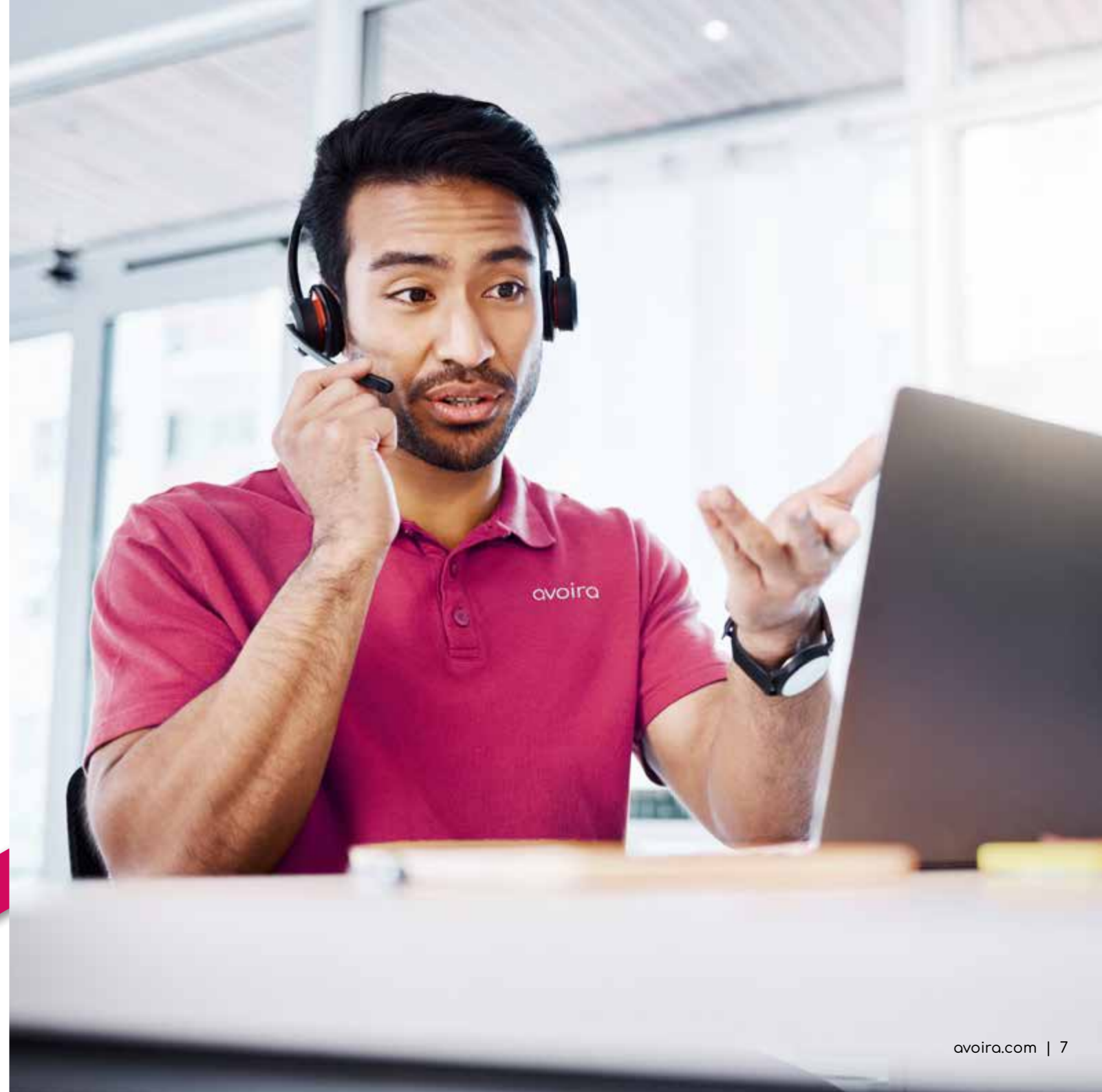
Contents

Working for you.
Working with you.

As well as working for, we work with our clients. We build strong, trust-driven partnerships that ensure we truly understand and can effectively satisfy your organisation's needs. Every time, on time.

It also means we're always there for you, whether providing highly responsive technical support or fully managing your services.

By building long-term relationships we deliver increasing value and returns to our clients.

INVESTORS IN PEOPLE | Gold

CfA
Centre for Assessment
ISO 45001
UKAS MANAGEMENT SYSTEMS

CfA
Centre for Assessment
ISO 9001
UKAS MANAGEMENT SYSTEMS

CfA
Centre for Assessment
ISO 27001
UKAS MANAGEMENT SYSTEMS

CfA
Centre for Assessment
ISO 14001
UKAS MANAGEMENT SYSTEMS

Unified Communications, Contact Centre and Connectivity

At Avoira, our goal is to bring people together through technology. We believe in creating meaningful conversations, promoting faster business growth, and instilling confidence in communication. With over 40 years of experience, we provide comprehensive and seamless telecom solutions without any technical complexities. Our solutions are customised and tailored to meet our client's unique connectivity needs.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

Hello
Collaboration

If you need assistance with your business' unified communications, Avoira is the service provider that can help you achieve unity through technology. Our UC division specialises in delivering comprehensive communication solutions that integrate voice, email, messaging, presence, and video conferencing. We offer IT services and managed solutions to meet your business needs.

MS Teams Telephony
Direct Routing

Unified Communication Solutions
Public & private cloud

Mobility
Hardware, tafiffs & network coverage

Network Services
Wired & wireless

Contact Centre
Real time omni channel reporting

On premise UC Solutions
PBX

Unified Communications, Contact Centre & Connectivity

Unified Communications Solutions

Avoira's Hosted Unified Communications provide a cloud-based communications platform combining voice, email, mobility, presence, instant messaging, and video conferencing to enhance your communication and unite employees and customers regardless of their location. These solutions are hosted on the cloud, offering flexible and reliable cloud-based communication.

Everything in One Place

Integrating voice, video, email, messaging, and collaboration into a single application across any device.

Improving Productivity

Providing employees with the right tools to do their job effectively and efficiently the way they want to work.

Empower Your Employees

Our hosted unified communications solutions empower employees by delivering feature-rich, reliable, and easy to use communications, regardless of whether they are working in the office, from home or on the road.

Remote Teams

Allow your remote workforce to work closely with improved collaboration and knowledge sharing.

Stay Connected

Stay connected wherever you are using the device of your choice.

Save Time, Resources and Cost

Bring your voice, video, email and messaging together in a fully cloud-based, hosted solution.

Increasing Responsiveness

Enhance customer relationships and service levels by providing employees with the tools to communicate effectively.

Unifying Connectivity with Microsoft Teams

As a unified communications platform Microsoft Teams offers numerous benefits. It enhances the effectiveness of electronic communication by providing a consistent interface and equipment. This integration eliminates the need to switch between different applications for different modes of communication, streamlining workflows and enhancing efficiency.

By offering a consistent interface and experience across different communication tools, Microsoft Teams reduces the learning curve for users. This consistency makes it easier for employees to adapt to the platform and utilise its features effectively. With Avoira and Microsoft Teams working together, offering richer communications has never been easier.

Microsoft Teams

Users can seamlessly transition from a chat conversation to a video conference or share documents and files while on a call. This level of integration encourages more comprehensive and productive communication among team members. This integration results in a smoother communication experience, where users can access various communication channels seamlessly, enhancing their ability to connect and collaborate.

"Microsoft Teams, allowing user to send messages, collaborate, hold audio and video conferences, and bring ideas to life".

Direct Routing

Direct Routing Microsoft Teams provides all of the Microsoft Teams Voice functionality with the added flexibility and control of being able to bring your own SIP and even integrate into legacy telephony platforms. Direct Routing Microsoft Teams is a simple add on to Office 365 that enables PSTN calling through Microsoft Teams and allows users to make and receive calls on any device.

Direct Routing Microsoft Teams is a cloud-based service and so can be set up in minutes. Now you can bring all users onto one platform by using Microsoft Teams Voice Solutions for collaboration, messaging and voice across all devices.

The benefits of Direct Routing

PSTN calls with no hardware

Enable Enterprise voice in Microsoft Teams to make PSTN calls without needing any other additional hardware.

PBX and SIP capability

Use Microsoft native PBX capabilities and connect local SIP trunks and associated number ranges.

Familiar Functionality

Comes with all the features you would expect from a modern telephony solution including VOIP calling, call forward, call transfer and voice mail

Enterprise level functionality

Enterprise level functionality including call analytics, recording, queuing, call centre and more.

Simple subscription service

A simple monthly subscription cloud service that can be delivered to selected users.

Is Direct Routing right for me?

If you have a PBX or PSTN phone line and use Microsoft Teams, you can benefit from Direct Routing. All E5 editions of Microsoft 365 include Direct Routing at no extra licensing cost, along with the necessary phone systems licence.
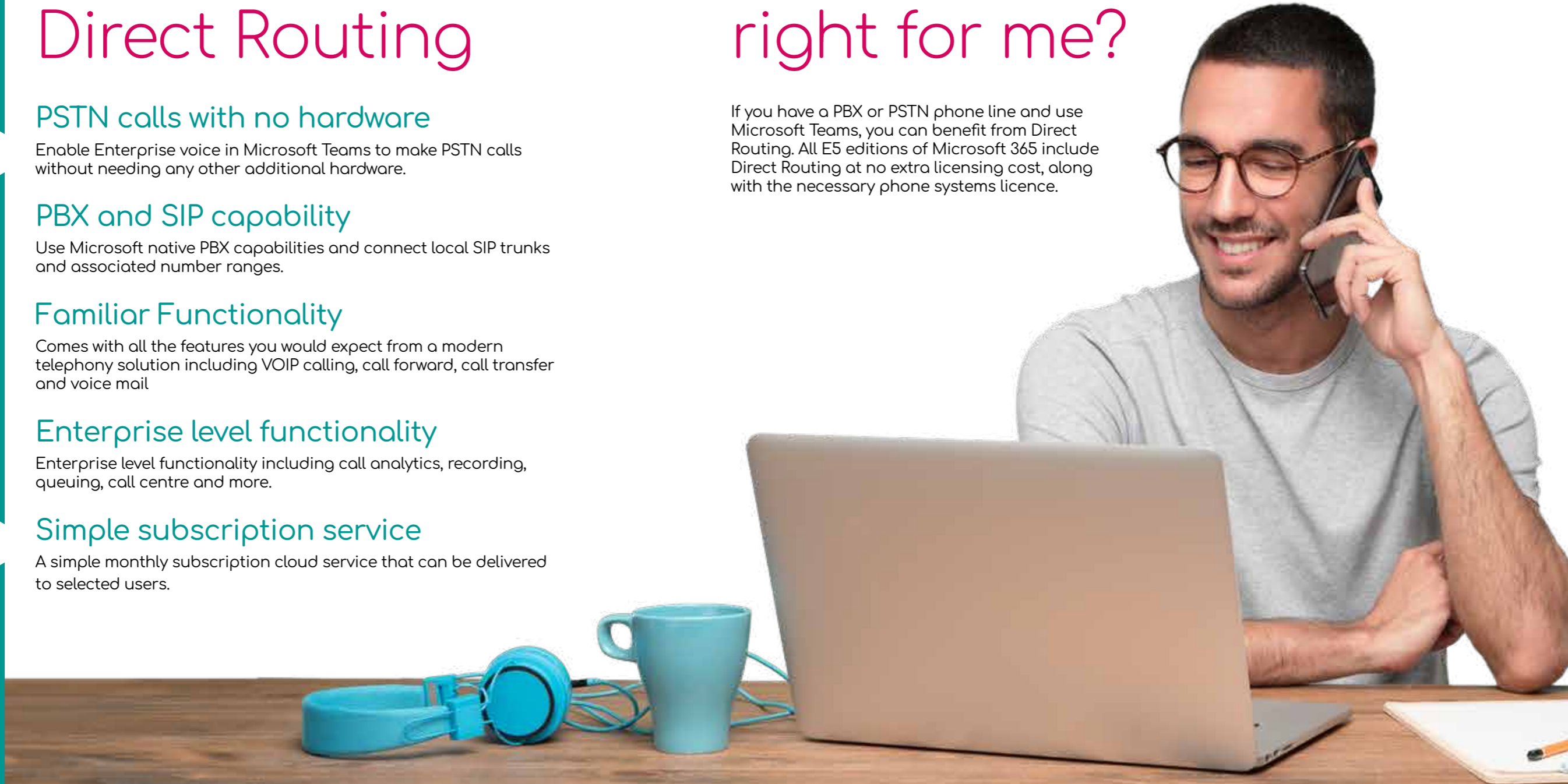
On-Premise UC Solution

At Avoira, we offer installation and maintenance services for on-Premise telephony solutions that cater to those who prefer a more traditional approach.

If you are considering hosting your telephony on your premises, we offer On-Premise PBX Systems as a solution. While there are many telephony options available, we understand the need to maintain control and explore the benefits of hosting on-site.

Our solutions provide a variety of options to meet your needs.

Feature Rich

Ensure you have all the benefits from a feature rich PBX and do not be left without the key features that your company needs.

Devices and Local Connectivity

You have the flexibility to connect a variety of devices from handsets, feature phones, reception consoles through to local systems such as PA systems or door entry systems.

Protecting Investment

You have invested a lot in your system. Rather than replace it, upgrade it. Ensuring your devices are compatible and your staff do not need retraining.

Control and Customisation

With an on-Premise system, you have complete control over the hardware, software, and configurations. This allows you to tailor the system to meet the specific needs of your organisation. You can implement custom features, integrations, and security measures according to your requirements.

Security

On-Premise systems can provide a higher level of security for sensitive communications. Since the system is hosted within your organisation's network, you have more control over data security and can implement measures to protect against unauthorised access and potential breaches.

Data Privacy

Our on-Premise solution offers greater assurance that sensitive data remains within your organisation's premises, helping to meet compliance requirements.

Reliability

On-Premise systems can offer elevated levels of reliability and uptime if properly configured and maintained. This can be particularly important for organisations where communication downtime can lead to significant losses.

Integration

On-Premise systems can be more easily integrated with existing business applications, such as customer relationship management (CRM) software or other internal systems. This can streamline communication processes and improve overall efficiency.

Scalability

While scaling an on-Premise system may require additional hardware and configuration, you have direct control over the expansion process. This can be advantageous for organizations with specific growth patterns and requirements.

Simple Deployment

If you choose to decommission your existing PBX and reduce costly support costs, connect Teams using our Direct Routing cloud platform delivering Microsoft PBX functionality.

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NEC \ BUSINESS PARTNER

Contact Centre

Communicate & collaborate with Avoira's call centre solution

Catering for call centres of all shapes and sizes Avoira's call centre solution will meet the needs of any call centre from 5 agents to 500+ agents.

Avoira's call centre solution allows agents to interact with customers via voice, email, web, video, instant messaging, fax and social media – improving customer service, reducing costs and supporting your workers requirements from wherever they are based.

Best in Class Call Centre Solution

Avoira work with multiple CC vendors integrating into a multitude of platforms to provide our customers with best-in-class solutions that meet their specific requirements.

We provide Omni-channel Call Centre solution, inbound and outbound solutions that can integrate into the platform of choice be that a traditional on-site PBX, a cloud based PBX and even Microsoft Teams.

Features and Benefits

Avoira's Call Centre Solution offers:

- Omnichannel customer experience – Voice, Email, Chat, Social
- Analytics and reporting insights
- IVR and Auto Attendant self-service solutions
- Skills-based routing – get your customers to the right person, first time
- Online Insights into performance
- Visual overviews of communication traffic (Wallboards)
- Easy access to standard reports (pdf and excel)
- Scheduled reports by email
- AD Integration
- Improved contact centre performance and Customer Experience while reducing operational costs

8x8

Five9

Luware

NEC BUSINESS PARTNER

Network Services

World-class infrastructure is an integral communication tool for every business, ensuring that organisations and people can work together reducing costs and improving efficiency. We can help with all sorts of network services including:

Network Audit

A full network audit to assess the coverage and performance of your wired and wireless networks and to make recommendations to support your ways of working.

WiFi Coverage

WiFi assessment and installation, making sure you are up to date and have full network coverage and you don't suffer from dead spots.

Local Area Network

A LAN network service audit to keep your fixed assets connected and performing well. Ensuring your switches, routers, cabling are up to date and conform to latest standards.

Internet Connectivity

Broadband connectivity is key for good internet access. Having the best internal system can fall down with a poor external connectivity supplier. From Installing new internet connections through to upgrades and new contracts, contact us for more info.

Security

Having an up-to-date Cyber security network can protect your business, when it's needed most. Network attacks are all too common and can cause major problems without the right protection.

Mobility

Business mobile solutions built around your business

With so many mobile networks, devices, bundles and tariffs, how can you find the best mobile deal for your business?

Avoira can help you select the right package for your needs and ensure your staff are able to conduct business when mobile. We can help you compare business mobile handsets to find which suit your staff's needs, and research who offers you the best network coverage, the most cost effective voice and data tariffs and offers a reliable professional service.

Talk to us about:

- Mobile Device Management
- In-Building Coverage
- Freedom to Roam

Why choose Avoira?

Avoira are a Microsoft Gold partner. With over 40 years experience, we pride ourselves on delivering the highest standards of service excellence. You can trust our consultative approach, project management, implementation and round the clock support.

03
Project management

04
Implementation

01
Service excellence

02
Consultative approach

05
Round the clock support

Avoira services

Avoira offers a range of professional, managed, assessment and support services. Each area offers experts with a wealth of experience, providing relevant support and expertise across our entire portfolio.

Professional Services

- Consultation and Design
- Project Management
- Engineering, Installation & Deployment
- Service Delivery
- Maintenance and Support
- Repairs & Advanced Replacement
- Training & Education

Managed Services

- Maintenance & Support
- Network Operations Centre
- Hardware Management
- Radio Managed Service

Assessment Services

- Voice Assessment
- Cyber Assessment
- Engineering, Installation & Deployment
- Network and Security Assessment
- Coverage Assessment

Support Services

Whether you need only weekday, office hours support or your organisation demands full 24/7/365 cover to optimise operational integrity and critical business continuity, we have a package for you.

Our services range from pre-planned maintenance right through to hot desk troubleshooting so that you can reduce downtime, maximise efficiency and concentrate on the effective management of your organisation.

We are

avoira
fluent in technology

AV Solutions & Video Conferencing

IT Services & Cyber Security

Customer Experience &
Speech Analytics

Unified Communications,
Contact Centre & Connectivity

Unified Communications Devices

Radio & Critical Communications