

PiPcall

Phone in a Phone



A business phone system for the everywhere office

PiPcall is a unified telecoms solution that delivers consistency and quality calls in any location on any device



THE FEATURES YOUR BUSINESS NEEDS

Cloud Phone System

By designing our telecoms systems around our breakthrough mobile app we deliver the features your business needs without compromising on mobility, flexibility and cost.

- User management
- Automated greeting
- IVRs
- Ring Groups
- Call Routing
- Corporate voicemail
- CRM integration

Mobile App

Instantly connect to the company's business phone system via the easy-to-use app

- Geographic DDI
- Mobile DDI with SMS
- Zero user cost
- Do-Not-Disturb
- Custom ringtone
- No access to personal apps

Enhanced Calling Features

Get VoIP features on personal mobile phones

- Call Recording
- Voicemail to email
- Call Whisper
- International Calls
- Contacts Directory

Desk Phones

PiPcall integrates with a range of handsets.

- Yealink handsets
- Polycom handsets
- Integrate your existing handsets
- Virtual setup
- Rich with features

Virtual Business Numbers

No need for a separate phone. Take calls from anywhere. No missed calls.

- Geographic
- Mobile
- Non-geographic
- Free-phone
- International

Call Plans

Cost reduction compared to mobile charges. International calls are made from the PBX plans not mobile plans.

- 2,000 outbound call minutes to UK (per user per month)
- International call plans

Mobile App Call Quality

Increased professionalism and less call drops thanks to our advanced call quality

- Mobile calls not data call
- Calls sound better.
- Better quality calls outside
- Better battery life
- Low CPU usage
- Low data usage

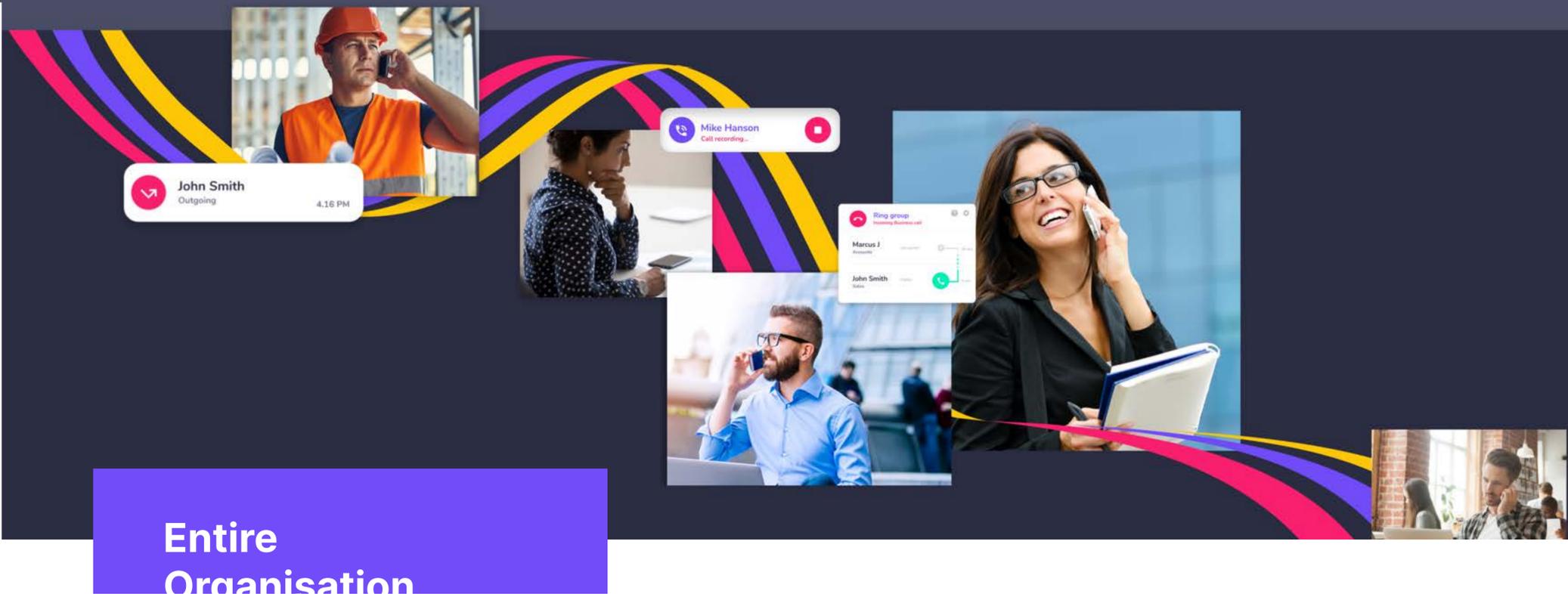
Desk Top App

A powerful desktop Unified Communications application which tightly integrates with the mobile app and desk phone

- Softphone
- Messaging
- Conferencing
- CRM integration
- Call transfer

A SOLUTION FOR ALL BUSINESS SIZES AS WELL AS SPECIFIC TEAMS AND DEPARTMENTS

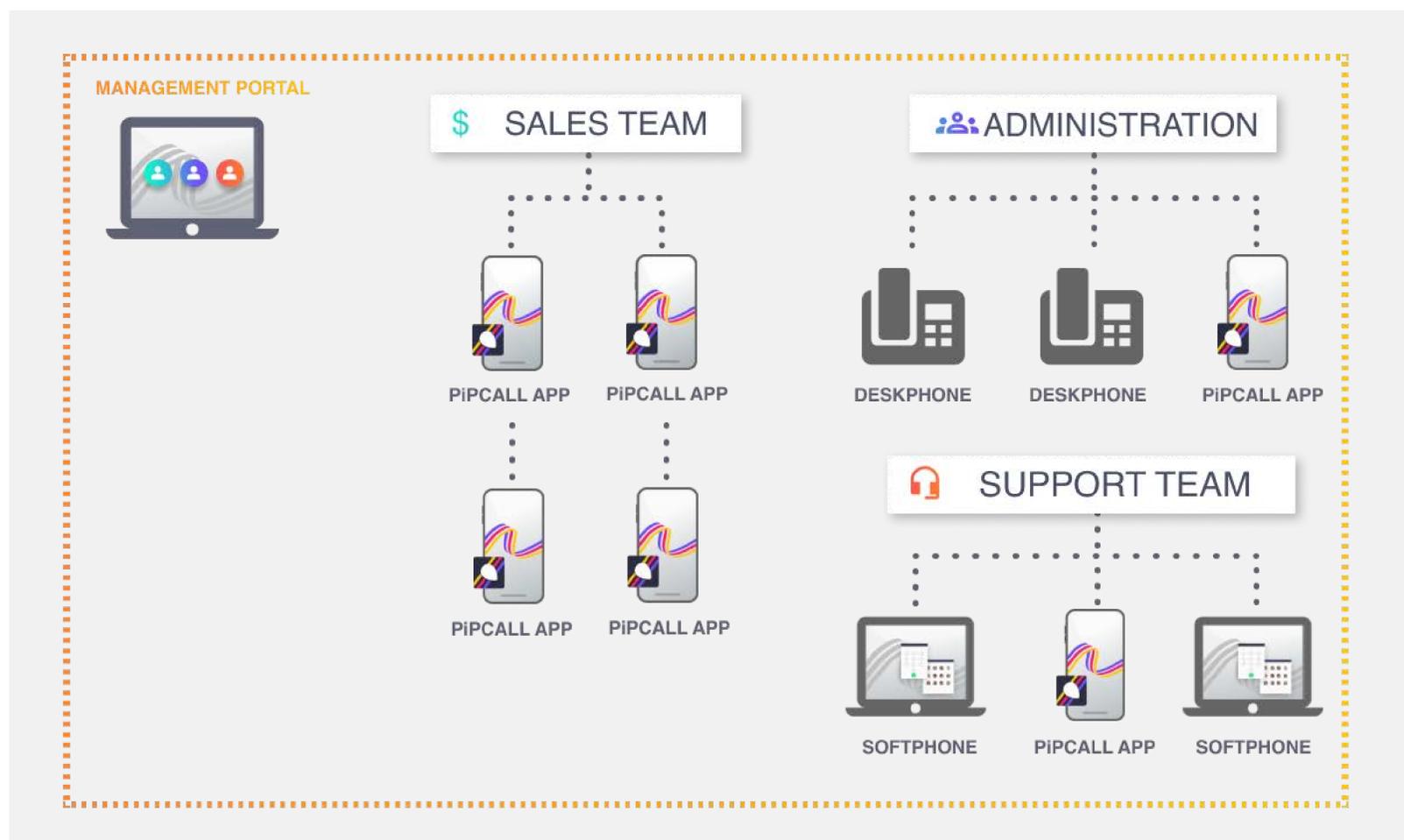
Whether you are a sole trader, a team within a company with a specific requirement or a business looking to upgrade to a more mobile-first communications system, PiPcall is flexible enough deliver a solution that suits your business needs.



Entire Organisation

PiPcall combines the best parts of different telecoms solutions like cloud phone systems, desk phones, virtual numbers and the mobile phone into one modern mobile-first solution that gives businesses everything they need and nothing they don't.

The mobile first approach creates the perfect combination of features accessible by more staff that allow your business to talk the way it wants without expensive hardware and software set ups or without the use of multiple systems



Departments or teams within an organisation

Get off to a great start and drive performance quickly within an organisation using the same VoIP features as a large established team.

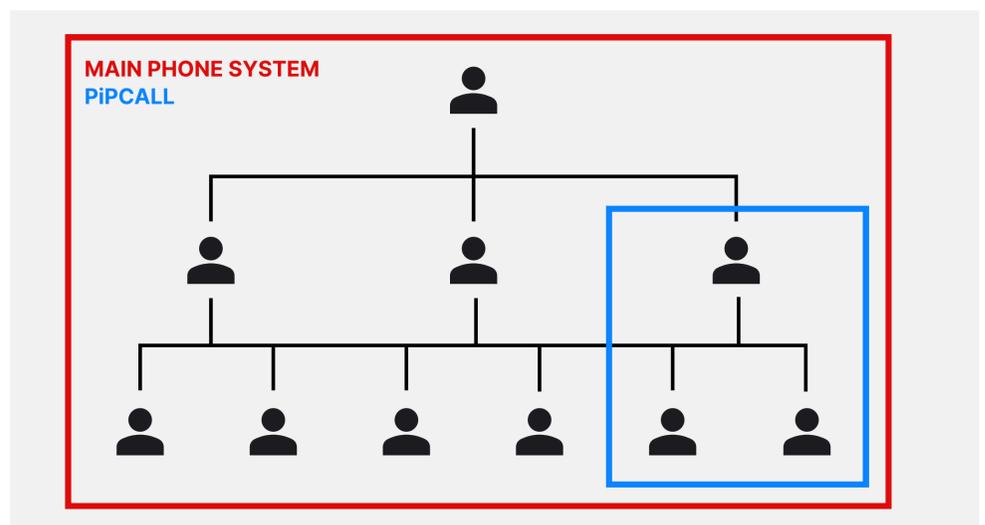
It's simple and cost-effective to implement PiPcall in a specific team within an organisation where a traditional phone system would take too long to set up and be expensive.

CRM integration

Virtual Numbers

Dedicated cloud system features

30 day rolling licence contracts

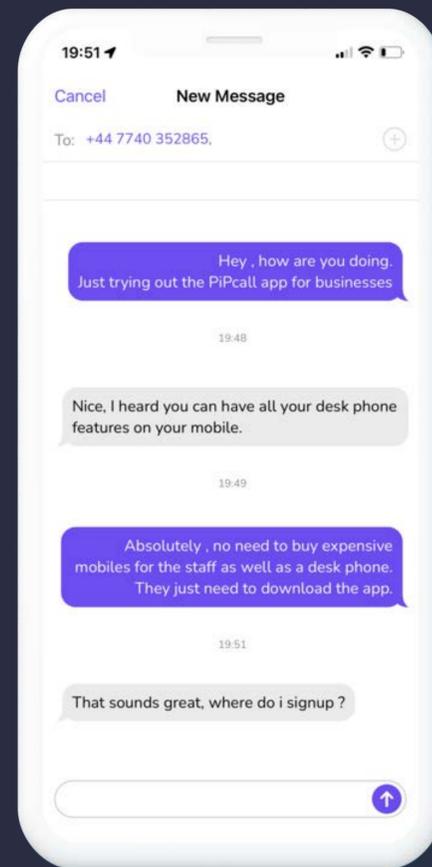
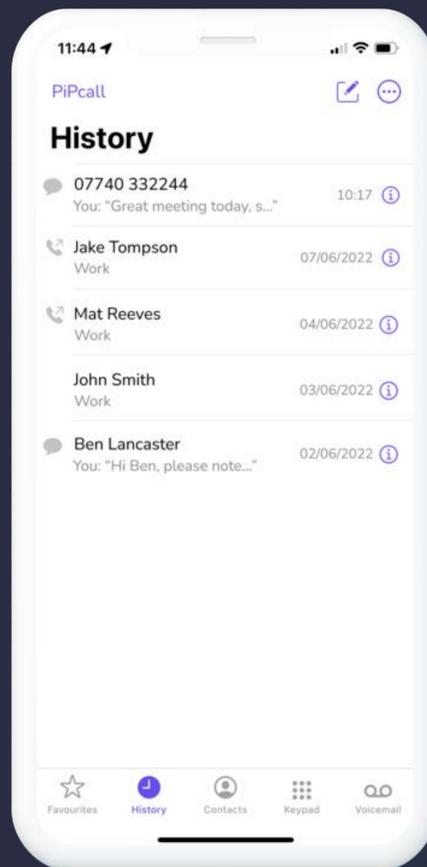
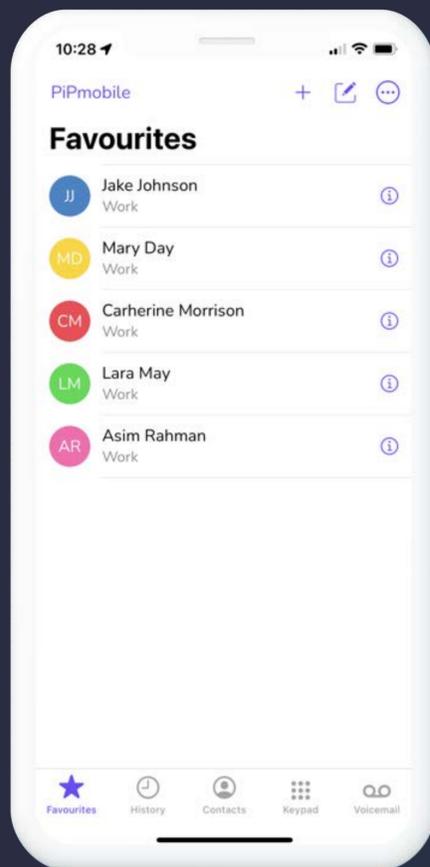


Sole Traders and Micro Businesses One Mobile, Two Numbers. You have a smartphone. Now have a smart business.

Call, text, record calls and route calls from multiple numbers to your mobile phone. Our easy-to-use app is compatible with Android and iOS devices and uniquely calls over GSM, not mobile data.

Improve the experience of customers calling your business with professional yet simple call journeys. Use personalised greetings and call routing based on business hours to direct calls to the right person. Impress customers and never miss a call.

APP FEATURES



The App

- Geographic DDI or Mobile DDI with SMS
- Zero user cost
- Do-Not-Disturb
- Custom ringtones
- No access to personal apps
- Low CPU and battery usage compared to traditional VoIP apps

Advanced Calling Technology

- Calls are made over the mobile voice network unlike other apps which use mobile data (4G) and Wi-Fi
- Wi-Fi to mobile voice network calling for low signal indoor workspaces

Enhanced Call Features

- Call recording
- Voicemail to email
- Call whisper
- International calls
- Contacts directory

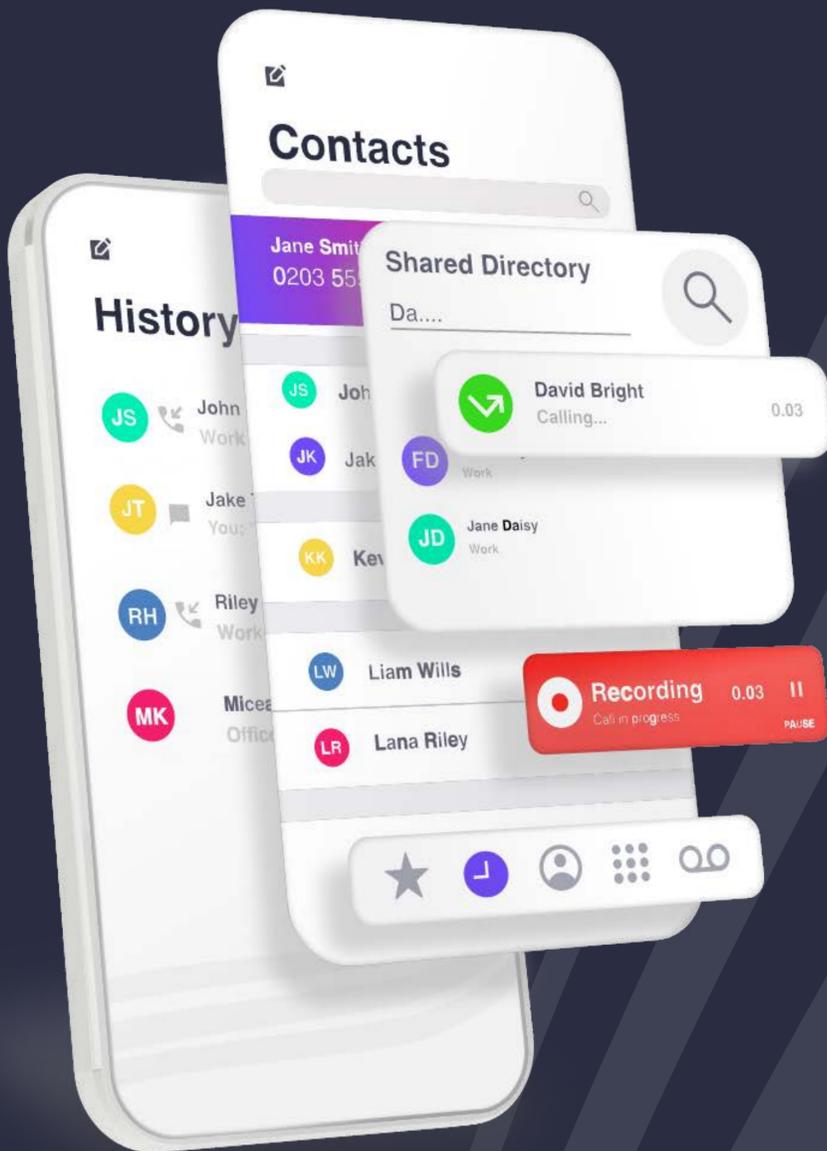
Call Plans

- 2,000 outbound call minutes to UK (per user per month)
- Unlimited SMS with Mobile number
- International call plans



THE MOST ADVANCED MOBILE CALLING APP ON THE MARKET

PiPcall's breakthrough solution is the first mobile-first business phone solution that enables businesses to give their staff the same functionality as a desk phone-based system, on their personal mobile device.



Central Billing

All voice calls and messages and data sessions made via PiPcall are all charged back to the organisation's national and international plan that is provided as part of its PiPcall phone system contract.

Minimal Impact

The impact on a phone's battery life is minimal plus the low CPU usage makes it ideal for BYOD and on business provided mobile phones.

Zero Cost

The individual user incurs no extra costs charged to their personal plan.

Separate

The DDI, business contacts and call records all remain completely separate from any personal calling and contact apps.

Easy to Download

The app runs on both iOS and Android devices: and on all UK mobile networks.

No Personal Access

The app cannot access any personal calls, contacts or data.

Virtual Number

Each installed PiPcall app comes with its own business number which becomes the individual user's Direct Dial-In (DDI) number.



Jason Hughes

Incoming business call..

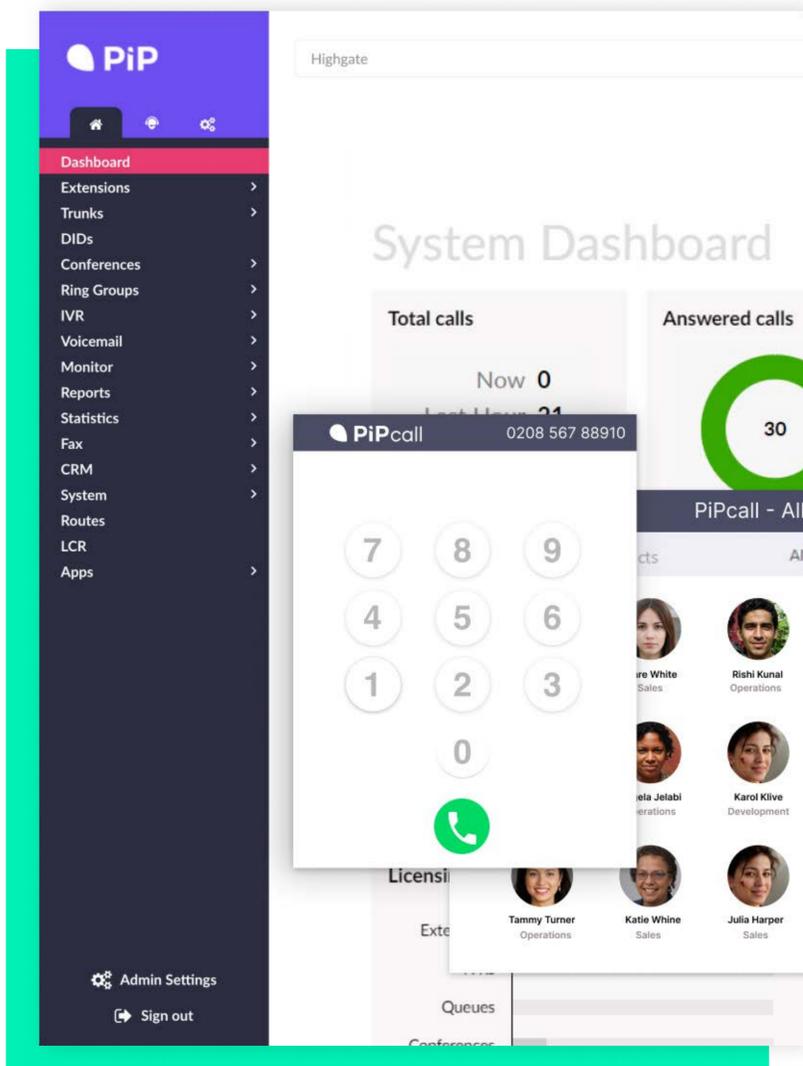
Stay a little old school

Not everyone is ready for mobile-first... and they don't have to be. PiPcall comes with its own high performing desktop app and can be used with a range of handsets, including Yealink and Polycom. This gives staff access to business phone features across multiple endpoints using the same DDI number. It helps businesses link together all staff regardless of what device they are using for calls.

Desktop app. Get full control

PiPcall offers a powerful desktop Unified Communications application specifically designed to take your business communications to a whole new level by tightly integrating with the mobile app and desk phones.

It packs everything you need for a successful collaboration with your staff including IP Phone integration, Softphone, Messaging, Conferencing, CRM access, Faxing, File transfer functionality and much more.



Handsets

PiPcall integrates with a range of handsets. Each handset can be set up and incorporated into your system virtually. We can integrate into your existing handsets dependant on the model and offer cheaper refurbished models.



Evolve your phone system at your own pace

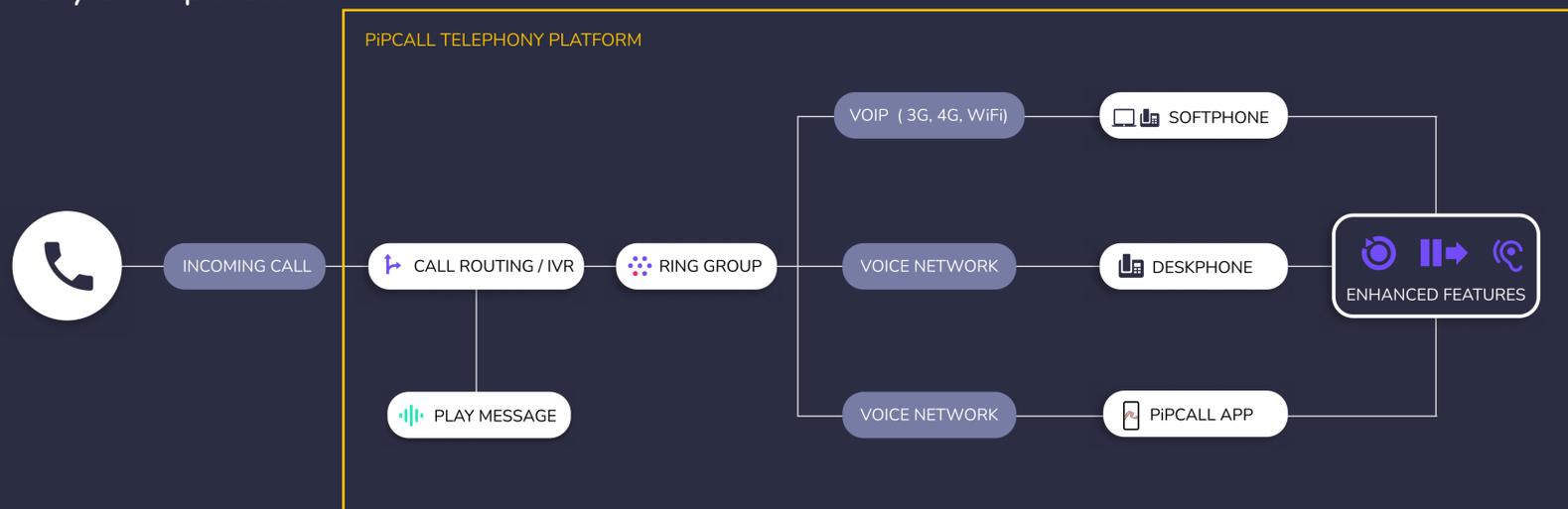
The PiPcall hybrid solution is suited for organisations that need a choice of endpoints to support the varied needs of their workforce in a single solution. It's also attractive to organisations that want an upgrade from their traditional desk phone system, but aren't ready to go completely mobile-only.

THE PIPCALL TELEPHONY CLOUD PLATFORM

A system made to fit your business, not the other way around.

It's easy to customise the way your business handles inbound calls and outbound calls.

Set a personalise greeting for all incoming calls. Set up rules to direct calls to specific people at specific times. Add, remove and update users so that you are never paying more than you need to. Access call recordings to improve customer experience or to meet regulatory requirements. All this is accessible from your very own portal.



Popular features

Here are some of our most popular features. Visit our website or call one of our experts for an extensive list

Call Routing / Forwarding

Set up rules to direct calls to specific people at specific times.

Call recording storage

Call recordings are stored and are accessible for regulatory, compliance and dispute handling.

Call controls

Assign call plans, call limits and the ability to call international and premium numbers to each user.

Call whisper

Allows managers to enter phone conversations to coach employees.

Ring groups, queues

Avoid missing or mishandling calls because staff are not connected to the system.

Voicemail to email

Voicemails are sent to your email to access and listen to when required.

CRM click-to-dial

Record call activity no matter the device or location straight into your CRM.

Auto attendant / IVR

Set a personalised greeting for all incoming calls.

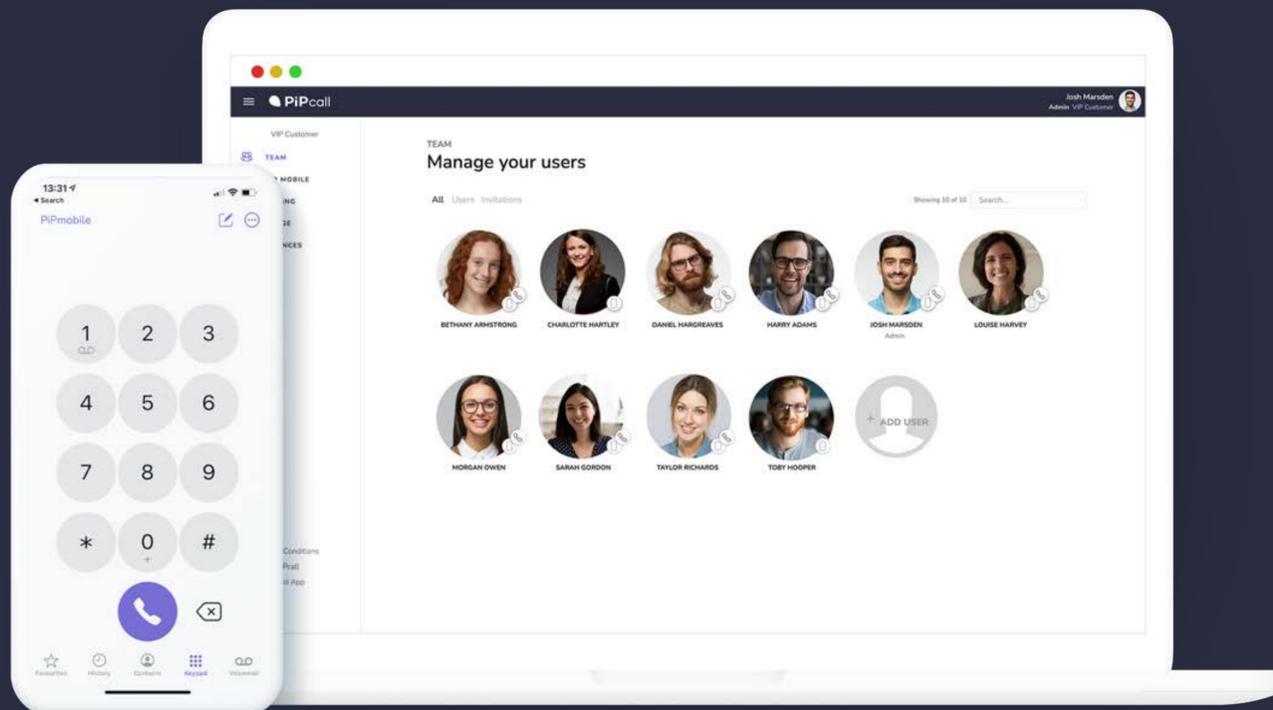
Virtual numbers

Incorporate 07, geographic, free phone and international numbers.

Our experts will set up your system just the way you want it. After that, we can make updates for you or train you on how to make changes yourself. It's very easy and intuitive to use no matter the IT ability.

ADMINISTRATION MADE EASY

Oversee and control your business communications via your own administration portal.



Add and remove users

Add new users in minutes. Remove access to apps and hardware if a user leaves or a device is lost or stolen.

Simple user interface

Portal interface is designed for simplicity and ease of use.

Centralised billing

Access to the corporate voicemail. No app calls go to the personal voicemail.

Multiple admin access

Assign admin access to more than one person for more efficient management of the system.

Gain Insights

The reporting features available will help you gain insights into your team's performance and improve customer handling.

Call analytics

Gain powerful insights with live call analytics and reporting.

Wallboards

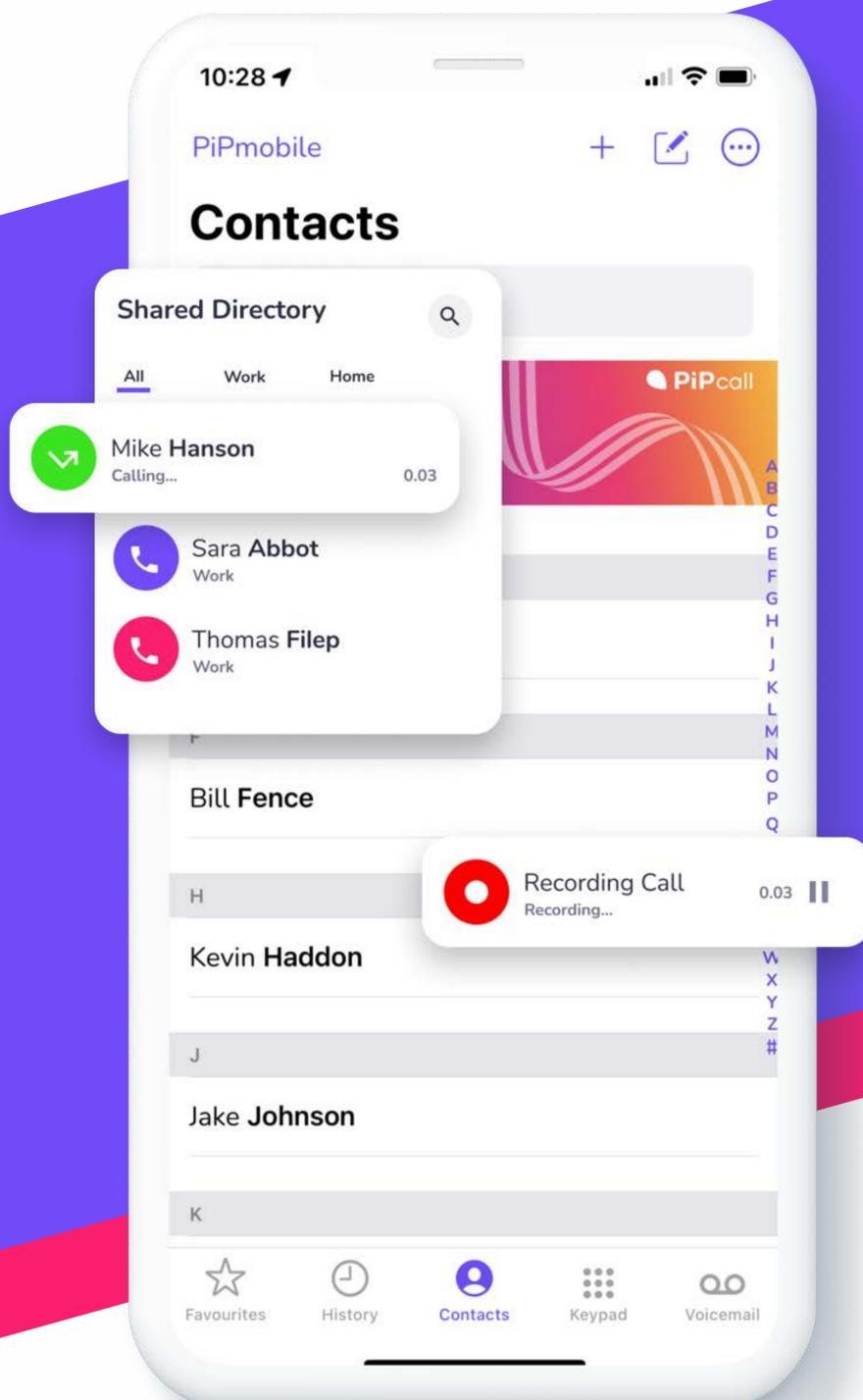
Customisable display of live calling stats relevant to your team or business.

THE APP-FIRST APPROACH - A NEW WAY TO THINK ABOUT BUSINESS PHONE SYSTEMS



PiPcall has created a truly app-first approach to business phone systems, led by our break-through mobile app and our Mobile Plus technology.

The mobile app has been designed to include the best parts of traditional telecoms but with the quality and resilience of mobile calling.



Calls over the mobile voice network



Virtual Numbers



Cloud-phone features



Desk phone features on mobile



Integration with desktop apps and desk phones



Call & Text plans

“... combines the best parts of different telecoms solutions...”

INTRODUCING MOBILE+ TECHNOLOGY

Voice calls on the PiPcall app are mobile calls. This means all PiPcall calls are made over the mobile voice network just like a normal mobile call and not over the internet like a mobile data call or a Wi-Fi call.

What does that mean and why is it good for my business? Let's break it down.

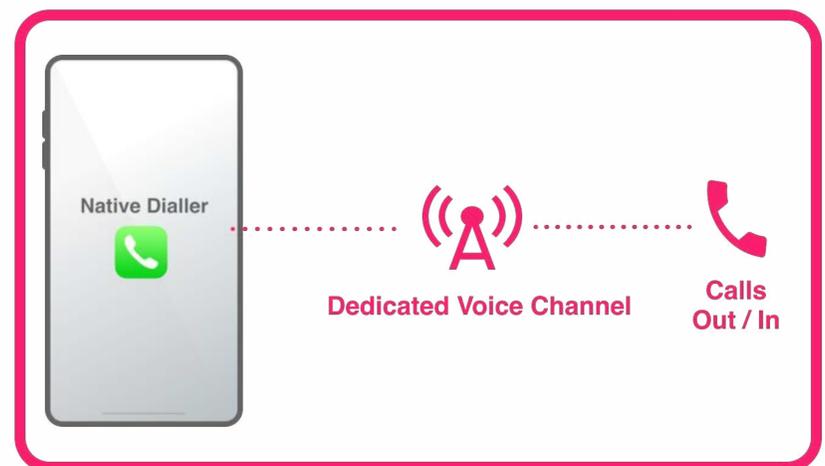
What is a mobile call?



In an ordinary mobile phone call, sound travels in the form of analogue signals. Mobile phones communicate with each other through coverage cells that correspond to geographical areas (this is why they're called cell phones).

When you call someone using a cell phone, the data gets transferred from one cell to another until it reaches the recipient.

The quality of a voice call is important so networks have invested in dedicated voice channels purely for voice calls. Unlike the internet where voice calls contend with other forms of data like streaming.



What is a mobile data call?



Data calls via VoIP mobile apps package voice as digital 'packets' which are transmitted over the internet. The transmission is facilitated by Wi-Fi and mobile networks 3G, 4G and 5G.

The advantage of VoIP is they provide enhanced communication between individuals or groups on a mobile. The ability to make and receive calls is only one of the functions of a VoIP service. That's the primary reason why businesses are increasingly adopting it.

If you're on a very low-data connection, or if you don't have Wi-Fi access, your call may not go through, drop or have variable quality.

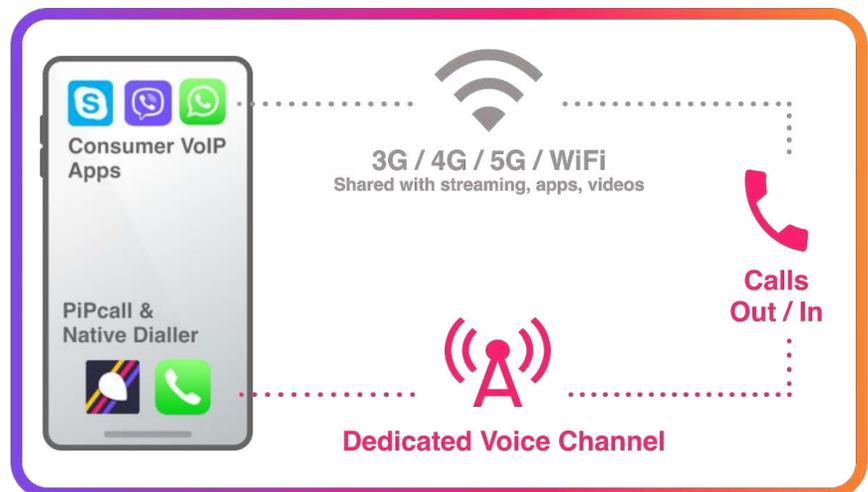


HOW DOES **Mobile+** WORK?

Mobile+ technology by PiPcall combines the resilience and quality of mobile calling with the features of a VoIP softphone in one mobile app

PiPcall piggy-backs off the SIM in the mobile device. It is carrier agnostic so if the user is a Vodafone customer PiPcall calls over the Vodafone network. Likewise, if the user is an EE customer the call goes over the EE network. However, if the user's phone has a Wi-Fi calling feature, PiPcall can make use of this, again just like a normal call.

Uniquely the PiPcall app call includes all of the PBX features available on a VoIP mobile data call.



The PiPcall app gives you the best of both worlds. It integrates the feature rich capabilities of a PBX based VoIP call with the robustness and quality of a mobile call. This gives business users the best possible experience when calling from a mobile app.



UNLOCK POWERFULL BENEFITS BY GOING MOBILE-FIRST WITH MOBILE+

1

Eliminate internal voice communication black spots caused by remote working. With all users interconnected through one system, calls reach the right people no matter where they are working.

2

With the majority of your staff using the mobile app you can cut back on, or completely remove, desk phones and business mobiles. Only give hardware to staff that want or need it.

3

For staff that need mobiles, simply add the app, turning it into a desk phone that is interconnected into the main phone system. This also reduces IT black spots.

4

Avoid a decrease in professionalism because of flexible working by eliminating dropped calls and poor quality calls on traditional softphone apps.

5

Call quality combined with call features are not exclusive to desk phones or quality desktop apps. Mobile Plus technology gives mobile app users access to enhanced calling features like call recording without compromising on call quality. The app is no longer a second thought.

6

More mobile apps reduce cost barriers and operational barriers of delivering a voice solution to everyone no matter their working location or nature of their job.

7

The app comes standard with do-not-disturb features and dedicated phone number. This helps eliminate call fatigue by providing a clear separation between business and personal calls on the mobile.

ONBOARDING, TRAINING AND SUPPORT

As PiPcall users ourselves we walk the walk with our own product daily... and it's brilliant. The difference in call quality between PiPcall and other mobile apps is very noticeable.

Our role as a telecoms provider is to not only sell you the system but also to help implement and integrate PiPcall into your business and to make sure that it's being used to its maximum potential.

Our five stage onboarding approach makes transitioning from one phone system to another as painless and undistruptive as possible. We take an active role in the onboarding and training so IT, Management and Users can all concentrate on their own roles.

1. Understanding your needs

The what and the how. During the sales process we deliver a proposal based on what it is you require. You will receive a detail proposal of your phone system so it's always clear that your needs are being met.

2. Implementation

Configuring and then implementing PiPcall into your business from a technical perspective making sure that all users understand what PiPcall can do.

3. Onboarding session

Our virtual onboarding session takes place over a video call where we go through the core features of the apps and system. All of your team can join or we can record the session and send you the copy for users to watch in their own time. PiPcall is very easy to use so the session requires 30 minutes max. It is the perfect opportunity for users to ask questions. We found the session decreases the numbers of future questions and usability issues by up to 90%.

4. Training

Primarily aimed at the assigned IT manager or administration we cater the content to match a range of capabilities. The back-end system is set out in a intuitive way which means training is simple to follow plus we have step by step documentation you can follow. If you need us to make changes we are more than happy to do so as part of our ongoing support.

5. Ongoing support

We are just an email or a phone call away to help you with any questions, challenges and troubleshooting to make sure PiPcall is working for you. Plus, we are always releasing new features and regularly send emails containing updates and helpful advice about using our service.



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