



syn-star

# Super-reliable Telecoms for **business.**

syn-star.co.uk

Speak to us about your proposal now. 0800 508 8332 | hello@[syn-star.co.uk](mailto:hello@syn-star.co.uk)

## Robust **telecoms**.

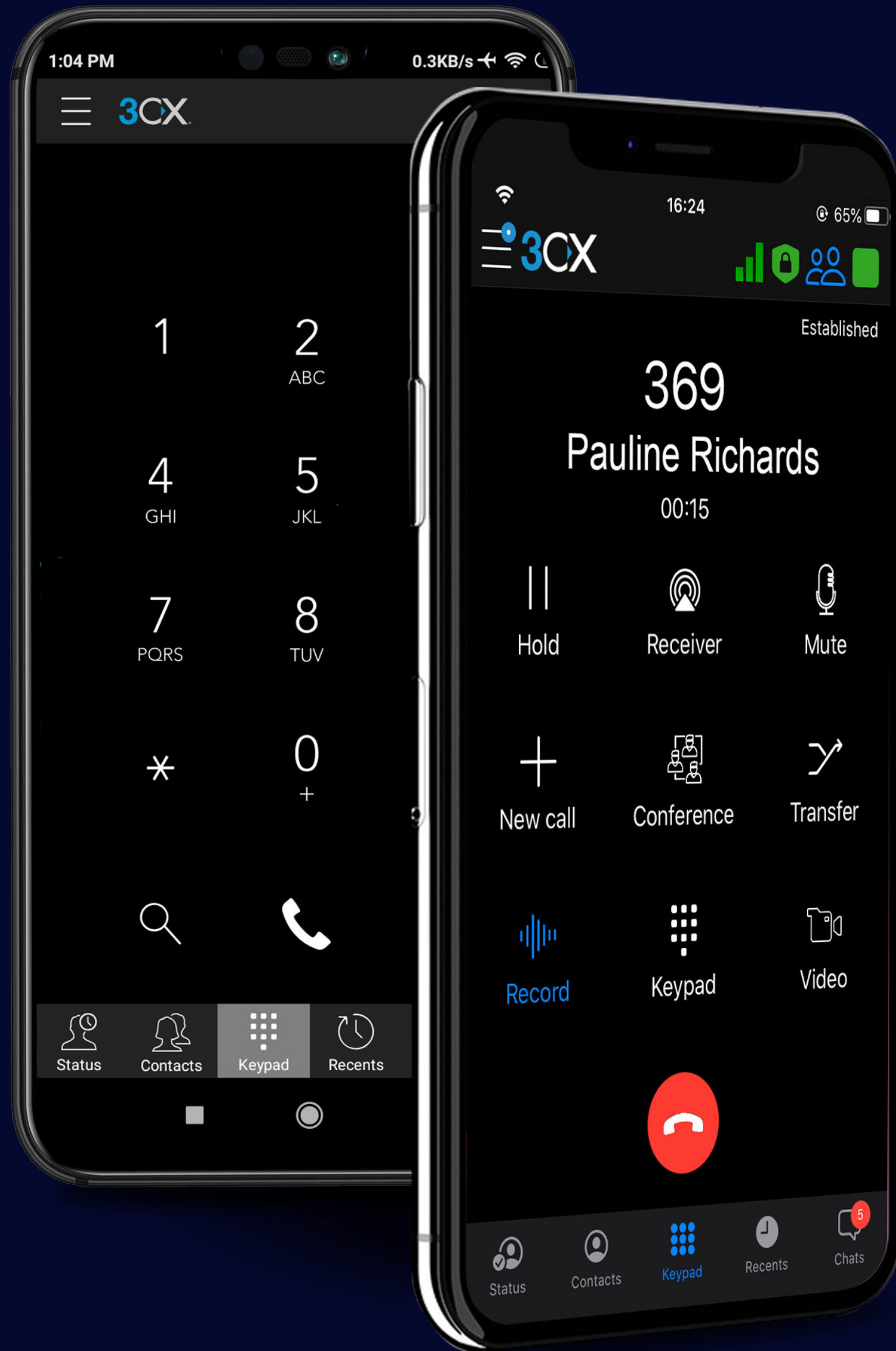
3CX is a world-class system powered by Syn-Star. It will transform how your business communicates internally and externally.

We understand the importance of what a modern businesses needs in its telecoms, so we are eager to work with you on your telecoms system to achieve the very best communications.

This document will explain what 3CX is all about for your business. Please do let us know if you have any questions about anything. We're here for **you**.



# Introducing 3CX.



# Bringing a powerful phone system to **you**.

## Ultimate Flexibility;

Access softphones and browser-based web clients on virtually any device.

## Huge Savings;

Save on your phone bills and eliminate inter-office call charges.

## Private Instance;

We host a unique secure instance of 3CX for every single business.

## Wide Range of Integrations;

Connect with popular CRMs and browsers for huge efficiency savings.

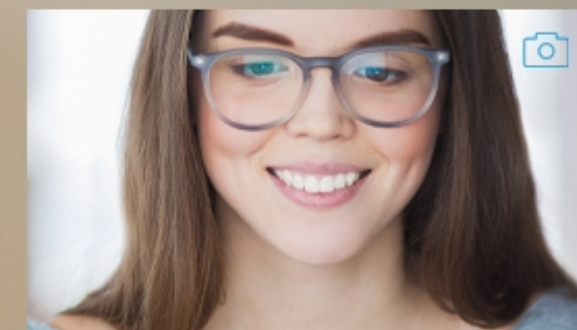
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# Use anywhere, on any device.

Whether you are an iOS or Android user, 3CX works well on any device just like a conventional phone.

With the smartphone app, your team can make and receive calls from wherever they are.

All you need to do is configure your control panel and you're ready to roll.

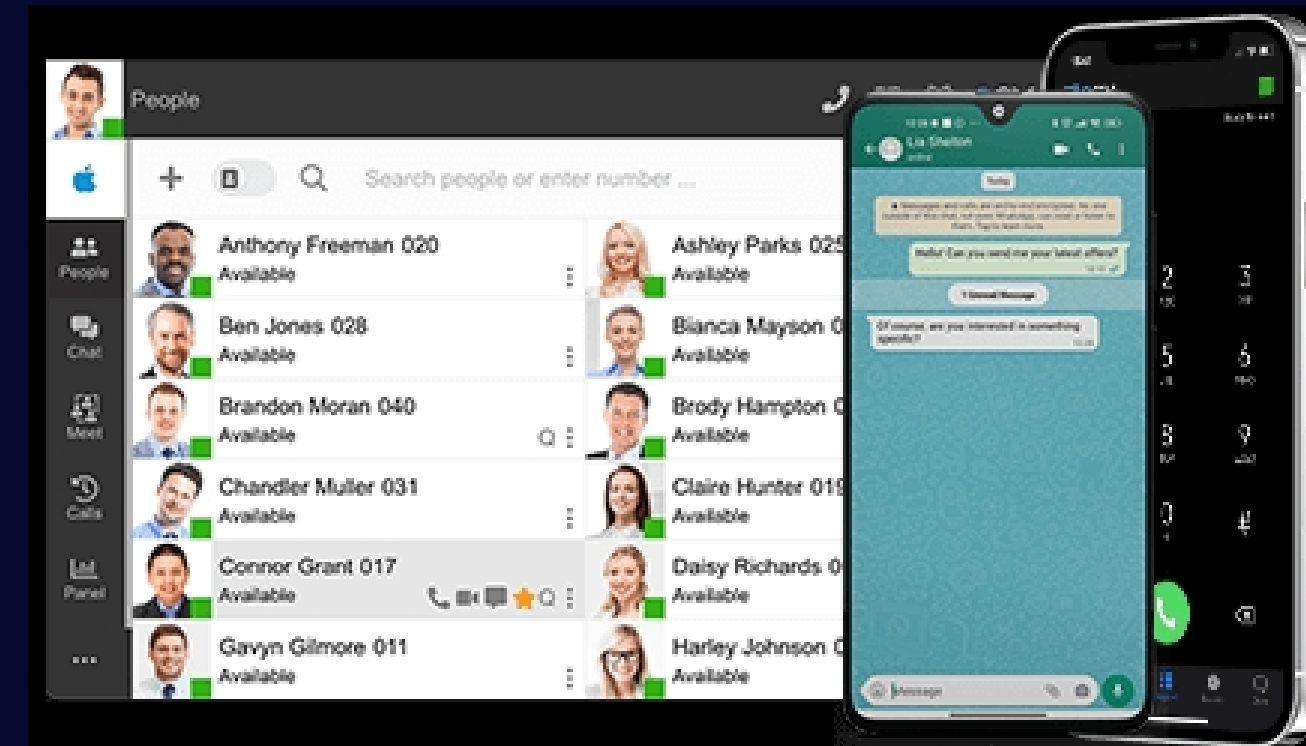


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# Flexibility with the equipment you use.

Whether you prefer to wear a wireless headset, or find yourself more comfortable holding a phone in your hand, 3CX is compatible with a variety of devices.

Your team can have peace of mind knowing their preferred way of communicating can continue with one of the best telecoms systems on the market.



# We've got your telecoms covered...

Our telecoms services will **help your business grow**. We've been helping companies with their communications since 2002, and we're good at it.

We understand the importance of what a modern business needs in its telecoms. With **unlimited support**, you will have access to the following features:

- > Call transfer, blind and attendant
- > Call forward, on busy or no answer
- > Call recording & reporting
- > Voicemail to email
- > Custom music on hold
- > Intercom / paging
- > Hot desking
- > Active divert
- > WhatsApp intergration
- > Call parking and pickup
- > Real-time system status
- > Auto attendant / digital receptionist
- > Ring extension and mobile simultaneously
- > Integrated fax server
- > Plug phone provisioning
- > Personal and company directory
- > Mobile app
- > Web conferencing
- > Call queuing
- > CRM integration
- > Switchboard
- > SLA Alerting
- > Wallboard
- > Busy lamp field
- > Headset integration

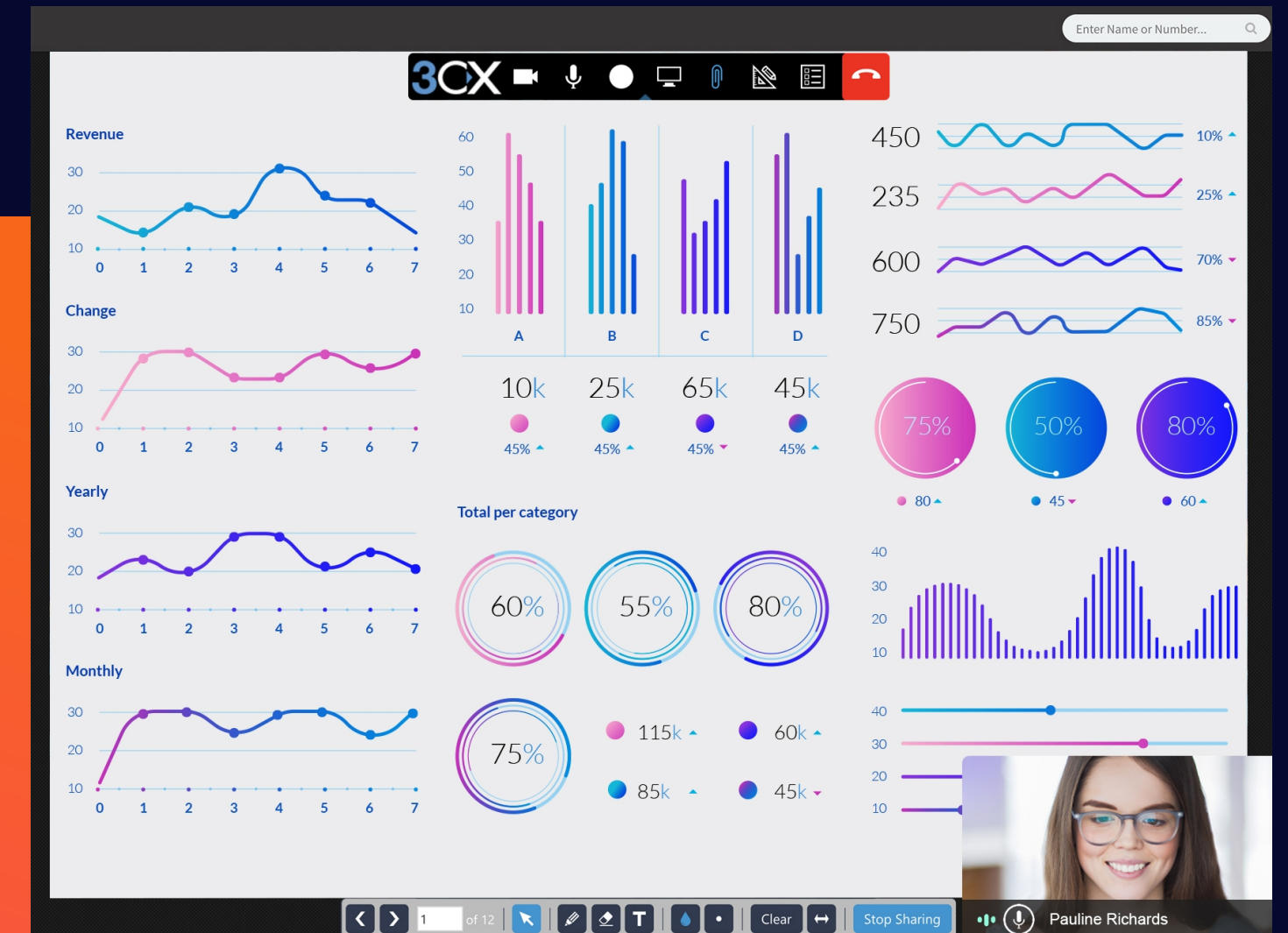
## Unlimited

Telecoms  
Support

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I just wanted to say a very big thank you to the team at Syn-Star for their ongoing assistance. The service they provide is absolutely fantastic and I'm most grateful for the patience of the team.

Karen, Cashflow Creators





# Our Process.



## The Turnkey Process.

### Step 1;

Once the relevant agreements have been signed, our team will ask you to complete the following forms:

- > A number porting authorisation letter
- > A phone setup template
- > A system setup questionnaire

### Step 2;

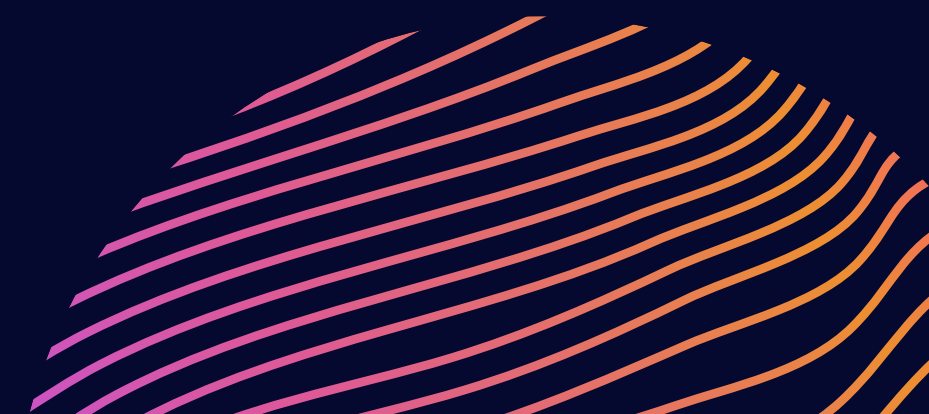
It takes about two to three weeks to port your numbers.

- > We will build your personal hosted server
- > We will setup all the phones and users

### Step 3;

Once the number is ported and the system is live, we will concentrate on training your team on how to use the new system and:

- > Send setup guides for installing mobile applications
- > Customise and monitor the software to your satisfaction



# About Us.

Our mission is **simple** - to support the growth of your business by providing an excellent telecoms service.



## About us.

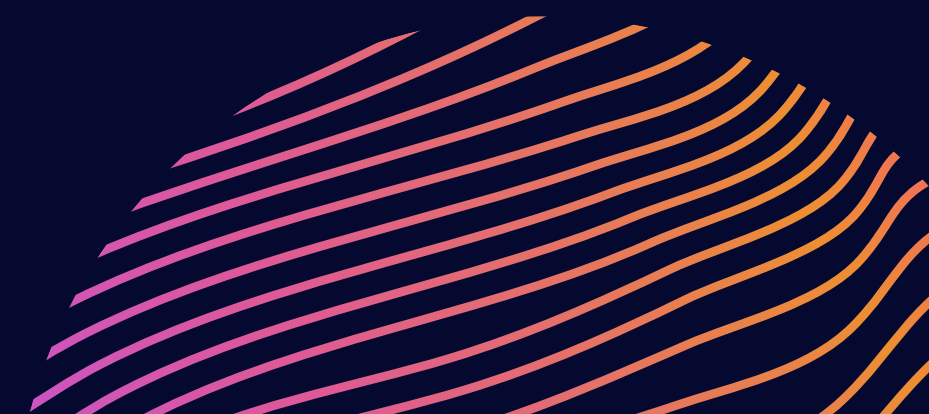
We have been providing fast and reliable telecoms to a wide variety of organisations since 2002.

We pride ourselves on our constant investment in technology and the continuous training of an already highly experienced team of professionals.

Our team are qualified 3CX engineers and are ready to support you with getting set up and onboarded quickly and easily.

With Syn-Star, you will receive unlimited remote telecoms support as standard. So if something goes wrong, we'll be right there to help you in a super-fast manner.

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# Working with the **best...**

We think we're pretty good at supporting companies like you with IT support. So, here's why we think we're the best suit for you.

- > We have swam, jumped and abseiled for charity
- > Our team are all UK-based and employed by us
- > Every employee receives 2 hours CPD per week
- > Our monthly team sessions focus on improving for you
- > We're a proud member of B1G1 - ask us for more
- > We love a party - especially where cake is concerned

## Mission, Vision & **Values**

Our core values form the foundation of everything we think, say and do at Syn-Star.

- > Reliable
- > Trustworthy & Honest
- > Progressive
- > Respectful
- > Adaptable
- > Positive



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## Fancy everything under one **roof**?

Our services don't stop at telecoms for your business as we are leaders in IT Support and connectivity too. Yes, we can work with your existing IT Support provider, but also offer everything as a one-stop-shop.

Have your essential IT and telecoms services under one roof. Just ask us for further information and we'd be more than happy to quote accordingly.



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> 0800 508 8332  
> hello@syn-star.co.uk  
> syn-star.co.uk

> London Road, Petersfield,  
West Sussex, GU33 7JH  
> Mon - Fri 07:30 - 17:00