

How does your inbound provider match up?

1. Security of data



The security and protection of call plans and customer data within a network-based inbound service are of critical importance when choosing your inbound provider - you don't want accidental or malicious access to your inbound call routing plans or to have data accessed.

What about us?

As a tier one telecommunications operator it's our prime responsibility to ensure that we have multiple options for technical and operational resilience and data security, so that our services are available and secure 24x7x365. Our services are certified to industry security standards under ISO27001 and ND1643.

2. Network resilience

When choosing an inbound supplier, network resilience should be one of the key decision factors.

What about us?

Reassuringly, our carrier-class network exceeds industry guidelines

and standards of operation. Our physical inbound infrastructure is based in multiple geographic locations (Manchester, London, Milton Keynes, Bristol, Birmingham and Leeds) for complete resilience.



3. Disaster recovery

It's business-critical that your inbound supplier provides complete network and platform resilience, otherwise you could suffer a large-scale network/platform outage, resulting in potential loss of service.

What about us?

We conform to ISO23001 business continuity standards. These are regularly tested by network engineers.

Advisor questions:

What evidence can your inbound supplier provide and do they conform to ISO23001 industry standards? How often is their inbound platform tested and backed up?



Why is financial stability important when selecting an inbound provider? Well, if your current inbound provider was to go into administration, it is likely your inbound services would be switched off, resulting in a complete loss of your telephony service.

What about us?

We are a financially-stable network operator in the UK and we deliver a range of voice, document and data solutions to over 4,000 customers worldwide.



5. Number porting

For a customer to keep a geographic or non-geographic telephone number on a network-based inbound service, it needs to be held within the inbound service provider's network in order to perform the call routing and termination translation. This requires the inbound service provider to have a porting agreement with the originating telephone number service provider.

What about us?

We have porting agreements in place with most of the major UK range holders, which allows customers to port their telephone numbers onto our inbound services.

Advisor questions:

What porting agreements does your inbound supplier have and how many numbers on average are they porting each month?



6. Bespoke solution

Customer requirements for inbound call control and services change over time and are increasingly becoming more complex and demanding. This occasionally means that tweaks to the functionality of an existing feature or even bespoke development is required.

What about us?

We can work with you to develop a precise, bespoke solution that meets your inbound requirements, within workable timeframes.

Advisor questions:

Can your provider provide bespoke development features to help adapt their service to fully meet your ongoing requirements? What is the process to request these bespoke changes and what timescales are involved?



7. Ease of use

It's vital that you have the option to choose whether you have either administrative or view-only access for setting up, activating or changing inbound call routing plans in the eventuality of a disaster recovery situation. This can provide you with a real-time business continuity service, should you require it.

What about us?

Reassuringly, our Inbound service allows you the choice to have web-based administrative or view-only access to manage your call routing plans, allowing you to activate real-time disaster recovery diverts and routing changes. A mobile phone app is also available to provide access to this functionality, whilst on the go.

