Broadband & Telephony

From reliable and uninterrupted internet connectivity to extensive voice services, we give you the tools to ensure your business is always on. We don't expect you to be IT experts, leave the technology and IT to us. Our aim is to make your business operations as seamless as possible whilst being flexible to scale with your changing needs.

What services do we offer?

Network

Connectivity

Unified Comms

Benefits Of Our Infrastructure?

- **No long contracts.** Complete termination of services can be done with only 3-months notice

- **No long lead-time.** Changes can be made within 2 working days, often quicker. Our on-demand services are scalable and flexible to your requirements. You only pay for what you need

- **Always on.** The resilient network ensures business continuity. With automatic failover in place to an alternative back-up line, there should never be any disruptions

- **Peace of mind.** Each customer has their own private, secure network and unique login details, meaning there's no risk of leaving you vulnerable to data misuse and theft

- **Powerful.** Our internet service is quick and more importantly reliable, enabling you to perform business operations without a glitch

- **Real-time insights.** There is complete transparency of your service usage, allowing us to recommend the best packages for your needs based on actual usage

Internet Connectivity

55Mb & 100Mb Shared Tenant Network

The 55Mb shared network is our standard tenant option, with the 100Mb shared network being our premium superfast network providing all the benefits of our standard service but with increased bandwidth across all users and devices, subject to an upgrade fee. Network sharing is at a building level.

- **55Mb:** Standard service

- **100Mb:** Premium service, additional £25 +VAT per month to cost of standard service.

- **55Mb & 100Mb Shared Bandwidth.** The bandwidth of both networks is shared between subscribing UoWSP tenants within each building., not at site level.

- **Network Redundancy.** Primary and secondary internet circuits on site, located in separate buildings via different providers. In case of failure on the primary circuit, the network will automatically failover to the backup circuit to maintain connectivity.

- **Security.** Fully secure network with Enterprise level firewall. When a tenant is given access to the network they are placed in their own Virtual LAN (VLAN), which keeps all tenant devices and network activity completely secure and separated from other tenants on the network.

- **Site-Wide Secure Wi-Fi Access.** Tenants can take advantage of our site's Wi-Fi network to access company resources and maintain internet connectivity from anywhere within the Science Park.

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  Guest Wi-Fi. Tenant's visitors can access the Guest Wi-Fi network while at the Science Park.

- **Technical Support**. Onsite IT and Network Technician available within business hours.

Dedicated Bandwidth Networks

For our tenants at UoWSP that require dedicated bandwidth, we can provide dedicated connections starting from as small as 50Mb, all the way up to 1Gb*. These connections provide all the same benefits that come with our Shared Tenant network but with the added advantage of the full bandwidth of the line being dedicated to your company.

Prices for these connections can be provided upon request, based on individual tenant requirements.

Connections greater than 1Gb can be provided, however, these are subject to longer lead times and notice periods than up to 1Gb connections

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Telephony Solutions

As well as our corporate network, we are also able to supply Telephony solutions to tenants that may require them for business operations. For every number you require, you will be provided with a VoIP handset with an accompanying number from our available number range, and if a handset is not required, then our numbers can be configured as virtual numbers and forwarded to an alternate destination or used in conjunction with our Softphone application.

We also offer a variety of call packages available at competitive rates, that can be bolted onto our solution. All packages are all-inclusive Local/National/Mobile and are applied at a company level. The free minutes available with these packages range from 120 minutes up to 2000 minutes.

Prices start from £19 + VAT per phone per month, depending on the requirement, and include a free 60-minute call package at company level.

Features included in our handset number packages are:

- Anonymous Call Rejection
- Hide Caller ID
- Caller ID
- Music On Hold
- Do Not Disturb
- Simultaneous Ring (Hunt)
- Sequential Ring (Hunt)
- Virtual Numbers

- Call Waiting
- Call Forwarding
- Voicemail
- Voicemail to Email
- Softphone Application
- Tailored Out of Office Hours
- Number Masking
- Phone Management Portal

If you would like to obtain a quote, then please contact us at the details in the footer.

Premium voice features

We have numerous add-on options that can improve your experience. Select voice products and services that align best to your company needs:

Auto Attendant
Guide calls through your voice prompt menu

Call Recording
Record calls from company extensions

Call Reporting
Generate an analysis of calls and charges

CRM Integration
Integrate your CRM to know who you're talking with