

BUSINESS PHONE SERVICES

Lower communication costs and make telecoms more flexible

Lucid
Networks



Lucid Networks provides a range of business telephone services designed to help businesses of all sizes lower total communication costs and make telecoms more flexible.

Our services can transform the way you work and push your business to the cutting edge. Whether you have one office or many, we can improve the way your business handles calls, increasing customer service levels, and making your staff more efficient.

Our experienced staff provide hands-on assistance and project management throughout the installation phase, and all our services are supported by our dedicated helpdesk and onsite engineers to give you total confidence in your telecoms system.

[How does it work?](#)

Our business phone services leverage the power of Voice over Internet Protocol (VoIP), which uses the internet to carry telephone calls at a fraction of the cost of traditional telephone systems and providers.

Whatever your requirements or size, we have a service that can help:

Single User VoIP (hosted) from £ 4 per month -

- Entry level product
- One handset only, no onsite equipment
- Easy to install
- Superb call quality

Multi user VoIP (hosted) from £ 7 per month -

- Connects users at different sites
- Minimal equipment on site
- Choose who answers your calls
- Advanced voicemail and call handling features

Enterprise VoIP (onsite system) -

- Connects users at different sites
- Calls to or from your own onsite phone system
- Use ISDN or other existing lines
- Advanced voicemail and call handling features

Unified Communications (hosted) -

- One number for all your devices
- Automatically route calls to where you are
- See whether colleagues are on a call
- Supports up to 3 devices

[Why choose Lucid Networks?](#)

We focus on providing great service, both before and after sales, and we make sure all our solutions deliver real business value to our customers. Our senior staff have been in the IT industry for more than a decade, and together, and we have a proven track record of providing sensible, workable solutions to businesses throughout the UK.

"Lucid's support has been fantastic", Jonathon Ellis, Occupancy Marketing, Edinburgh

"Customer service from Lucid Networks is second to none", Ruth Walker, Snood, Huddersfield

[Indicative pricing?](#)

Every VoIP installation is different, but here, we've provided several examples, together with our current call charges, to help illustrate what a VoIP installation might cost.

Our up to date call charges, and a tool which you can use to check the cost of calls to any number are available on our website. All calls are billed by the second with a 1.5p minimum call charge except on freephone calls. Calls between users of our VoIP system are FREE.

Example 1: Small business; 3 homeworking staff, 3 handsets, 3 direct dial 0141 numbers; one main 0800 number.

System price: £366 + VAT, self-installation.

Existing Spend: £46 / month line rental; £43 / month calls

VoIP spend: £32 / month line rental; £14 / month calls,

Total Saving £43 per month with free calls between staff

Example 2: Startup business; 3 users, one 0161 number.

System price: £395 + VAT inc. installation

Existing Spend: £150 mobile bill (700 free minutes to any UK number)

VoIP spend: £35 / month rental (4000 mins to UK landlines, 500 to mobiles), no call cost.

Total Saving £115 per month with intelligent call handling

Example 3: Solicitor's practice; 1 office, 10 staff. 10 handsets, 10 direct dial 0131 numbers; 1 main 0131 number.

System price: £2600 + VAT, inc installation & training.

Existing Spend: £195 / month line rental; £165 / month calls

VoIP spend: £61 / month line rental; £129 / month calls,

Total Saving £170 per month plus voicemail

Example 4: IT consultancy; 1 office; 4 homeworkers, 30 staff; 9 x 0845 numbers plus 10 DDI numbers

System price: £7520 + VAT, inc installation.

Existing Spend: £225 / month line rental; £715 / month calls

VoIP spend: £133 / month line rental; £291 / month calls,

Total Saving £516 per month with better customer service

[Handsets](#)

We recommend only market leading handsets from manufacturers such as Snom, Siemens and Cisco. Our handsets are tried and tested, and have remote management support features. In the event of a support query, our knowledgeable support staff can securely change settings for you or see what's onscreen on your phone, giving you a better and quicker support experience.

[Our service](#)

We always start with a full on-site review of your voice and data communications needs, to establish exactly what's right for your business. Then, our engineers work closely with you to design and implement a system which is tailor-made to your needs.

Once your system is installed, we take detailed performance measurements 24x7, so we're aware of any issues before they impact on service. That's all backed up by unlimited support from telephone and onsite engineers.

System programming is free of charge, and for customers with maintenance agreements, we provide a lifetime guarantee on equipment.

