



The Voice of Growing Business

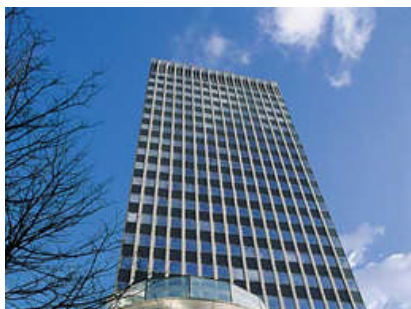
**FE Samuels Property Services**

FE Samuels provides an extensive range of property services for international investors and global businesses, based at Marble Arch Tower in central London. Their services include property sourcing, property investment advice, lettings & management to clients across UK, North America, Europe and Africa. A serviced office facility and business concierge service have recently been added to their portfolio of offerings.



[www.fesamuels.com](http://www.fesamuels.com)  
[www.bcsuniversal.com](http://www.bcsuniversal.com)

Communication is at the heart of a property business and FE Samuels's staff need to maintain constant correspondence with their colleagues at other offices, suppliers and clients both within the UK and in international locations. Therefore a highly robust and flexible telecommunication system has become a business critical requirement for the company.



**Business Requirements**

- A reliable and future-proof phone solution, including a receptionist
- Reduced charges for making large number of UK and international calls
- A scalable system that can grow with the business
- Customized solutions including voice-conferencing capability for the business concierge services

**VOIPLEX Solution**

- Fully featured switchboard solution based on standard components from Cisco, Linksys and Polycom
- UK landlines and international calls @ 1p/min for over 130 international destinations
- Multi-party conferencing solution using enterprise class equipment and optional voice recording
- **FlexConnect** - easy to use web tool to manage and to reconfigure phones and extensions at any time
- **SmartBilling** - Custom web tool to produce phone bills to facilitate customer billing at any time
- Wireless handsets and call redirection facilities for increased mobility within and outside the office

**Customer Benefits**

- Hugely reduced phone bills with 1p/ min calls
- Future-proof solution based on standard and off-the-shelf technologies, maximizing the return on investment and minimizing vendor lock in
- Additional handsets, features or locations can be added at anytime while the system is operating without any business disruption
- Ability to maintain central London 0207 identity and single centralized reception for all locations
- Unlimited VOIPLEX helpdesk access for training, support and general advice
- Wide range of customer specials and add-ons, leveraging in-house expertise in software development and systems integration

For more information on how VOIPLEX can help with your voice solutions

Visit: [www.voiplex.co.uk](http://www.voiplex.co.uk)  
 Tel: 020 7100 8071  
 Email: [marketing@voiplex.co.uk](mailto:marketing@voiplex.co.uk)