NAK Voice

Businesses are increasingly turning to cloud-based telephony and collaboration platforms in place of traditional voice services. With distributed working being the new norm and the UK "PSTN Switch-off" due in 2027, a range of alternative services are required.

NAK offers two telephony services that respectively allow you to optimise for cost or advanced user experience.

PhoneLine+ to Replace Your Existing Analogue Phone Lines

Traditional UK phone lines will be shut off completely in 2027 as the UK completes its migration to an entirely IP-based phone network.

There are still around 2 million B2B PSTN and ISDN fixed phone lines that must be migrated by 2027, including any phone lines provided as part of broadband circuits (traditional ADSL/FTTC).

NAK PhoneLine+ is designed to be a simple, drop-in replacement for a traditional landline service specifically targeted at branch locations, retail operators, or organisations that want to retain numbers in the UK who rely on single traditional exchange phone lines.

A hosted telephony platform, NAK PhoneLine+ is fully managed from the cloud, and can be accessed on a choice of devices including your existing phone (using an adaptor), computers, mobile devices and IP handsets.

Key Benefits

- Quick and easy replacement for analogue telephony
- Minimise equipment costs by re-using existing handsets
- Avoid changing telephone numbers on signage, stationery or advertising

Key Features

- Voicemail
- Call Waiting
- Call Diversion
- Call Barring
- Call Transfer

Your analogue telephone lines will stop working by 2027.

NAK PhoneLine+ is a cost-effective solution you can put in place now to meet your telephony needs from January 2027 onwards.

Book your free consultation today at **nak.co.uk/voice**

Full Unified Communications with Microsoft Teams

NAK's Unified Communications for Microsoft Teams, enables full native voice capability, as a cost-effective alternative to Microsoft Calling Plans but with crucial added functionality for real- time dashboards, improved user-friendly analytics and the option for call recording and manager listen-in.

NAK's Direct Routing solution for Microsoft Teams delivers better value, flexibility and functionality all as a fully-managed, cloud-based service.

Advanced Analytics

Microsoft Teams offers reduced management information compared to traditional voice platforms so NAK provides a reporting and analytics suite, which enhances Microsoft Teams to deliver business information through its simple to use interface, enabling business users to manage their departments' call performance.

Call Recording

We provide a simple to use and affordable voice recording solution for Microsoft Teams allowing the recording of inbound, outbound, internal, federated and conference calls. Ideal for training and monitoring, dispute resolution and protecting your employees from abuse. This capability is integrated with your Microsoft Teams environment, ensuring you retain full ownership of recordings – a must for regulated environments.

Key Benefits

- Maximise your investment in Microsoft Teams while reducing end-to-end costs
- Provide a familiar Microsoft Teams experience to users
- Measure and manage call centre or service desk performance supported by rich analytics data

Key Features

- Full integration with Microsoft Teams
- Advanced Analytics
- Call Recording

What makes NAK different?

Handing over critical parts of your IT infrastructure or service delivery to an external provider can be an emotive process. You are looking for a partner not a supplier, you don't want to change the way you work to fit into the rigid processes of an MSP, nor do you want a provider that puts contractual terms ahead of delivering the right outcomes.

You will find NAK to be different. We are agile, ethical and focused. Our aim is to be a seamless extension of your team, bringing expertise, experience and scale. We take the time to get to know you, work your way, and together deliver the best possible IT services to your organisation.

Focusing on what's important

WE ARE PERSONAL AND RESPONSIVE

WE ARE FLEXIBLE

WE ARE TRUE TO OUR VALUES

WE EMPOWER YOU

WE BRING REAL-WORLD EXPERIENCE