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BUSINESS CONNECTIVITY & COMMUNICATIONS

Your whole business, connected.

Phones. Fibre. AI. Failover. WiFi. Security. Engineered, managed and supported by one UK team.

01902 427 427 | telexico.com

One business. One technology partner.

- Connectivity
- Communications
- AI
- Resilience
- Customer engagement
- Security

From the connection entering your building to the conversation leaving it, Telexico manages the technology in between.

WHAT THAT MEANS FOR YOU

Everything your business needs to stay connected.

From the fibre into your building to the call on your customer's phone, Telexico connects the whole journey. One system, one UK team responsible for all of it.

01

Online

Connectivity engineered around your site.

02

Available

Calls answered anywhere.

03

Resilient

Backup takes over automatically.

04

Informed

AI surfaces the important conversations.

05

Engaged

WiFi and SMS create repeat business.

06

Supported

One UK team owns the relationship.

When something fails, the next route is already ready.

ONE PROVIDER. EVERY CONNECTION.

Your business shouldn't need five technology suppliers.

THE TYPICAL BUSINESS

~~5+~~

- Broadband company
- IT company
- Mobile provider
- SMS company
- Phone company
- WiFi company
- CCTV company
- AI software

Different invoices. Different account managers. Ticket numbers.

WITH TELEXICO

1

- **Connectivity**
- **AI**
- **Failover**
- **Security**
- **Communications**
- **WiFi**
- **Cloud**
- **SMS**

One relationship. One bill.

One site or one hundred. One phone system and one named UK contact across every branch.

TELEXICO DIRECT

You'll know our names. We'll know your business.

Your direct line to the people supporting your business.

Dedicated account manager

Someone who knows your sites and setup. No explaining your business from scratch.

WhatsApp support group

Support where your team already talks. Not "raise a ticket and wait".

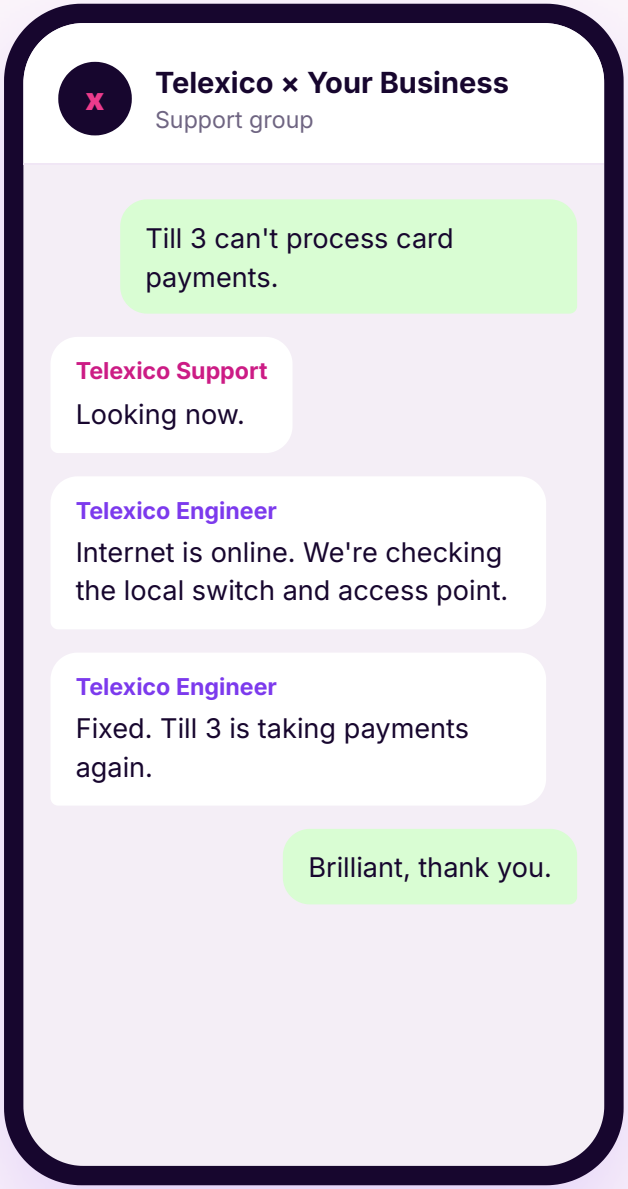
UK team on the phone

A real number, a real conversation, with your service history in front of us.

We own the problem

Carrier fault? We raise it, escalate it and keep you updated until it's fixed.

You don't chase suppliers. We do.



Illustrative example

THE TELEXICO DIRECT PROMISE

When your business stops, a ticket number isn't enough.

No anonymous queues. No explaining your setup from scratch. No being passed between providers. **From first message to final resolution, the problem stays with us.**

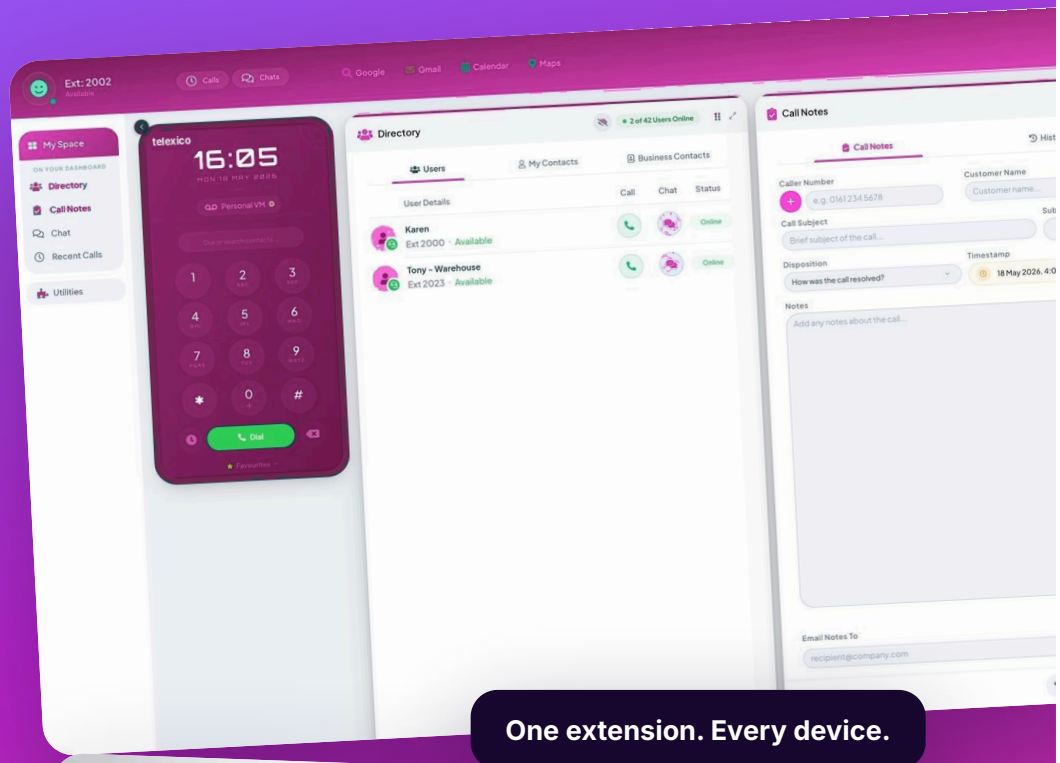
Message → Diagnose → Own → Escalate → Resolve → Update

BUSINESS COMMUNICATIONS

Your office phone system. Without the office.

One cloud phone platform your team runs from the desk, the browser or the Telexico Mobile App. Same number, same features, wherever they work.

ANSWER	Welcome messages · IVR · Queues
WORK	Desk · Browser · Mobile · Teams
MANAGE	Recording · Analytics · Wallboards
SCALE	Multi-site · Remote teams · More users



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TELEXICO MOBILE APP

Your business number. Wherever business happens.

Make and receive business calls on your mobile,
presenting your business number, not your personal one.

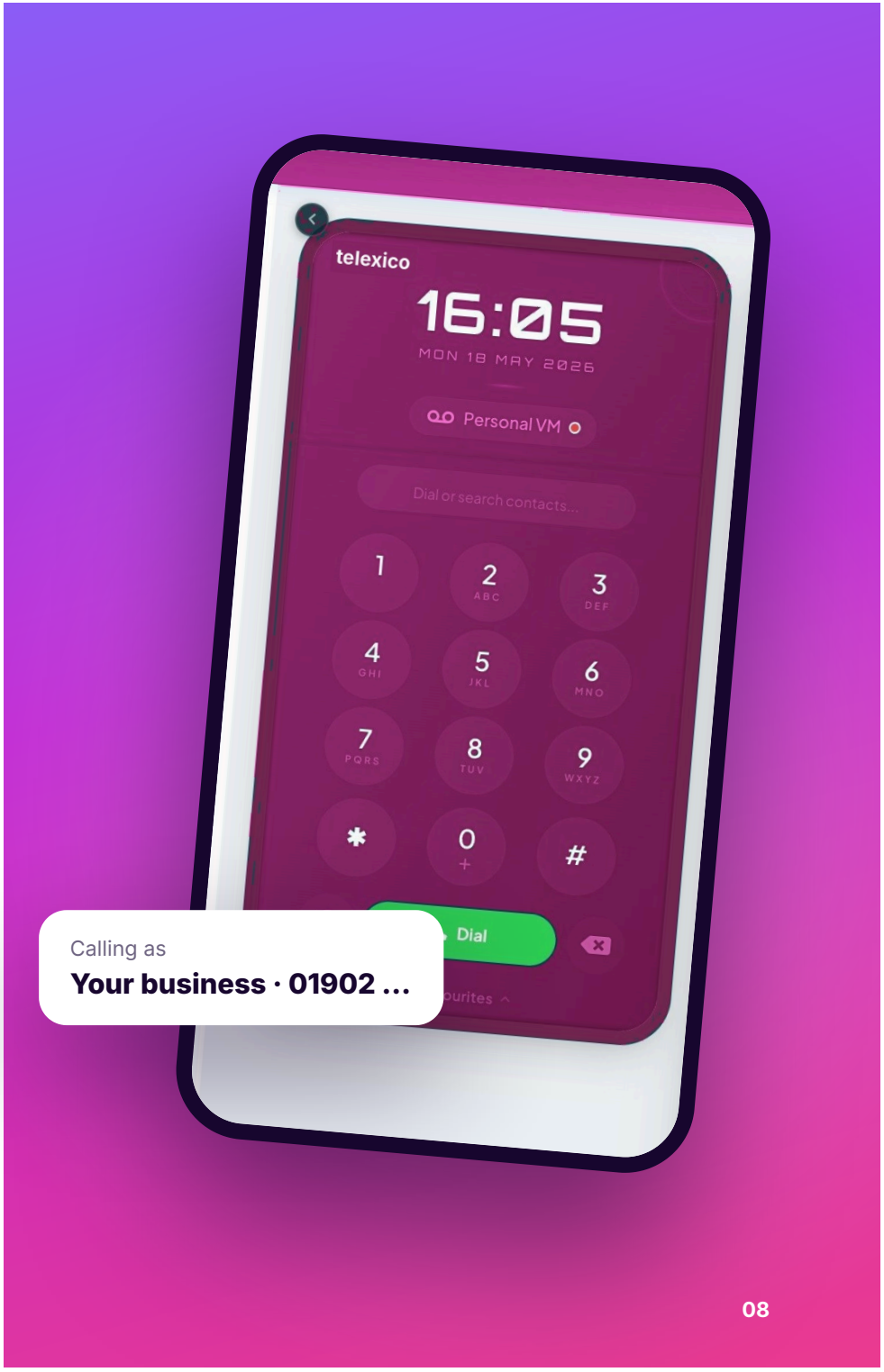
One number.

One extension.

Multiple devices.

Full business identity.

Call. Transfer. Collaborate. Anywhere.



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TELEXICO WEB UC

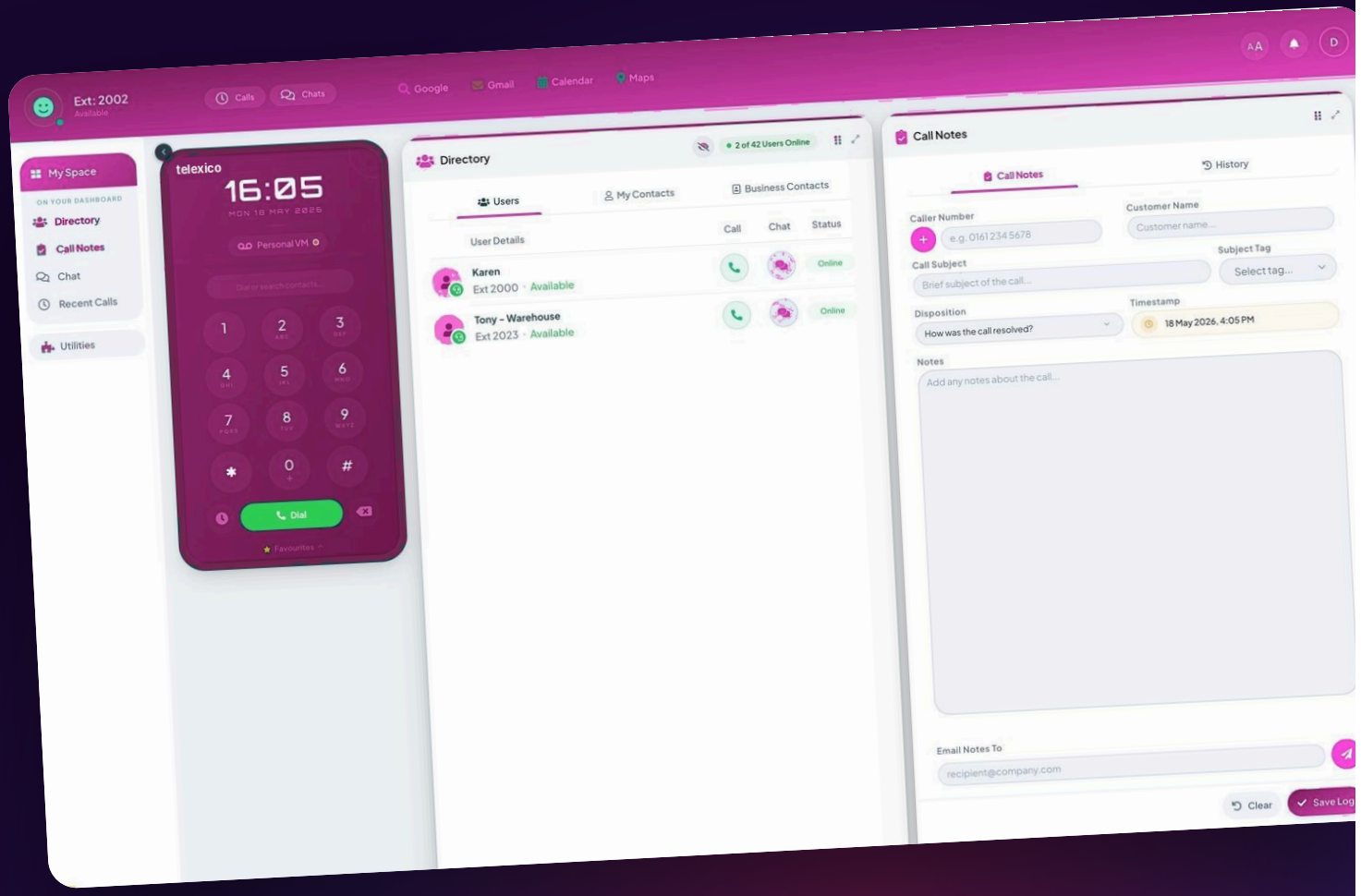
Your phone system has entered the browser.

Open.

Sign in.

Work.

No software installation. No fixed desk. Calls, transfers, team presence, call history and notes in one tab.

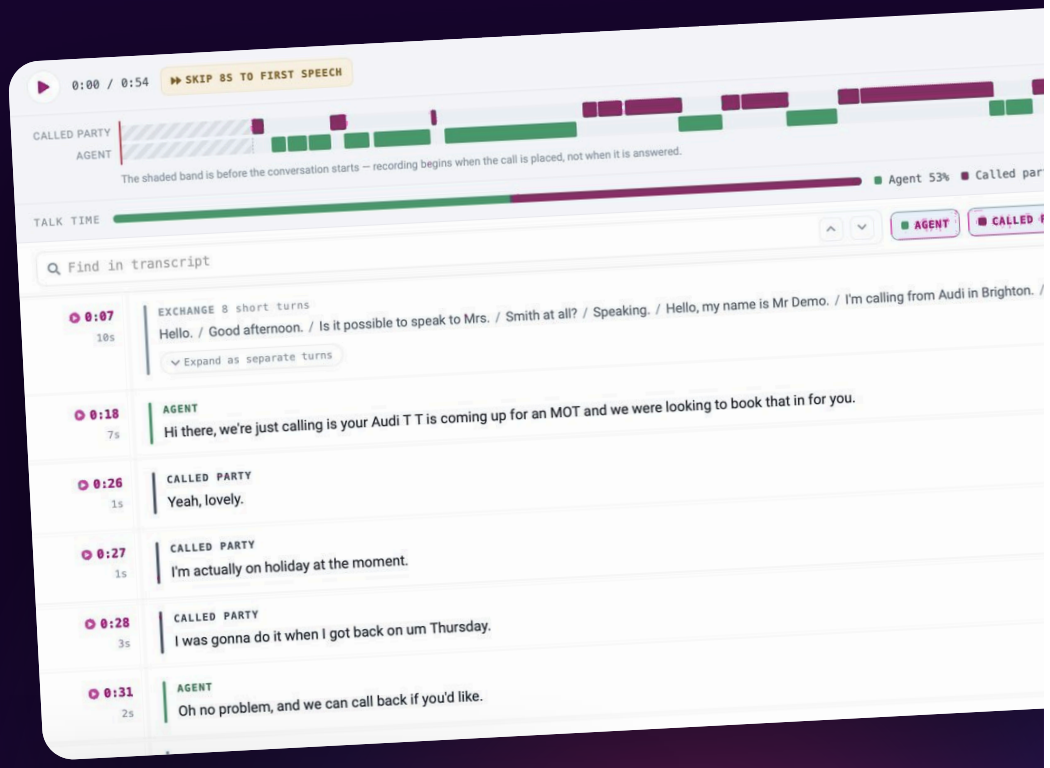


TELEXICO AI

Don't just record calls. Understand them.

Your phone system used to record calls. Now it can understand them. Telexico AI transcribes, summarises and alerts your team the moment something important is said.

1. **Answer.** Every call answered and recorded
2. **Transcribe.** Accurate, searchable transcripts
3. **Understand.** Key topics and sentiment
4. **Alert.** Keywords flagged the moment they're said
5. **Act.** Follow up before it goes cold



COMPLAINT DETECTED

"...honestly I'm thinking of cancelling."

Manager alerted

SALES OPPORTUNITY

"...do you also do guest WiFi?"

Sales team alerted

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TELEXICO AI · KEYWORD INTELLIGENCE

Some words should never be missed.

Complaint detected

"I want to make a complaint."

Cancellation risk

"I'm thinking of cancelling."

Sales opportunity

"Do you offer another location?"

Missed follow-up

"Nobody called me back."

Refund request

"I'd like my money back."

Manager requested

"Can I speak to a manager?"

Competitor mention

"I've had a cheaper quote."

Your own triggers

Choose the words. Decide who gets alerted.

Example phrases. Alerts are configured around your business.

TELEXICO AI · INSIGHTS

A business that listens to every conversation.

Today's conversations

Example dashboard

187 Conversations	**14** Sales opportunities	**6** Complaints detected
3 Cancellation risk	**81%** Positive sentiment	**12** Need follow-up

AI CALL SUMMARY · EXAMPLE

Caller asked about adding a second site.

Existing broadband contract ends November.

Requested pricing for 5 users.

Opportunity assigned to Sarah

Hundreds of calls. The important ones rise to the top.

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BUSINESS CONNECTIVITY

Internet engineered around your business.

The phone system is only as good as the network underneath it. Designed, managed and monitored by one UK team.

PRIMARY CONNECTIVITY

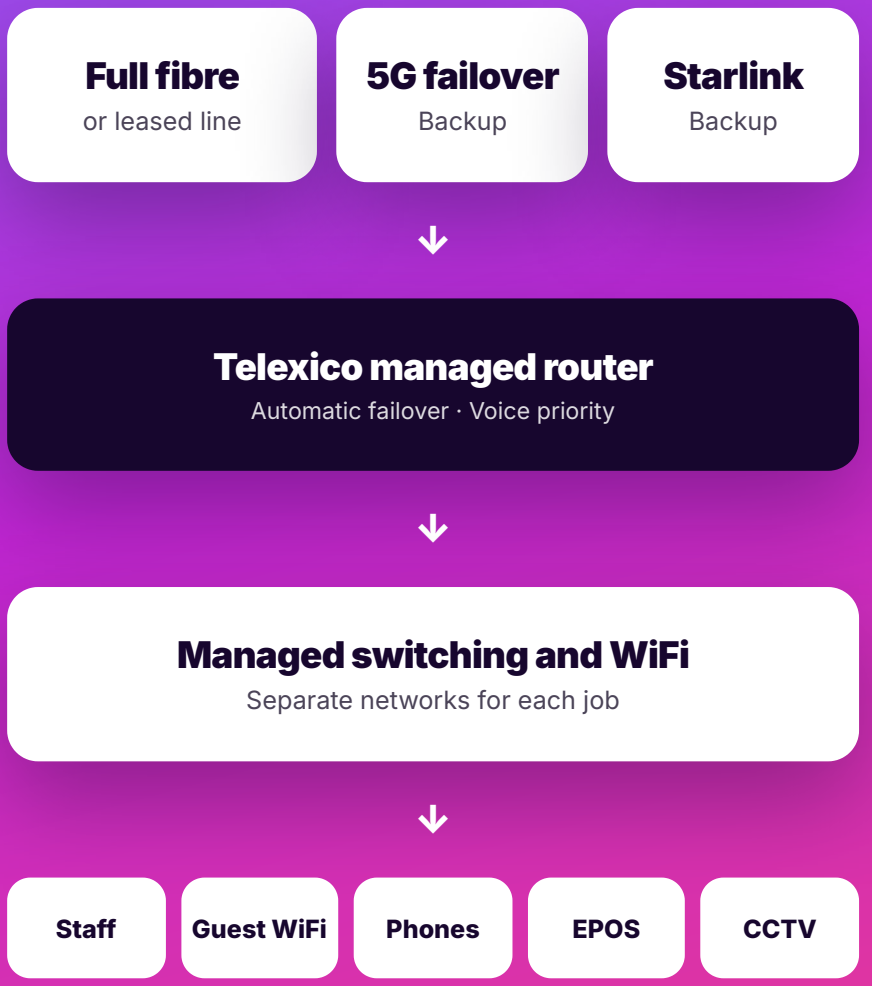
Full fibre · SoGEA · Leased lines

RESILIENCE

5G failover · Starlink · Dual connection

NETWORK

Managed WiFi · Switching · Separate networks



PRIVATE FIBRE INVESTIGATION

Computer says no. Our fibre team keeps looking.

Standard check: unavailable → Telexico fibre team investigates → Alternative routes explored

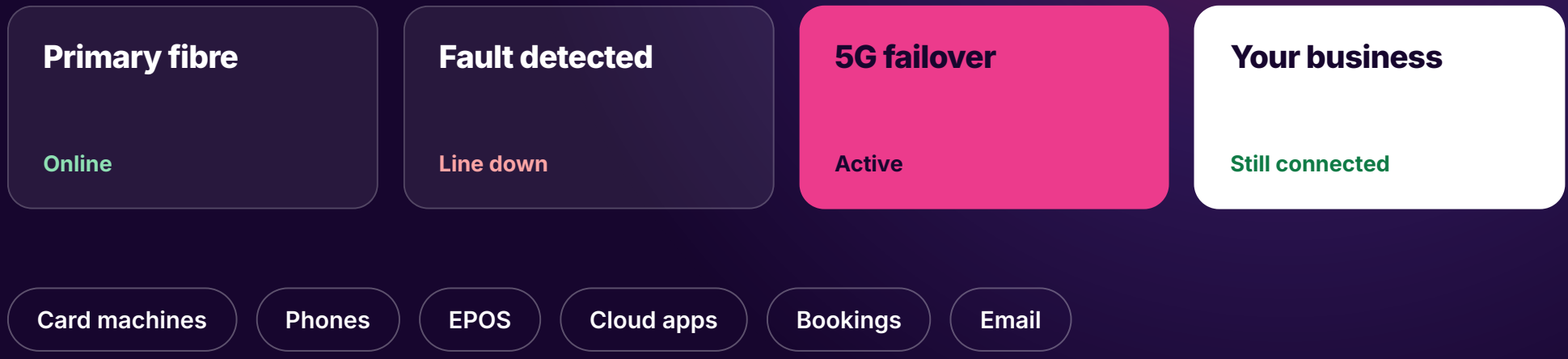
A standard availability checker is the start of our investigation, not always the end.

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STAY LIVE

Your broadband fails. Your business doesn't.

Managed failover switches automatically to backup connectivity when the primary connection fails, while the fault is fixed.



Card machines · Phones · EPOS · Cloud apps · Bookings · Email

Ideally, your customers never know the primary connection failed.

MANAGED WIFI & NETWORKS

Not just WiFi. Business infrastructure.



Staff
Private and secure

Guest
Isolated by design

Tills & payments
Kept on their own network

CCTV
Cameras separated

Phones
Voice prioritised

Every room covered
Enterprise access points, designed around your building.

Cloud managed
Changes made remotely, without waiting for a visit.

Every access point monitored
Real-time performance insights and alerts.

Multi-site
One design and one view across every location.

Segmentation · VLANs · Guest isolation · Voice prioritisation

TELEXICO CONNECT · GUEST WIFI

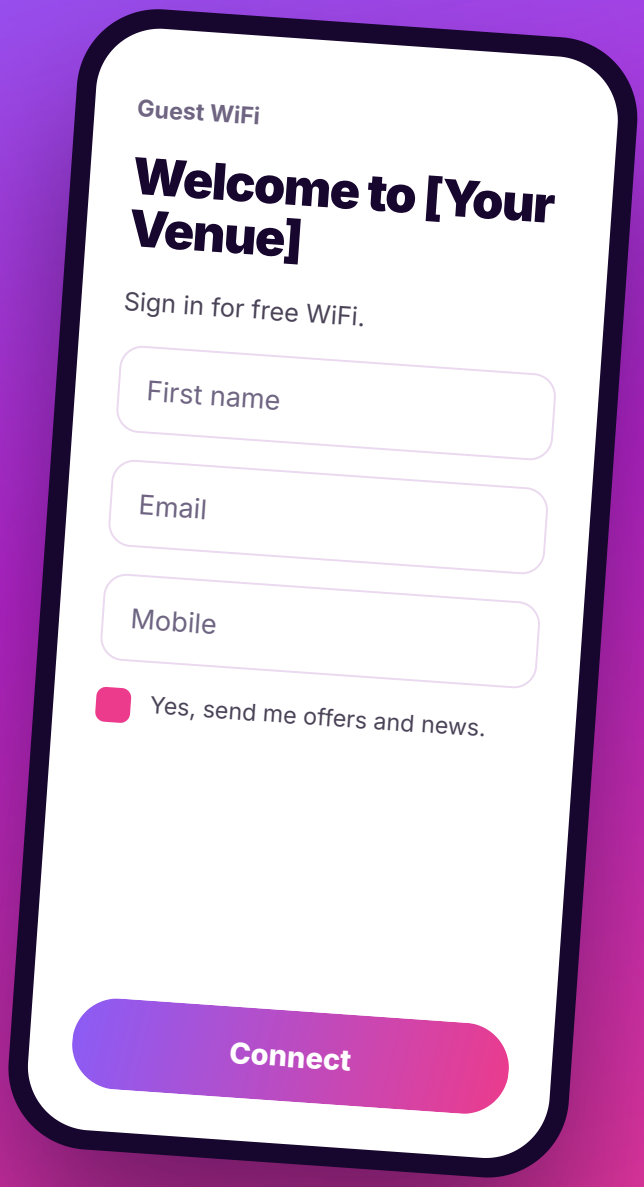
Turn WiFi into an audience.

Fast guest WiFi for your customers, and a consent-led customer database for you, through your own branded portal.

1. **Customer connects**
2. **Branded login**
3. **Details captured**
4. **Marketing permission**
5. **Your audience grows**

Connected. Consented. Now what? →

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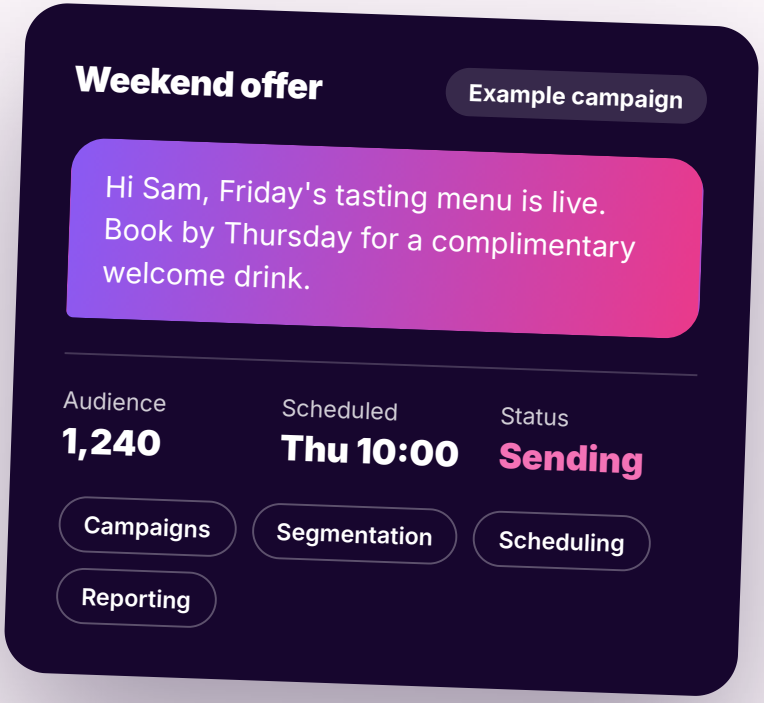


Illustrative portal

TELEXICO SMS

And turn that audience into revenue.

Targeted SMS campaigns from the same partner that runs your phones and your WiFi.



- **Offers and launches**
- **Appointment reminders**
- **Birthday offers**
- **New openings**
- **Win back lapsed customers**
- **Local branch promotions**

Internet → data → marketing → revenue.

TELEXICO SECURITY

Connectivity isn't the only thing we protect.

CCTV

Designed, installed and viewable remotely

Intruder alarms

Protection for premises and stock

Access control

Decide who goes where, and when

Intercoms

Door and gate entry

Cyber security

Network and email protection

One partner

On the same network we already manage

Network, communications and physical security. One technology partner.

THE TELEXICO STACK

One partner across every layer.

A traditional telecoms provider usually owns one or two layers. Telexico connects all seven.

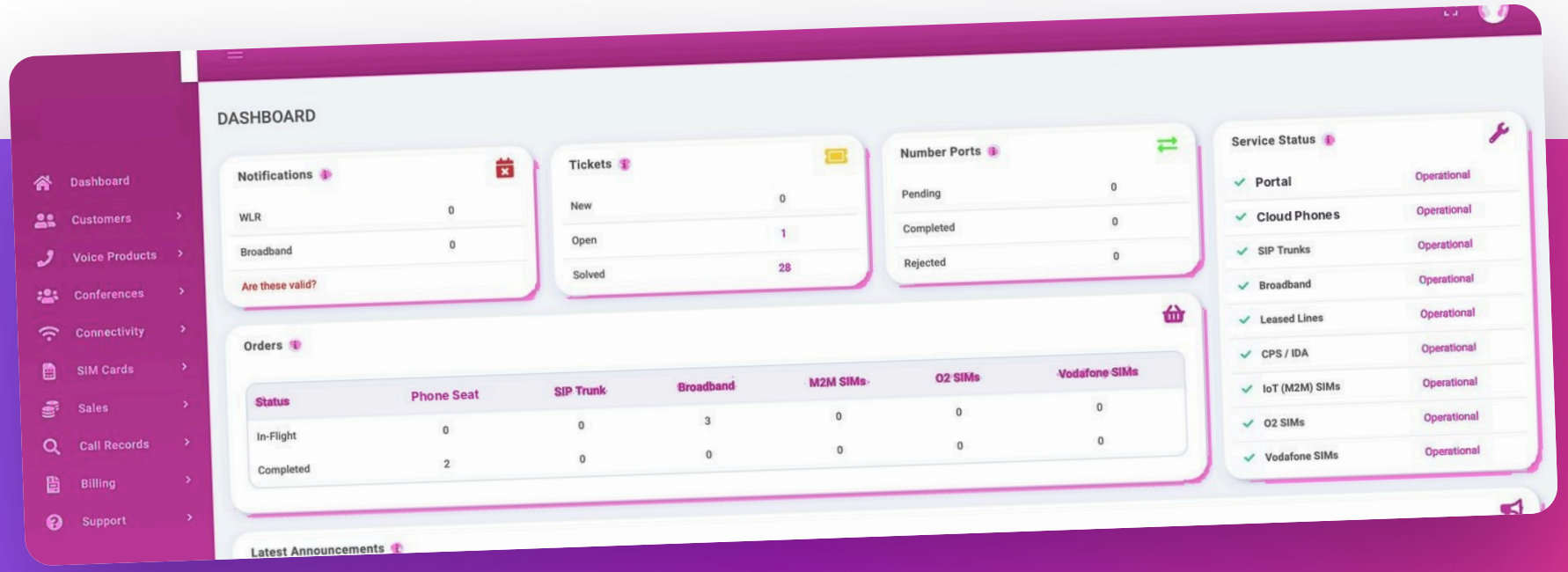
One architecture.
One support relationship.
One accountable partner.

Experience	Guest WiFi · SMS · Customer communications
Intelligence	AI transcription · Keyword detection · Alerts
Communications	Mobile App · Web UC · Desk phones · Teams
Connectivity	Full fibre · Leased lines · SoGEA · Starlink
Resilience	5G · Automatic failover · Backup connectivity
Infrastructure	WiFi · Switching · CCTV · Access control
Support	Account manager · WhatsApp · UK engineers

THE TELEXICO PLATFORM

One business. One control layer.

Manage your calls, users, devices, connectivity, AI and sites from one platform.



Overview
Every site, user and service

Calls
Live stats, recordings, routing

AI
Transcripts, summaries, alerts

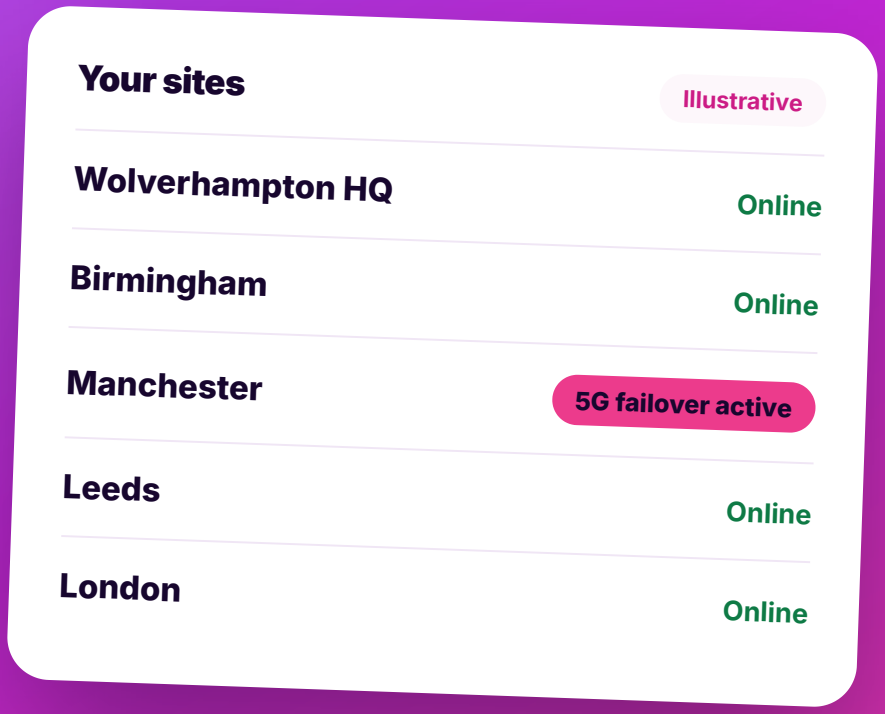
Users
Teams and permissions

Connectivity
Fibre and failover health

WiFi
Access points, guest networks

MULTI-SITE

One site.
Ten sites.
One hundred.



One phone platform.
One numbering plan.
One AI layer.
One support model.
One account manager.
One invoice.

Manage every branch as one business, with central visibility and site-by-site failover.

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HOW WE SWITCH YOU OVER

Switching shouldn't feel like a risk.

Where possible, your existing service stays live until the Telexico solution is tested and ready.

01
Discover
Understand the business.

02
Design
Build the architecture.

03
Prepare
Numbers, hardware, connectivity and configuration.

04
Install
Engineered deployment.

05
Migrate
Port numbers and move services.

06
Test
Calls, failover, connectivity, WiFi.

07
Train
Users and administrators.

08
Support
Your account manager and the Telexico support team.

WHY TELEXICO

Why businesses move to Telexico.

One partner

Connectivity, communications, AI, networks and security.

Real support

Named people. WhatsApp. UK team.

Built-in resilience

Failover planned before there is an outage.

Intelligent communications

Calls don't just get recorded. They become useful information.

Built to scale

One site today. Multiple sites tomorrow.

Accountability

If another provider is involved, we manage the escalation.

Less supplier management. More business continuity.

INDUSTRIES WE SUPPORT

Built for your sector. Not generic telecoms.

From single sites to multi-location businesses, we help organisations across the UK stay connected, productive and secure.

01 Hospitality

Restaurants · Hotels · Cafés · Venues

02 Healthcare

Dentists · Clinics · Opticians · Care homes

03 Retail

Shops · Salons · Gyms · Garages

04 Education

Schools · Nurseries · Training providers

05 Professional Services

Solicitors · Accountants · Estate agents

06 Multi-Site Business

Franchises · Groups · Distributed teams

TRUSTED TO KEEP BUSINESS MOVING

"Phones, broadband and connectivity now managed under one provider, giving us complete peace of mind."

Little Dessert Shop, Wolverhampton

"The migration was seamless, downtime was virtually non-existent and the support has been excellent."

Pepe's, Walsall

"A modern cloud phone system that has improved the way our team manages patient enquiries."

Droitwich Dental Studio

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Ready to put it all under one roof?

CALL US · SALES

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