



# Unified Communications

Simplified, Scalable Communication for the Way You Work

Whether you're running multi-site operation, enabling hybrid work, or upgrading ageing systems, our Unified Communication solutions makes it easy to stay connected.

We combine modern voice solutions with enterprise grade reliability and support to reduce complexity, improve quality, and give your team the tools to work smarter.

## SECURE AND RELIABLE

Hosted on the Reflex Private Cloud, and consistent call quality.

## DESIGNED FOR HYBRID WORK

Flexible tools for remote, office-based, and multi-location environments.

## END-TO-END SIMPLICITY

One provider. Full support. No vendor runaround.



## The challenges we solve

### Unreliable Legacy Systems



Poor call quality, dropped calls, and inconsistent support caused by ageing or multi-vendor phone systems slow your business down and frustrate your teams.

### Lack of Modern Collaboration Tools



Teams need integrated voice, chat, and meeting tools to work efficiently from anywhere. Without hybrid-ready solutions, productivity and communication suffer.

### Underperforming Contact Centres



Slow call routing, no analytics, and limited visibility lead to longer wait times and missed opportunities for client engagement.

### Disconnected Sites and Systems



Different communication systems across offices reduce visibility, increase missed calls, and create unnecessary management complexity.

## Our product offering at a glance

Service Area	Description
Hosted PBX	A cost-effective, cloud-based phone system that eliminates the need for costly on-premise hardware. Reduce upfront and ongoing costs while scaling easily as your business grows
Contact Centre	A flexible, cloud-hosted contact centre platform that improves client experience, retention, and revenue potential without large infrastructure investment.
Teams Voice	Integrate Microsoft Teams with enterprise-grade voice capability for a single, unified communication experience. Simplify IT management, lower costs, and support remote productivity
Audio Visual Solutions	High-quality video conferencing and collaboration tools that connect teams anywhere. Reduce travel costs, improve meeting efficiency, and speed up decision-making.

## Your benefits with Reflex

- ✓ Lower operational costs through cloud-hosted voice and collaboration tools, no expensive on-premise equipment or maintenance.
- ✓ Increased productivity by consolidating communication tools into one seamless environment.
- ✓ Improved client experience with reliable, high-quality voice and contact centre solutions that enhance service delivery.

- ✓ Your team can make and receive calls, host meetings, and collaborate from anywhere
- ✓ Need to onboard new staff or open a new branch? It's as simple as activating a new extension.
- ✓ Join or host professional meetings anywhere, clear audio, crisp video

**Ready to connect?** Get in touch with our Enterprise team to tailor your communication ecosystem.

**Let Reflex handle the technology so, you can focus on conversations that grow your business!**

**Email:** [sales@reflex.co.za](mailto:sales@reflex.co.za)

**Call:** 011 912 9300

**[www.reflex.co.za](http://www.reflex.co.za)**