



A black Mitel business phone is shown on a wooden desk. The phone's color display is active, showing a contact list for '764337' with entries for 'My Phone', 'Khanza', 'Khanza', 'Mary', 'Rich', and 'member'. It also displays the time '1:43 PM' and the date '29 Aug 2010'. A hand wearing a blue sleeve and a watch is visible, typing on a black keyboard in front of the phone. The phone has a handset on the left and a circular navigation pad on the right. A large blue curved graphic element is on the left side of the image.

www.futuretel.co.uk

Who are FutureTel?

FutureTel are an award-winning comprehensive solution to your telephony.

We continually monitor the latest technologies to bring you the best possible solutions for your business. From computer integration, for ease of access calling, to making your mobile phone an extension of your desk phone.

With experienced staff who attend regular provider training, including Mitel, and dedicated account managers, we bring the very best service and solutions to our customers. Mobile, merchant services & broadband are only a handful of the multiple services we offer.



Why Choose FutureTel?

- **No More Out of Office** - Ensure you don't miss important customer calls.
- **Lower Mobile costs** - Mobile employees can stay productive by routing calls to their device of choice while reducing long distance and mobility charges.
- Easy to maintain compared to many alternative systems.
- Easier maintenance means we can reduce premiums compared to other providers.
- **Conferencing Built In** - making it easy to collaborate quickly with colleagues without having to pay a hosted conference provider for the privilege.
- Flexible & Remote working made easy.
- **Future planning** - Providing you with a SIP-enabled system, ready for the BT switch-off of ISDN and ready for connectivity of Mitel 250 handsets as your business grows.

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Transform your
small to mid-size
business with
Telephony from
FutureTel.



FutureTel Telephone Management Solutions

In today's competitive environment, the drive to operate more effectively and take cost out of the business is more critical than ever.

FutureTel products and services are designed specifically to address the needs of today's businesses – they are cost competitive, easily scalable, feature and application rich, and offer digital and IP connectivity. All this means that you are provided with a solution that meets both operational and budget requirements, while ensuring you have the ability to extend the system and add new applications in the future to suit your business needs.

We are award-winning best sellers of Mitel products and services and have also introduced other hosted and innovative cloud-based systems which help you manage your business from anywhere, no matter what size your business is. Our teams are knowledgeable, friendly and supportive and our tech team can offer round the clock support to make sure that you never miss a call and that all your customer communications can be integrated into one easy to use system. We use technology to help you work smarter, not harder.

Other services we offer include:

- **IT Support** - including hardware, network monitoring, ransomware, data security, back up & disaster recovery, storage solutions and more...
- **CCTV** - A range of equipment to help keep your premises secure, prevent and deter crime and keep your business and staff safe at all times.

You can find out more about all of our services throughout this brochure and more information on our website:

www.futuretel.co.uk

FutureTel are the number one UK Mitel reseller for 2019.



The Right Solution to the Job

Reception and Customer Service

Staff need to make the right first impression, superior call routing means your calls are directed to the correct person every time.

BYOD

Bring your own device to work. Feature rich applications to use on your smart device keeping you in contact with the office. This also means you can still be 'in the office', no matter where you are.

Multi Site Offices

If you have multiple offices, connect them out of the box. Our systems come with the ability to link sites without any extra expense.

Home Working

Still be available via the Phone system when at home. Easy to connect IP phone can be installed at your home adding to your availability and productivity.

IT Personnel

Your IT team are constantly going from desk to desk, our product range from Mitel offers cost effective IP DECT handsets so your IT support are always available wherever they may be in the office.

External Employees

Customers call one number and have easy access to the person they want to reach. Stay in touch with customers, management and co-workers regardless of their location.

Call Centre

Call management software ensures your team perform at their peak and resources are optimised in busy times, so you never miss those important calls.

The Single Office

You need a telephone system that grows with your business. FutureTel Telephony Solutions are scalable but also come with a suite of applications that you would usually only associate with large Corporate systems.

Education

Our telephony solutions deliver flexible routing for different times of the day which improves response times for incoming calls. Our systems include out of the box productivity applications that benefit not only the staff and pupils but are also beneficial to the parents calling in.

Healthcare

Our innovative technology utilises the most up to date product suite of applications, which eases contact between healthcare, social care, community-based healthcare professionals and their patients.





Care



Collaboration



Security



Call Centre



Integration



Call Handling



Number Management



Multi-site



Call Recording

Key Features

Call management

Your custom plan allows you to make and receive calls, leave and access voicemail and provides music-on-hold, as well as hunt groups, so you can easily support all of your business communications.

Collaboration

You can collaborate in real time using audio conferencing and web-based screen sharing. Work together using the group chat function and share or update documents remotely.

Security

Our system protects users from fraudulent activity such as hacking or excessive unauthorised call spends, through a number of measures including Exceptional Call Protection (ECP), audits, password management and no dial through from voicemail.

Call centre

Our call centre functionality provides highly visual wallboard displays and Automatic Call Distribution that evenly distributes calls to queues, recordings or specific agents.

Integration

Connect your phone system to your IT systems, then it can check your calendar to see if you're in a meeting, so it can automatically change your availability status and route calls to an alternative destination.

Call handling

'Hunt groups' will make sure the right person always answers your call. Call queues play music and hold your callers when people are unavailable to answer the phone immediately, while the custom menus let you direct calls based on the department the caller wishes to contact.

Number management

Use the system portal to choose the number you want, regardless of where your office is located, or if you would rather keep your existing numbers, that's not a problem. We can help you move your current numbers to the system network for you to use however you want.

Multi-site

You can link all your sites together into one phone system, by either using one of our feature packages, or your existing phone system. You will benefit from free calls between them and can configure inbound numbers to ring where you want them to.

Call recording

We can make sure you record those all-important calls, no matter which device you use, then access them through the intuitive portal. The process is industry compliant and you can use our data centres to store calls safely and securely.

Collaboration & Remote Working

Allow your staff to work from anywhere, enabling flexible working whilst still being able to monitor productivity, share files and communicate easily when working from home or even abroad.

Useful for when staff are unable to get to the office and for you as a business owner to keep tabs on the progress of your projects or orders and productivity.

Our system's unified communication features will make collaborating with colleagues, customers and suppliers straightforward, wherever you are. Ideas and thoughts can be rapidly exchanged, and users can interact using the group chat function. Work in progress can be easily shared, with users commenting and drawing inside the uploaded documents or presentations in real time. Our collaboration features are fully supported on both the available desktop and mobile apps, so you can work together, wherever you are.

By using the collaboration features, you can work with both internal and external users in real time, through audio conferencing and web-based screen sharing.

Benefit from increased productivity and save money by using my mobile app to access features on the go, using your smartphone or tablet. Search your contacts, see who's available, talk to and instant message your friends and colleagues using the smart easy to use interface. You control where your calls ring, set your current availability or even set your future availability right from your mobile device without needing to log in to the system portal.

Don't have a set business premises to work from? Are many of your top employees commuting long distances to get to your office or place of work? Could you benefit from having remote working options available to allow staff to work from home or elsewhere when they cannot be in the office? More flexibility for your teams, more productivity for your business and more peace of mind for you. Speak to our team today about your remote working options.



Frequently Asked Questions

- What if I am just setting up my business?

Perfect. Our system will connect you to your customers from day one, wherever you are and no matter what size your business is.

- What if my business changes size or location?

Don't worry. Our hosted services are based in the cloud so your voice will always be heard. Your phone and IT system integration will be easy to transfer from one location to another and we can help manage this for you.

- What happens if I can't be reached?

Our innovative telephony solutions mean that you can receive calls everywhere and they are always alert, even when you are not available, meaning that it knows to automatically transfer your call to another team member so you never miss a call. We also have call waiting options to keep your customers happy such as music on hold.

- What happens if I am out of the office?

Our suite of integrated Apps makes it easy to run everything from your mobile phone or chosen device.

- Change happens all the time, how can I stay on top of it?

Our state of the art portal is simple to use, so you can carry out moves, adds and changes as soon as they are needed. We are here to support you every step of the way as your business grows.

- I can't reach my office due to unforeseen weather or transport problems

No problem. Keep your business working from anywhere you choose and direct your inbound calls there too with our digital system that can operate without land-lines and across multiple devices and locations.

What our clients say...

“FutureTel provide us with fast and effective technical support when we need it.”

“Our organisation have used FutureTel here for a few years now and on joining the company and reviewing our telephone system needs – Alana very kindly sorted out additional telephone's for us. The engineer Mark, was helpful, clean and tidy and the organising and delivery of the install was flawless. Very happy customer.”

“I found FutureTel to be efficient and true to their word. They have met all their stated targets and my call charges are indeed less than with my previous supplier. The team is professionally supportive, the equipment is first rate and I can recommend them without hesitation.”

MiVoice Office & Office IP Phones

6920



Designed for users who require an exceptional HD audio experience via its unique voice optimised handset.

3.5" QVGA (320 x 240 pixel) colour display

Speech optimised corded handset

Programmable soft keys

Native DHSG/EHS analogue headset support

USB port for headsets and accessories

6930



Ideal for users who require a phone that can be tailored to their specific communication needs.

4.3" (480 x 272 pixel) colour display

Bluetooth

Mobile Integration and USB charging point

Programmable soft keys

Speech optimised corded handset

Support for optional cordless handset

Enhanced full-duplex speakerphone

Highly customisable via optional accessories

6940



Designed for executive users who demand a lot from their phone, the power of touch is combined with flagship functionality.

7" (800 x 480 pixel) colour LCD touch display

Bluetooth 4.1

Mobile Integration and charging point

Cordless BT speech optimised handset

Enhanced full-duplex speakerphone

Programmable soft keys

Highly customisable via optional add-on accessories

Take advantage of the innovative features of our hosted phone platform

With the closure of BT's ISDN service happening in 2025, and with technology expanding rapidly, many businesses are making the decision to move to a hosted, cloud based service for their phones and also to integrate services across their business – saving time and money and increasing productivity.

Cloud-based Connectivity in one place

Our cloud-based service is powered by 'eve' technology (exceptional voice everywhere) and brings together the convenience of modern technology into one easy-to-use system, which can be accessed anywhere, anytime.

Benefits

You can control every aspect of your cloud-based system. Benefit from features like business security, ease of use and customization, such as:

- How you would like calls to be routed.
- Prevent fraud.
- How you manage your contacts.
- Easily accessing call recordings.
- Reporting on activity across your business.
- Set your availability in advance.
- Have all your data backed up and ensure business continuity.
- Easily manage calls and features on the go with mobile app.
- Easily share and collaborate across multiple staff and locations.
- Have the highest quality of calls and connectivity to suit you.

Get in touch with our team to discuss the features suitable for your business and arrange a free on-site or remote demonstration from our knowledgeable teams at our Glasgow and Southampton offices, and we can then create your very own personalised plan.

Our Hosted Phone System App

Single location for all your telephony based business needs in an easy to use app.

Our Portal can be accessed via desktop or mobile device and can be customised to suit your needs. Our mobile app lets you use all the system features on the go, through your iPad or mobile phone. Search your contacts, see who's available, talk to and even instant message your colleagues using my smart easy to use interface. Control where your calls ring, set your availability status for now or schedule for the future all through my app! The 'MiTeam' tab allows you to create interactive Streams and schedule Meets.

As well as using the Portal to access call recording, call reporting and more, the app allows you to:

- Access your office network via your mobile wherever you are so you never miss an important call, even if you have a weak signal but have a good internet connection.
- Call customers from your office number from different devices to maintain consistency and professionalism.
- Use the Future Presence setting to plan your availability in advance and let others know when you will be in a meeting or on another call.
- Access your contacts database and all their details - in the 'Contacts' view, the presence state, call status and notes of all your contacts can be seen. Your favourites list is displayed by default and you can search for other directory contacts.
- You can send Chat messages to your colleagues with the app, including group chats.
- Use the Dial pad and see all your call history.
- You can set which activities should have a call diversion and the number the calls should be diverted to. For example, if you are on annual leave you can set your activity to 'Holiday' and set up a divert to the main office number.
- The Transfer functionality allows you to transfer an ongoing call to a third party. You can set your preferred transfer type in your phone settings to be attended, blind, or ask per call.
- Use DTMF or 'Touch Tones' or Tone dialling, while in a conversation.

Call Management & Call Manager for Mobile

With a FutureTel hosted, cloud-based phone system, you will never miss another call.

Our innovative system integrates with other apps to know when you are busy and uses automation to route calls to an available person in the right department or to keep your caller entertained whilst on hold. Access your calls from wherever you are with the mobile app, or customize your call features using the desktop app and portal. No matter how big or small your business is, this system will revolutionise the way you work, allowing you more time to focus on developing your business, whilst saving time and money.

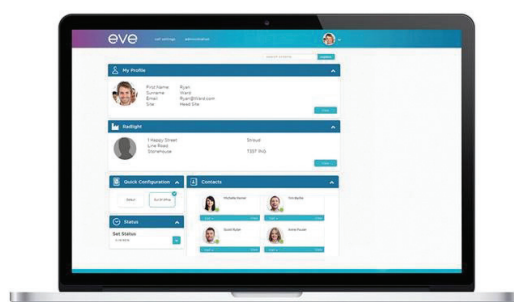
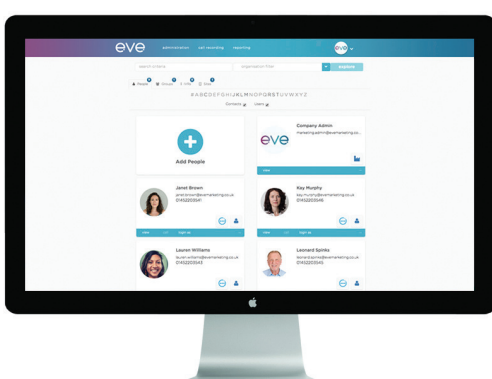
Our hosted system brings everything together in one place, saving you admin time and allowing you to easily access all of your calls, customer and productivity information and also share things easily with your colleagues in other offices or working from home – all from one place. Use the desktop or mobile apps to manage everything, whether you're office based or on the go.

Security & Call Fraud Prevention

Take advantage of features such as call recording, cloud-based back ups and fraud monitoring to ensure that your system stays secure and everything is always back up in case you need it. This system goes above and beyond call identification and automatically knows where the call needs to be directed or if it is fraudulent.

Automatic Call Distribution (ACD)

My Automatic Call Distribution (ACD) points inbound calls to specific agents and allows you to select recordings, queues or diversions. Callers will never face the frustration of reaching an engaged tone and you can take the opportunity to use recordings to get across important sales messaging or out of office information.



Call Reporting & Analysis

Reporting on call activity can help you see your business in a whole new light.

Manage, analyse and control communications by using the state-of-the-art online portal powered by 'eve' technology, where you can access reports on company-wide productivity and call stats anytime, anywhere.

The portal can be accessed using any device and is also compatible with Mitel handsets. Combined with the use of our visual wallboard, you can access live call analytics which allow you to visualise, analyse, extract and manipulate call data. Managers are able to find trends in activity, improve productivity across the business and make informed decisions.

Wallboard

Our system uses call centre functionality so that businesses that have a customer service offering, however big or small, will benefit from immediate visibility of call numbers, answer times, user availability and much more. Typically displayed on a large, wall mounted monitor, visibility is improved, and collaborative working is enhanced.

Our wall board presents you with live statistics allowing you to keep track of call volumes, average answer time and the number of dropped calls. The wall board layout is aesthetically pleasing and extremely easy to understand with user avatars and clear text and can be controlled or customised from the 'portal'; use drag and drop functionality to customise it to suit your needs.

Key Benefits

- **Real-time statistics** - Our wallboard functionality draws through live statistics so that you can view number of calls, average answer time and number of dropped calls as they happen.
- **Customisable view** - You will have the freedom to create your own bespoke view with a customisable layout. This can be controlled using the intuitive portal.
- **Monitor productivity** - Ensure that your teams are using their time efficiently and effectively to maximise your revenue and deliver great customer service.



Business Continuity

Industry practitioners tell us that 80% of businesses who don't have a disaster recovery plan may not survive a major disruption, so your business should have a communication solution that offers unparalleled availability.

Productivity, reputation, profitability and customer satisfaction will all benefit from my features and flexibility. We will keep you working when other systems may let you down, or physical events interfere with your office operations. Trust our intelligent software to ensure your business continues uninterrupted.

Service disruptions or the availability of a single location will no longer constrain your business. Use the portal to configure how you want your calls to be routed and handled in differing scenarios. By utilising the mobile or desktop apps, you can use your smartphone, tablet, PC or Mac to stay in contact with your business, wherever you are.

Backup and Disaster Recovery

Assurance you'll get back up and running fast. We like to think that most businesses will hopefully never be in a position where they would have to recover from a disaster. However, it is always best to have a plan B in case anything goes wrong and we can work with you to ensure that your business is backed up and that you have a disaster recovery plan in place for your IT should the worst ever happen.

What if your primary computer broke down or your office got flooded? Or the office needed to be closed due to an event like the Covid-19 pandemic? Do you have all your work and customer data backed up?

What would happen if your premises was not able to physically open, could you continue to work from home or another location?

Speak to a member of our team about your disaster recovery plan today and keep your business up and running no matter what.



Licences & Pricing

Making the decision to use our Hosted Phone System could not be more straightforward.

You need only make one clear monthly payment that covers all your communication requirements and how much you pay depends on your business needs. We will help you put together a package that works for you, no matter what size your business is.

There are no large upfront payments, just a simple per user licencing cost and a monthly rental charge for connectivity.

There are just two licence types to choose from, find out more about the licences with our handy comparison table on the next page.



Book a demonstration

You can book a demonstration - either a remote video conference or an on-site visit if you prefer - so that a member of our expert team can walk you through the benefits of our innovative hosted system and discuss your bespoke business solutions.

Book online via our website www.futuretel.co.uk by clicking on the 'Book a demo' button or visiting the contact page and select the service you would like to discuss. Or alternatively, you can call us on 03308 384 000.

Features	Essential	Everything
Dial tone	✓	✓
Voicemail	✓	✓
Hunt group capability	✓	✓
5,000 minutes per user	✓	✓
Meet me audio-conferencing	✓	✓
Exceptional Call Protection call spend limits	✓	✓
Fax to Email	✓	✓
Voicemail	✓	✓
Call forward busy/No answer/All calls Music on Hold	✓	✓
Personal call queues	✓	✓
On-demand Call Recording	✓	✓
Call recording with 30 days free storage	✓	✓
Chat		✓
Group Chat		✓
Availability		✓
On-net Collaboration		✓
Collaboration +		✓
Team Collaboration	✓	✓
Integration with Microsoft Exchange / Office 365		✓
Access to My Mobile App	✓	✓
Access to Desktop App	✓	✓
Automated Call Options	✓	✓
Integration with Skype for Business	✓	✓
Receptionist console	✓	✓
CRM Integration	✓	✓
30 days or full contract length call recording	✓	✓

Key for licences:

 Included
  Optional Add-On
  To be enabled at Company Level

IT Support Services from FutureTel

Our IT Support services range from supporting you with remote working solutions for your business, to supplying hardware or CCTV and also ensuring you have the technical support you need to allow your business to run smoothly day-to-day.

Every business benefits from using technology, to minimise admin time and maximise being able to focus on your customers. You can take advantage of time saving IT solutions that will allow you to more easily manage your business, whilst also backing up important information, keep all client communications in one place and never forget an appointment or to chase up a lead.

The Benefits of IT Support

Our fully managed IT services include additional, unparalleled support and visibility across your entire network, including your employees' desktops and laptops. **Just some of the reasons every business needs IT Support include:**

- The ability for you and your employees to work from anywhere.
- Share access to important files company wide with ease.
- Back up all your data in case of unexpected disasters.
- Easily manage your customer information, communications and appointments.
- Use automation to minimise admin time.
- Spend more time with your customers and less time on paperwork.
- Protect your business 24/7 and existing hardware from cyber attacks and prevent the risk of GDPR fines and litigation.
- Streamline your work systems and improve efficacy of staff working hours.
- Reduce downtime by monitoring and proactively fixing potential issues before they arise.

Our team of expert technicians can help you implement all the tools you need for your business to thrive. Talk to a member of our team about your business requirements and we will tailor an IT support plan for you that fits within your budget.

Get in touch for a personalised quote for your business.

What We Provide

Network & Device Monitoring & Management

By proactively analysing network activity we're alerted to potential issues and can immediately address them before they become costly problems. Our team provides monitoring and preventative maintenance for devices ranging from desktops and laptops to networking hardware. Our software agents allow us to do it all silently in the background without disrupting your employees.

24/7 AntiVirus

Let us handle antivirus deployment and management, from running scans and installing updates to actively responding to alerts. We'll also ensure your network is protected at the perimeter by monitoring and optimizing firewall configurations to keep malicious traffic out.

Ransomware

Don't be held hostage by cyber criminals. In addition to blocking ransomware attacks with strong endpoint security software, we maintain your backups to ensure your data is recoverable when it matters most.

Cloud Storage Solutions

Cloud storage and backup services for businesses in the UK. Back up your files and have adequate storage to securely keep all your documents filed away safely and where they can easily be accessed by all staff, no matter where they are working from.

Backup and Disaster Recovery

Having a business continuity plan is important to every business, to ensure that even if the worst happens, you and your employee's incomes are safe. If you do not already have a back up plan in place, we can help you prepare for any event where your operations may be affected to ensure that your services can continue to operate and your business, staff and customers are protected.

Data Security

We keep up with today's rapidly evolving threats so you don't have to. We take a layered approach to security that protects you from infections, detects early warning signs of compromise, and safeguards your most valuable data, which prevents downtime and disruption so you can keep your focus where it belongs — on profitably running your business.

Patch Management

Our state-of-the-art patching engine allows us to automatically patch operating systems and third-party software during non-peak hours. That means you get the best of both worlds – productive employees and peace of mind knowing their otherwise vulnerable systems are always up-to-date.

IT Consulting & Hardware

We'll work closely with you to evaluate the health of your network and deliver a robust IT and security plan that will scale as your business grows. We can also supply you and your team with state-of-the-art PC Hardware to ensure that you have the right tools for the tasks at hand. Ask us about our computer hardware packages.

Help Desk & Remote Support

Our best-in-class remote access provides quick and reliable support to address day-to-day IT-related issues and interruptions.

Helping with the Office Move

People say that moving home is one of the most stressful things a person can do in their lifetime, but what about moving offices?

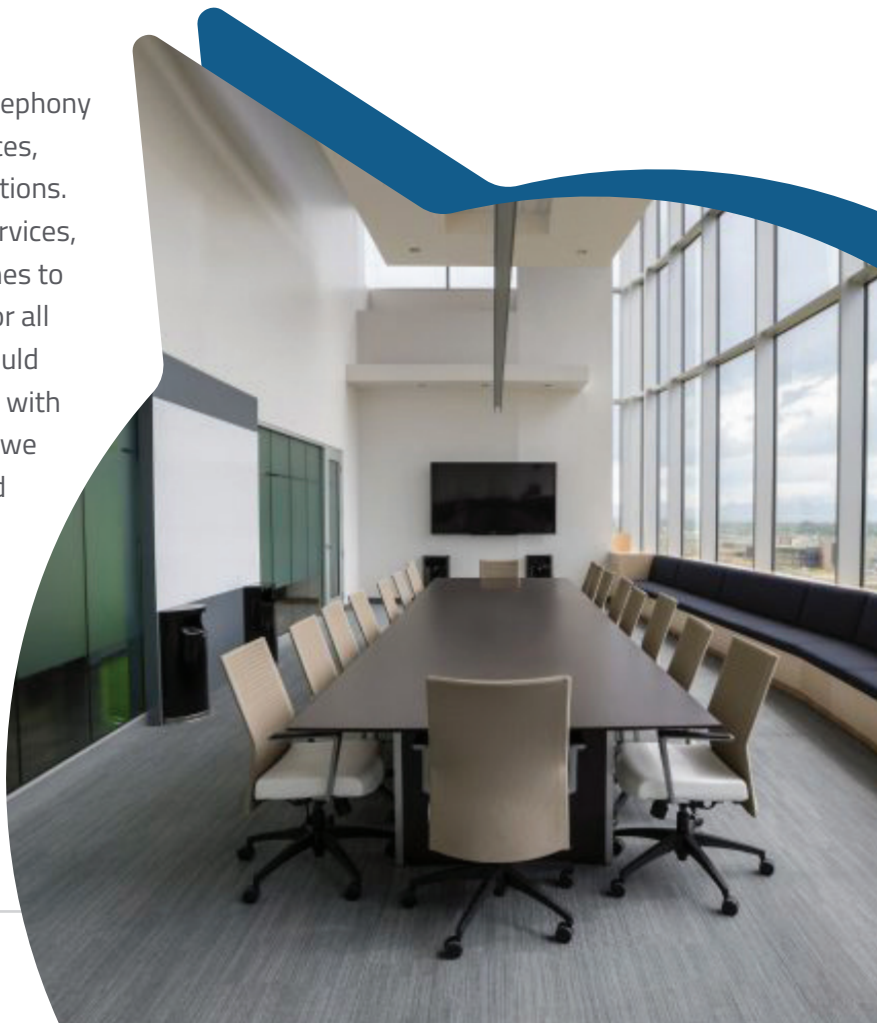
There is so much to think about, and usually lots of people to manage, but we can help by taking control of moving your telephony system and services for you. At FutureTel, we have the knowledge and experience required to move these assets for you, regardless of whether we installed them for you initially. This means that there's one less thing for you to think about, and we can take some of the moving stress off of your hands which will give you time to focus on more important things.

We can project manage the move

Our efficient team will project manage the move, including investigating your new business premises to see what needs to be done there. Our aim is to ensure that your company can get up and running as soon as possible following your office move, so we will take care of all hardware and services and ensure that they are installed swiftly into your new premises.

Cost-effective telephone solutions

If you're considering implementing new telephony systems and services when you move offices, we'd be happy to talk to you about your options. We offer a whole range of products and services, including everything from conference phones to data services, that have features perfect for all sorts of businesses and industries, and would love the opportunity to discuss your needs with you. At FutureTel, it is important to us that we offer our customers the most effective and cost-effective solutions for their needs, and you can be sure that you're always getting the most technically advanced systems available when you choose us.



CCTV from FutureTel

Peace of mind when your property is unattended.

The greatest benefit of digital CCTV is that it can be accessed from anywhere, providing that you have a device to view it on. Contact our team to discuss your security requirements and discuss a bespoke CCTV installation plan for you or your business. Commercial surveillance cameras are renowned as being one of the most effective deterrents a business can deploy, to keep crime, intrusion and vandalism away from your business.

Whether your business involves storing stock, handling cash, or using valuable equipment, maintaining a high level of security at your premises is vital. Just the sight of exterior or interior CCTV security cameras on the premises is often enough to prevent the crime from happening in the first place. If a crime is committed, CCTV footage can often provide valuable evidence to bring the criminal to justice. When used to the maximum, the benefits of commercial CCTV systems extend beyond simple stock protection and catching burglars in the act.

CCTV App

When you own a business there are times when you may feel like you need to be in multiple places at once, especially when it comes to protecting your property. This is where the CCTV app can come in handy, as you have the ability to log in and see live footage no matter where you are.

The CCTV app is very convenient in that it means you can carry around a hub of information with you at all times. All data and footage will always be on your person, so can be viewed or shared whenever necessary. In addition to being able to see security footage in real-time, you'll also have the option to rewind clips and view them in greater detail. Using the app is easy, you simply log-in and link it to the IP address of your security device. Plus, anyone who needs access can get the app, which means that all managers, security staff, and other relevant employees can take advantage of this convenient option too.



Benefits of CCTV

Security

CCTV cameras help to prevent theft and vandalism to your property by acting as a deterrent to potential offenders. They are far less likely to attempt to break into or damage a premises that has CCTV cameras, to one that doesn't, when they know they could be caught on camera.

Monitoring Activities

CCTV systems are able to keep track of what is happening at the premises where they are installed. By monitoring the activity of workers and visitors at your business' site, you and your workforce can have total peace of mind about exactly what is going on under your roof.

Insurance Savings

While financial gain probably isn't your number one motivator for installing a security system, it is certainly an added bonus that can make CCTV seem more appealing! When evaluating your insurance policy, the security of your property plays a huge impact on the amount of money you will pay, so by taking steps to make your property more secure, you are in turn reducing the likelihood of you making a claim, allowing your insurance provider to reduce your policy costs.

Health and Safety in the Workplace

It is important that as an employer, you are able to protect the health and safety of your team. The use of CCTV can help to identify instances of violence or abuse towards staff, or identify the cause of an accident which causes injury. Having CCTV can make your staff feel safer knowing that they are being protected, especially if they are required to work alone on occasion.

Loss Prevention

Installing CCTV could help to prevent substantial financial loss for your business by way of theft, vandalism, violence, fraudulent insurance claims and also identify misconduct. Unfortunately in some cases, employees can be found responsible for some of these issues and having CCTV adds an extra level of safety and security for your staff and business.

Decision Making

When it comes to settling disputes, footage from security cameras can be incredibly important. This applies to both domestic and commercial scenarios. Whether it's dealing with family disagreements, employee feuds or altercations between staff and customers, by referring to CCTV footage, you'll know the truth.

On-site Safety with CCTV Thermal Imaging

Our Thermal CCTV Cameras use facial recognition and measure body temperature to help you detect when visitors to your premises may show symptoms of being unwell. Prevent the spread of viruses and other illnesses before they get through the front door. Protect your staff and customers by using thermal imaging, used commonly in airports, to detect unusually high body temperatures which could indicate that a person is unwell, even if they don't display any other symptoms.

Speak to our team to get a personalized quote for your business.

CCTV Thermal Cameras

Monitor who visits your premises.

Our Thermal CCTV Cameras use facial recognition and measure body temperature to help you detect when visitors to your premises may show symptoms of being unwell. Prioritise the safety of staff and other visitors with early detection to help prevent the spread of illness within your business.

On-site Safety with CCTV Thermal Imaging

Prevent the spread of viruses and other illnesses before they get through the front door. Protect your staff and customers by using thermal imaging, used commonly in airports, to detect unusually high body temperatures which could indicate that a person is unwell, even if they don't display any other symptoms.

For as little as £80 per month, you can protect your business and remain operational without the worry of visitors spreading illness.

Thermal Access Control Camera

The Thermal Access Control camera from Futuretel is a contactless access control camera which uses body temperature measurement to allow a visitor or staff member to gain access to your building. The camera can even identify if that person is wearing a face mask and instruct them to do so. Watch the video to see how the camera works and how it could benefit your business.

Benefits of Thermal CCTV Cameras

- Prevent the spread of illness between customers by stopping them from entering the premises at the front door.
- Inform people when they have an unusually high temperature, even if they don't have any other symptoms.
- Protect your staff from the spread of viruses and other illnesses and reduce the risk of sick days.
- Help people to feel safer when they interact with your business.



AI Deterrence Camera

Full Colour Active AI Deterrence Solution Camera System.

The Active AI Deterrence Camera is a smart camera that uses artificial intelligence, full colour, two way audio and the ability to save space on your hard drive by using a lower bit-rate but still records high quality footage. This is the ultimate security camera to protect any type of premises and deter or prevent crime before it happens.

Overview of Features

The AI Camera uses a learning algorithm which focuses on detecting humans and vehicles with high accuracy. It uses perimeter protection and smart motion detection to only trigger the alarm when necessary. The full colour imaging allows a clear picture even in low light. The two-way audio allows you to program the camera with a voice warning message to deter intruders and light warnings using coloured lights built into the cameras. Water and dust proof, this camera is perfect for outdoor use in any setting.



Contact our expert team to discuss your specific requirements and for a free demonstration and quote. We look forward to giving you peace of mind and helping to keep your property safe.

Benefits of the Active AI Deterrence Camera

- 24/7 Monitoring and Surveillance – stay protected every minute of every day.
- Enhanced Full Colour Performance – so you can always get a clear picture.
- Outdoor use – tested in 1 metre deep water for 30 minutes, this camera is water and dust proof.
- Active Deterrence – to warn off intruders with two way audio and red and blue light built into camera.
- Artificial Intelligence – to identify a real intruder from a false alarm. False alarm rate is less than 2% whilst target search efficiency is improved by 98%.
- AI Coding – to save disk space with 90% lower bitrate water and dust proof.



Passenger Flow Control

Thermal CCTV & Passenger Flow Control for Buses and Public Transport.

Using a version of the Thermal CCTV Camera specifically designed to be used on public transport, with Flow Control capabilities, can help to prevent the spread of an epidemic or pandemic illness by stopping passengers from boarding if they have an abnormally high body temperature. The Thermal Access solution can be used on public transport to warn people not to enter and to monitor the number of people that can board the vehicle at the same time, also allowing social distancing measures to be upheld.

Overview of Features

The Thermal Access and Flow Control monitoring cameras work to identify when someone has a body temperature higher than 37.5 degrees Celsius. In the event that a person shows signs of being unwell, the system alerts the driver to take action and prevent the passenger from boarding or putting any passengers or transport staff at risk.

This solution also has the ability to integrate with the on board air purifier to freshen the air at chosen intervals. Build confidence in your customers and the community by adopting an innovative solution to prevent the spread of an epidemic, whilst reducing costs and maintaining good social distancing measures for all.

Benefits of using Thermal CCTV on Public Transport

- Non-contact health monitoring – Only allow healthy passengers to board the bus and build confidence in passengers when using public transport.
- People Flow Control informs the driver when the bus has reached the pre-set capacity.
- Integrate with the on-board air purifier system for timed switch on or off.
- Prevent the spread of viruses and other illnesses between passengers and your staff.
- High efficiency and accuracy to always know exactly how many passengers are on-board instead of manual counting.
- Use facial recognition technology to get an accurate temperature reading without breaching GDPR.



People Flow Control Solutions

Monitor and Limit Visitors to your Premises.

Why pay a full time member of staff to monitor people traffic into your premises when you can have technology that does this for you, at a fraction of the cost? For limiting the flow of people in and out of your building, use a Flow Control Camera to measure the number of visitors that have entered and warn the next visitor to wait until it is safe to proceed. This innovative technology is cost effective and helps you easily manage or limit the number of people in any space at one time, for health & safety and to aid social distancing when trying to prevent the spread of illness.

Cost Effective Crowd Control

Flow Control equipment is perfect for any business that needs to protect their employees and visitors by restricting the number of people into a space or premises at any given time. If you run a retail outlet, office building, health practice, building site, car showroom, public indoor space, leisure facility, educational centre, care home or similar – this is the perfect solution for you.

Build confidence in your staff and customers by assuring them that you have safety measures in place to protect their wellbeing, whilst ensuring that your business can operate fully without the need to hire an extra staff member to mind the entrances and exits – saving you £££'s each year.

Benefits of the Active AI Deterrence Camera

- Set a limit to the number of people allowed in at one time.
- Use cameras 24/7 – no breaks needed or errors made.
- Helpful screen alerts the next visitor to wait due to full capacity.
- Save money, instead of paying a full-time employee to do the same job.
- Prevent the spread of illness and facilitate social distancing.
- **Contact our team for a free consultation and remote or on-site demonstration of our CCTV products.**
- Build confidence in staff and customers by protecting their safety.





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