



Flexible Business Communications
Hosted Samsung Communicator



Who are



With over 25 years' experience of the UK telephony market, Mainstream Digital are specialist providers of communication solutions for business, offering on-site and hosted telephony solutions, VoIP and SIP services, calls and lines packages and business class broadband connections.

Operating as a telecommunications company since 1992, we have remained at the forefront of communications and data centre technology. This has included developing services for telephony such as call management and business continuity.

Mainstream has also developed applications, suitable for the financial, education and healthcare markets.

Samsung SDS partner

Mainstream is accredited to ISO9001 (Quality Management), ISO27001/2 (Information Security Management), ISO22301 (Business Continuity) and is Cyber Essentials, IASME and GDPR compliant.

For nearly 10 years Mainstream has been a key Samsung development partner, creating telephony and data solutions for networks and the cloud, that are powered by Mainstream Digital.

resilience capabilities, and provide high availability for delivering cloud based solutions, whether that is hosting telephone systems, recording calls or receiving mobile telemetry.

UK Data Centres

Our UK based data centres are IL2/IL3 compliant with a multi-location infrastructure and load balancing between servers. If one server should fail, another site will take over without a break in service.

Data security and resilience

Our secure UK data centres are configured with full redundancy and

Samsung Electronics and Samsung SDS

Consisting of nearly 70 companies, Samsung Group activities range from electronics and construction to fashion and life insurance. Samsung Electronics is the best know of these, and has three main business lines: Mobile devices, Consumer electronics and Electronics components.

Samsung Electronics is a world leader in mobile devices and Smartphones are among Samsung's most well-known products. In 2014 the mobile division accounted for more than 75% of the company's overall operating profits.

Samsung is also a leader in PABX technology, with world class business phone systems, that are designed to be durable and hugely feature rich.

Samsung SDS

Established in 1985 as a subsidiary of Samsung Group, Samsung SDS is a global software solutions and IT services company, and provides IT services including IT

and Network Consulting; Customised Application Integration; Hardware and Software Implementation and Support; and outsourcing services. Samsung SDS operates with offices and data centers in 11 countries.

Software and solutions

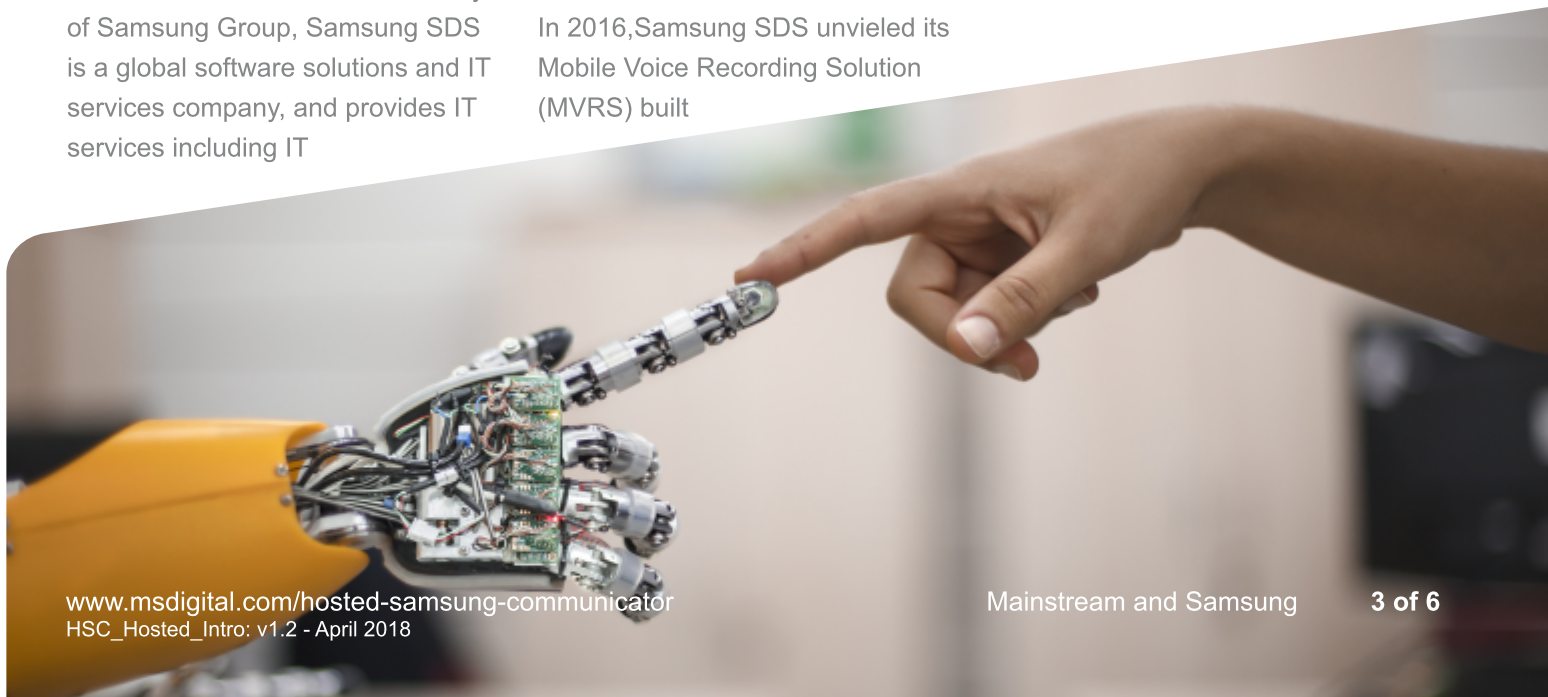
Samsung SDS Europe (SDSE), the European subsidiary of Samsung SDS, provides software and solutions for enterprise mobility, security, analytics, and mobile sales and training.

In 2016, Samsung SDS unveiled its Mobile Voice Recording Solution (MVRS) built

on the Samsung SDS EMM, a secure and FCA-compliant communications recording Enterprise Mobility Management (EMM) solution, developed and delivered by Mainstream Digital.

Developed by Mainstream

Now, Samsung has announced its hosted PBX solution, drawing on the expertise of Samsung SDSE and its powerful Mobile Device Management System (MDMS) developed by Mainstream Digital, which allows corporate users to track, monitor and control corporate mobile devices.



Leaders in convergence

Samsung has been a leader in convergence for more than 20 years. With unrivalled strength in consumer electronics, mobile telephony, touchscreens, computers and networks, we are ideally placed to address the challenges and opportunities presented by the integration of voice, data, video, fixed and mobile communications.

Samsung's expertise in convergence is evident in their business telephone systems. Modular and scalable, they can be expanded and enhanced with the latest technology whenever it suits you to do so, from IP telephony and converged voice and data networks to BYOD and the wireless enterprise. Having such flexibility helps keep the cost of deployment low and future proofs every Samsung solution, protecting your investment in equipment.

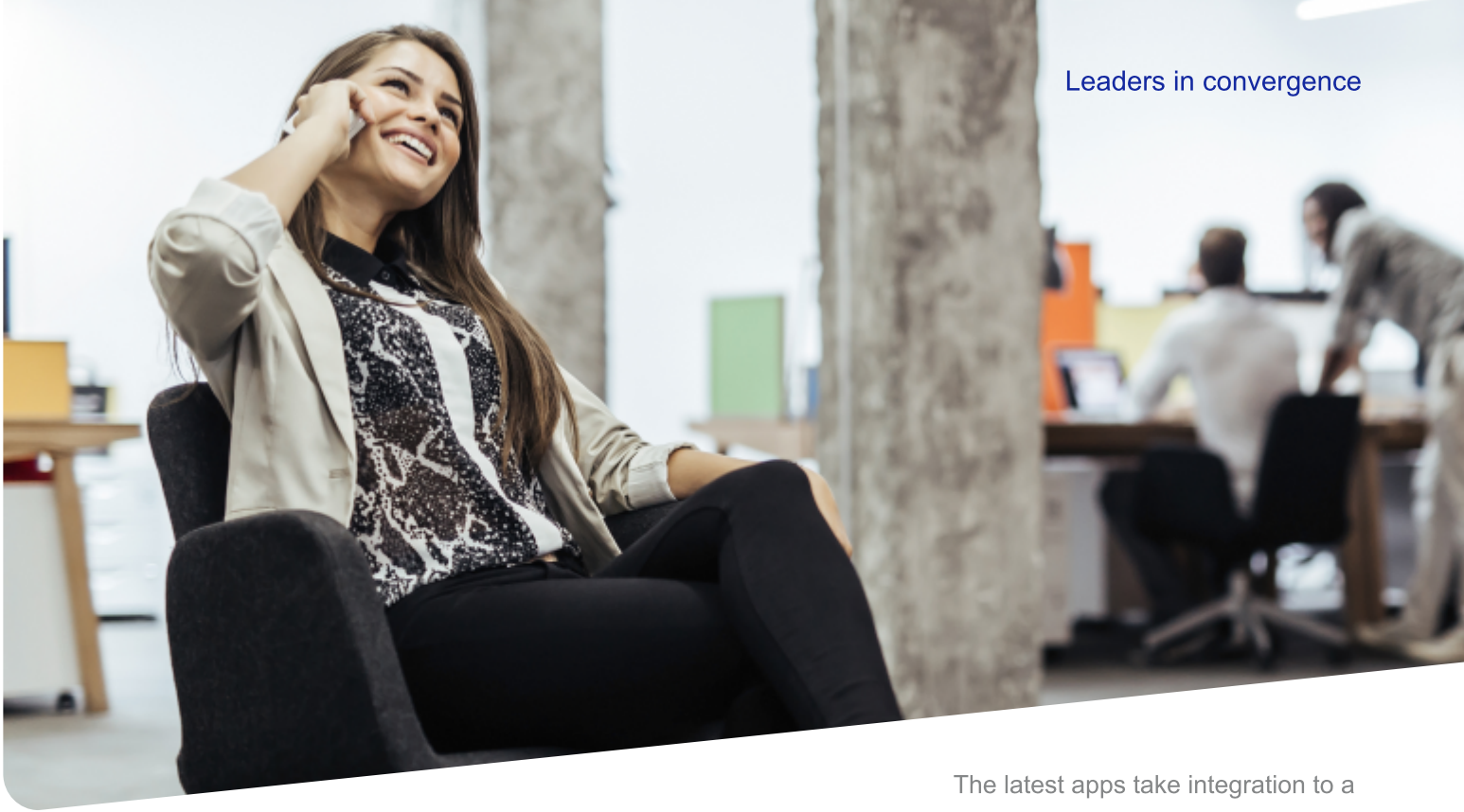
As office and mobile communications converge, the breadth of our product range offers further scope for savings. Adding a SIP client and a USB headset/handset to an Android-based Galaxy Tab, for example, converts the device into a touchscreen Samsung deskphone for a quarter of the cost of a traditional large screen display phone.

Remember your employees

Inefficient or costly communication practices aren't just a product of the wrong phone system or telecoms infrastructure: often they are caused by employees themselves.

How many people in your organisation reach for their mobile phone to make a call rather than their desk phone? How many spurn the preferred company mobile and use their own device instead?

Samsung's belief is that designing a phone system to accommodate users' preferences is the best way to boost productivity, control costs and retain visibility of phone activity. They already make it easy to integrate smartphones with Samsung phone systems and are providing powerful unified communications applications that further remove divisions between fixed and mobile telephony.



IT consumerisation and the challenge of BYOD

The smartphone has become an essential business tool. Employees depend on them to stay in touch and be more productive when away from the office; and employers value them because they enable staff to access email and enterprise applications at all times.

Yet, there is no doubt that smartphones add to communication costs, pose a threat to data security – especially where employees prefer to use their own choice of device – and can lead to a loss of control by the employer. According to some estimates, as many as 40-60% of all calls in offices are made on a mobile phone.

As the world's leading manufacturer and a major provider of business telephone systems, Samsung has given much thought to how smartphones are used in offices and what businesses need to manage them.

Samsung mobility apps fully integrate mobile phones with a Samsung phone system. By automatically routing calls on a smartphone via the office system when within the enterprise Wi-Fi network a business can reduce costs and gain greater visibility of employees' phone activity.

It also gives smartphone users access to corporate phone lists and shows the presence status of colleagues; enables the seamless transfer of calls between mobile handsets and deskphones; and allows incoming calls to ring a mobile, desk phone and home phone simultaneously.

The latest apps take integration to a higher level by providing extension phone features on a smartphone; unified call logs for desk phones and smartphones; docking stations that allow a mobile device to become a deskphone; call recording from a mobile; integration of mobiles with presence; and the ability to manage personal and work calls separately.



Deskphone, smartphone or both?
Samsung phone systems
accommodates any preference.

Channel focus



We believe local suppliers build stronger relationships with their customers and develop a better understanding of their needs.

We choose our resellers for their expertise in specifying and installing business communications systems. Many also have in-depth knowledge of specific industries and have been instrumental in developing specific solutions for customers.

To find out more about how our business communication systems can help your business grow, please contact us.