Britannic

Net X

Adding Intelligence and Value to the Voice Network.

Britannic's market leading NetX SIP exchange platform has been designed to give full visibility and control over inbound and outbound voice communication. It comes with a range of value added applications that can be enabled, providing further business benefits.

More insights and control

NetX a carrier grade SIP exchange platform, that has been created from the ground up, with the vision to empower customers with self-serve. It stands out from the other solutions available in the market due to its powerful, easy to use portal, which provides advanced analytical capabilities, customisable dashboards and configurable widgets, role based access, queries and report scheduling, flexible call routing to support Business Continuity Planning and feature management. We use the latest security methodologies to ensure that all calls are fully encrypted.

Whether you need to extract key call metrics to present to your department, configure new routing plans, or blacklist a number, you are in control. The portal will provide your business with more flexibility and transparency into your call services than ever before.

NetX Direct Routing with MS Teams and other communications platforms

With NetX Direct Routing, you can connect to platforms, such as MS Teams or Zoom, a wide range of Unified Communications and telephony platforms and enjoy the benefits of enhanced call routing functionality, whilst seamlessly connecting people for enhanced communication and collaboration – even across a mixed technology estate. These fully certified integrations enable businesses to enhance productivity, collaboration and customer service without sacrificing the functionality of their existing phone system.

Vulnerability Scanning

Our vulnerability scanning software run scans across our end to end platform. This is used in conjunction with regular PEN testing. We are certified to ISO27001, ISO22301 and ISO9001 across the business and we have Cyber Essentials Plus certification. Our security approach has enabled us to refine a templated build, so all customer rollouts are as secure as possible.
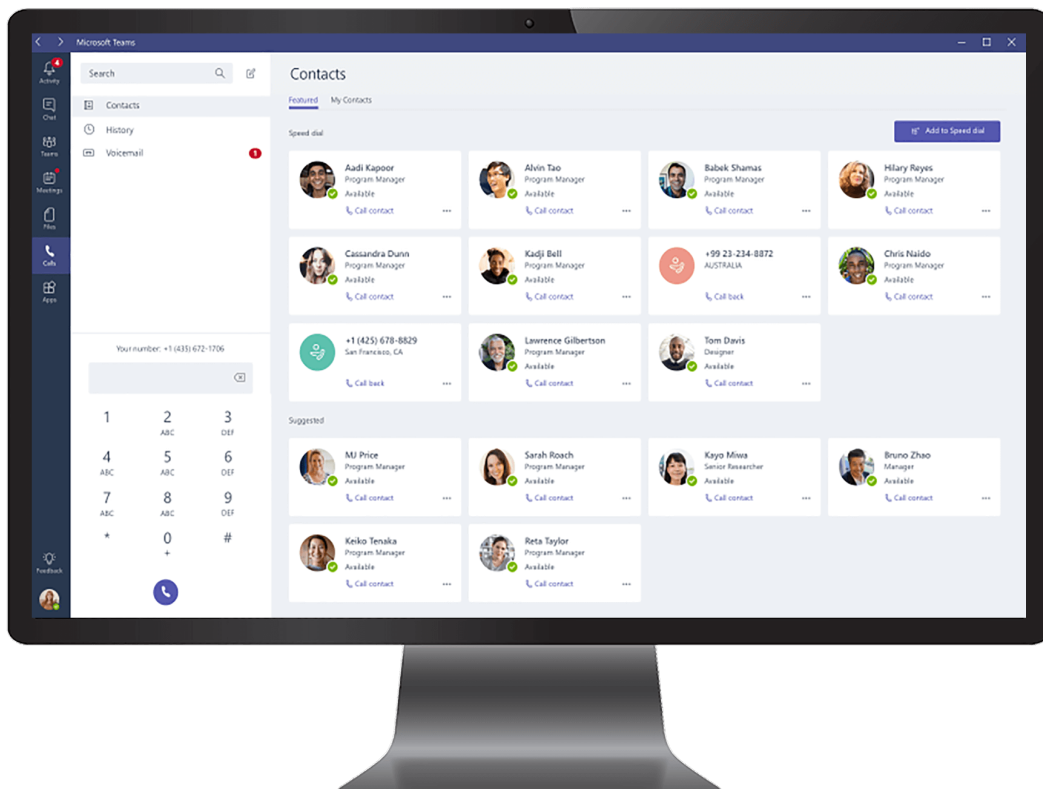
Key functions and features

Voice and messaging capabilities

Intuitive interface with customisable dashboards

In-depth conversational analytics and insights

Local and national calling

Compatible with most IP comms systems

Intelligent, dynamic call routing, forwarding, and limiting

Call preservation

Fully encrypted and Disaster Recovey tested

Uninterrupted service: 99.999% SLA and SLGs

Blacklist / whitelist calls at the touch of a button

Automatic Toll Fraud controls

Added value with NetX and Britannic

Why are so many organisations making the switch to SIP and NetX? There are several excellent reasons. Closure of the Public Switched Telephone Network (PSTN) in 2025 means that telephone calls routed over legacy landlines (PSTN and ISDN services)will need to be replaced. Many businesses have already moved to SIP as a more flexible, resilient and cost effective solution.

SIP Trunks are highly flexible to business requirements and are often configurable almost instantly. When you compare this to traditional infrastructure and the complications involved and combine it with the pace of modern business, SIP is the ideal choice.

SIP will enable you to save money, be more flexible, scale up and down, and provides resilience to support your business continuity plans.

The advantage we have here at Britannic is that NetX is our own SIP platform, connected to tier 1 carrier networks. As a customer, you can make many changes for yourself, providing you with great flexibility and almost real time control.

NetX comes with automatic Toll Fraud prevention controls. Toll fraud refers to unauthorised and fraudulent use of communication services, leading to substantial financial losses for both individuals and organisations.

While complete prevention of toll fraud may not be possible, there are measures that can be taken to significantly minimise its impact. Implementing robust security measures such as strong authentication protocols, encryption, and monitoring systems can help detect and prevent unauthorised access with automatic toll fraud controls.

"We deliver Customer Interaction Management and Fulfilment Solutions that use the latest technology, thinking and design-led approaches. This is underpinned with our partnership and innovation focus and consultative services to deliver great outcomes, successful change and power business modernisation and transformation programmes."

Jonathan Sharp, CEO,
Britannic

Why NetX?

Accelerated problem resolution

If a problem occurs, both of us will know in an instant with NetX notifications. The key for us is transparency. Due to the highly detailed data available within the portal, our engineers will be able to resolve any issues at an accelerated speed.

Heightened business security

Hackers are getting smarter as technology evolves. We want businesses to be more secure than ever and that is why NetX is fully encrypted end-to-end, pen tested, comes with automatic Toll Fraud controls, and has blacklisting and whitelisting capabilities. Keep your business and employees safe and secure.

A better DR response

We know from COVID-19 to expect the unexpected. NetX is a critical part of your business continuity and DR response. You will know your plan works through DR testing and should disaster strike, your business will be prepared.

Increased business efficiency

With the quick search function, data analytics and scheduled reporting NetX is a prime tool to help you increase business efficiencies. Identify the key areas of your customer service that need enhancing or improve the cost effectiveness of calls.

Become data driven

To not only adapt but excel in today's business landscape, embracing a proactive and data-driven viewpoint is paramount on your transformative journey. Our NetX portal serves as an invaluable tool, empowering you to effortlessly extract insightful data. This data is then readily available for comprehensive analysis, enabling you to make informed decisions with ease.

Continual development

NetX is by no means a static product, with continual development and new features and functionality being added monthly, you will benefit from increased capabilities and advanced developments.

Talk to the solutions people.

Britannic are award-winning specialists in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach have helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, and Video Interaction Management, to increase efficiencies, personalise interactions, introduce automation and reduce costs.

Book a NetX demo with a member of our team today!

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