



NETWORK + EXPERIENCE

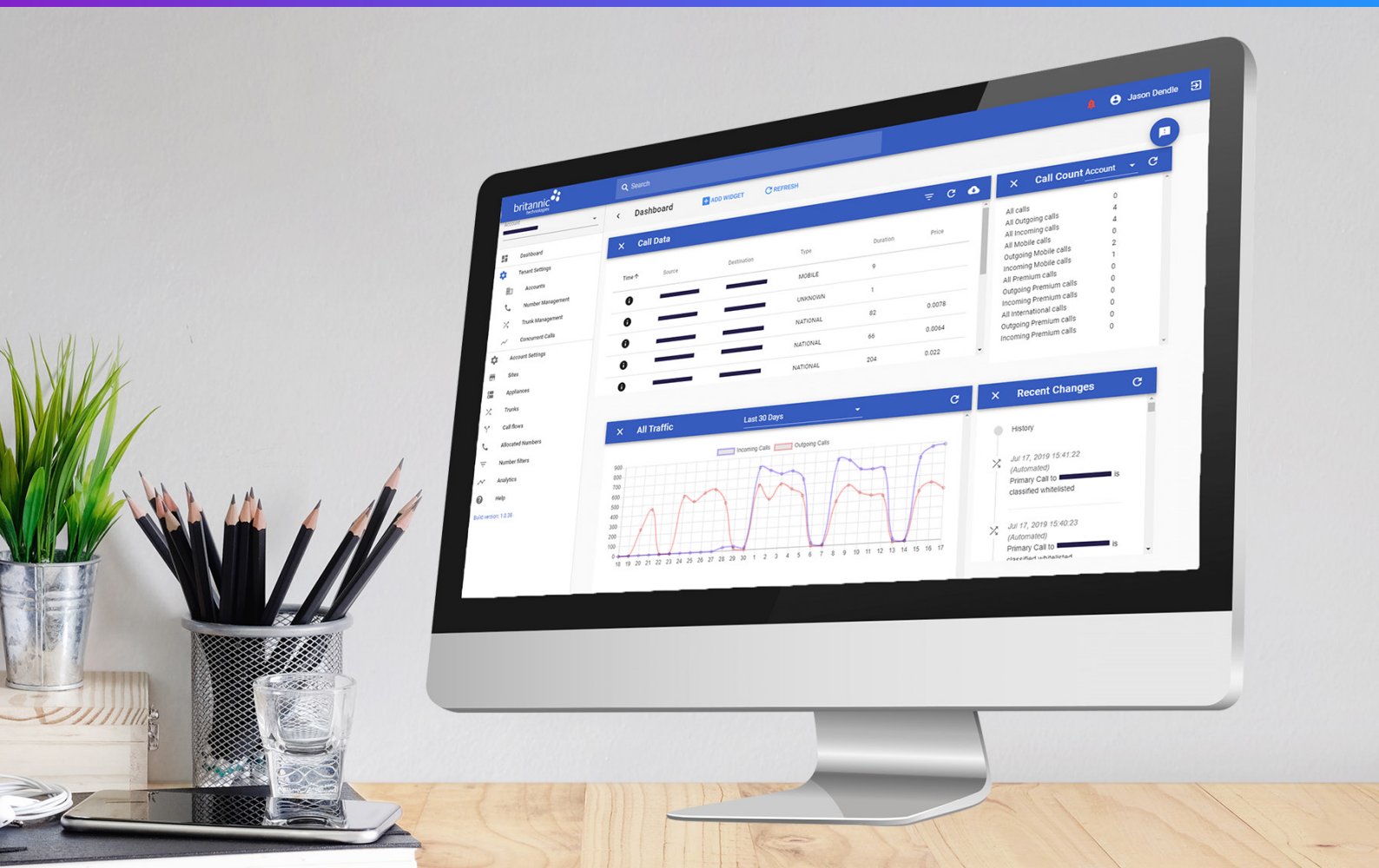
NetX

The Intelligence Layer For Business Communications

NetX is Britannic's UK-hosted intelligent communications platform, combining resilient SIP connectivity with intelligent applications, automation, analytics and secure self-service control.

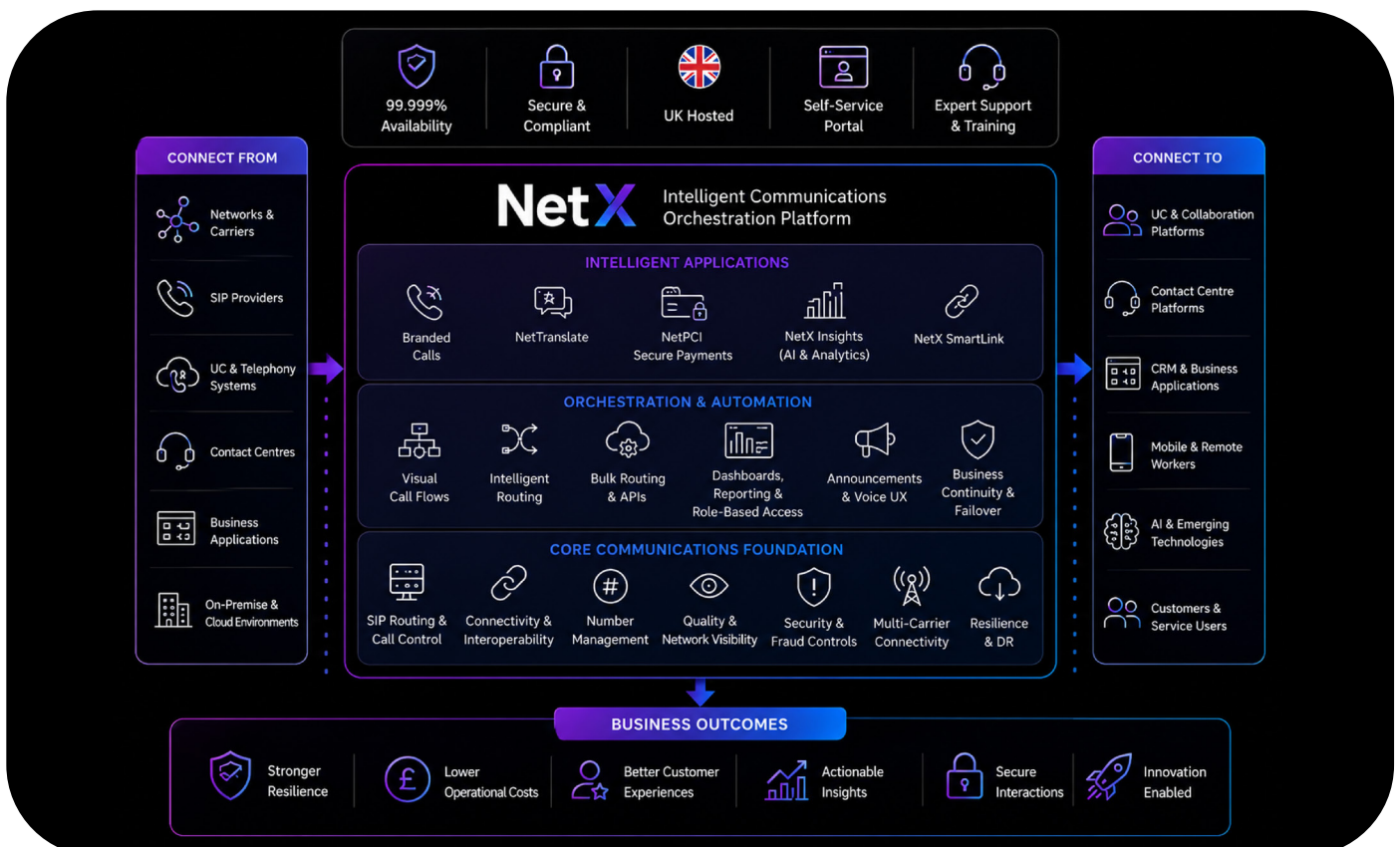
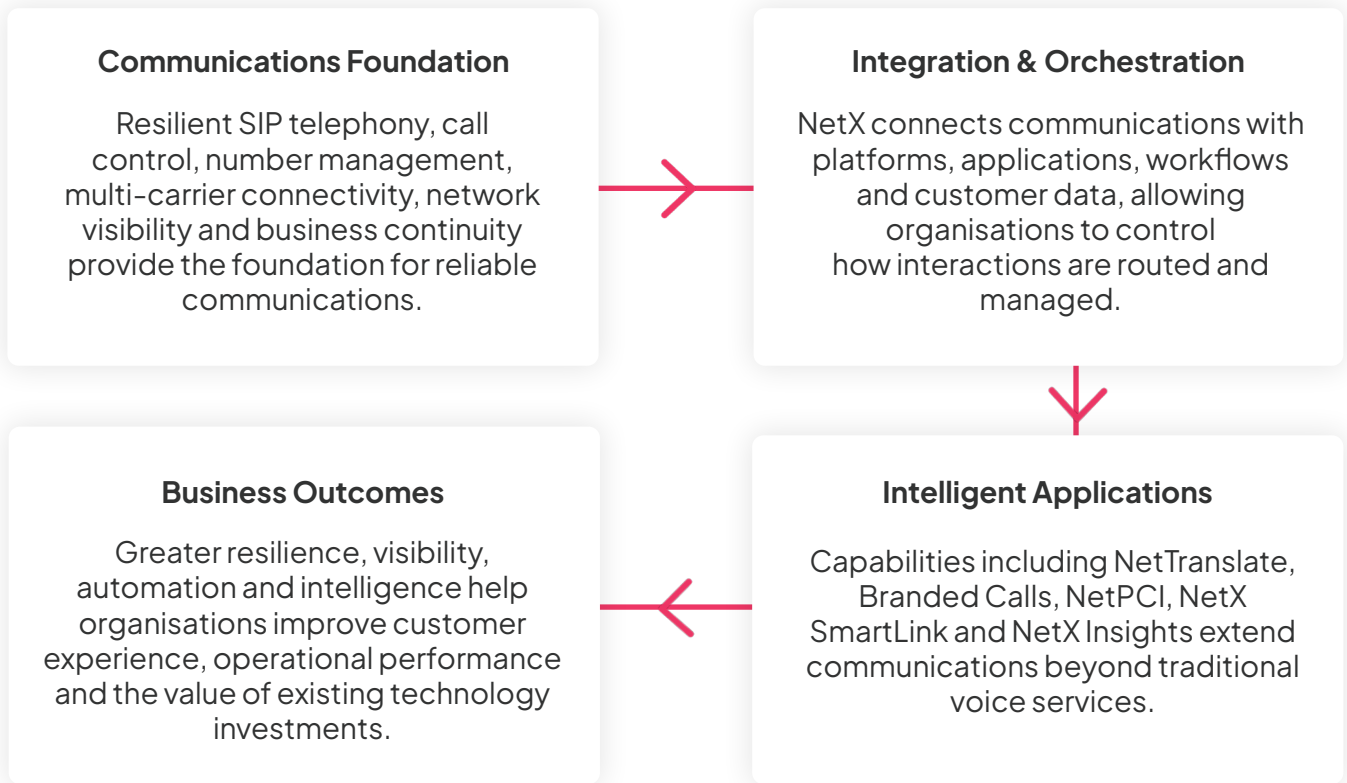
It connects networks, communications platforms and business applications through one intelligent layer, helping organisations retain the technology that they already use while introducing new capabilities such as real-time translation, trusted call branding, secure payments and AI-powered interaction insights.

NetX gives organisations greater visibility, control and flexibility across their communications environment, helping improve resilience, customer experience and operational performance.



From Connectivity To Intelligence

NetX combines Britannic's own SIP telephony capability with integration, orchestration and intelligent applications, creating a communications environment that can evolve as organisational requirements change.



Features & Capabilities of NetX

NetX brings resilient SIP telephony, communications management, integration and intelligent applications together within one platform.

Communications & Resilience

Features	Description
SIP Telephony	Resilient inbound and outbound voice connectivity across locations, communications platforms and carriers.
Call Control	Manage how calls are handled, routed and transferred across the communications environment.
Number Management	Control and manage business telephone numbers through the NetX platform.
Multi-Carrier Connectivity	Connect across multiple carrier networks to increase flexibility and resilience.
99.999% Service Availability SLA	Support business-critical communications through a highly resilient service architecture.
Business Continuity & Failover	Redirect calls to alternative numbers, locations or platforms during outages and disruption.
Fraud Monitoring & Controls	Apply thresholds, destination restrictions, alerts, blacklists and whitelists to help identify and restrict suspicious activity.

Control, Integration & Intelligence

Features	Description
Visual Call Flow Builder	Build and adapt routing journeys through an intuitive drag-and-drop interface.
Intelligent Call Routing	Route interactions using schedules, business rules, customer information, account status and operational requirements.
Bulk Routing	Apply number-to-destination mappings at scale to simplify migrations, ports, temporary diverts and large routing changes.
Intelligent Announcements	Add uploaded audio or text-to-speech messaging for opening hours, busy periods, outages and continuity scenarios.

Analytics & Reporting	Gain operational insight into call volumes, call quality, destinations, usage patterns and service performance through configurable dashboards, scheduled reports and interactive analytics.
Customisable Dashboards	Create relevant views using configurable widgets and communications data.
Secure Scheduled Reports	Distribute reports through secure links and provide reporting-only access where required.
Role-Based Access	Give authorised users access to the functionality and information relevant to their responsibilities.
API Capabilities	Connect communications activity with business applications, workflow automation and customer data, supporting more intelligent and personalised interaction handling.
Platform Integration	Connect NetX with unified communications, contact centre, CRM, workflow and other enterprise platforms.
Process Engine	Identify compliance risks, missed sales opportunities, coaching requirements and other operational insights from interaction data.

Intelligent Applications

Features	Description
NetTranslate	Enable real-time translation in more than 100 languages, both written and spoken.
Branded Calls	Help customers recognise trusted outbound calls, with reporting, engagement insight and spam reputation reduction.
NetPCI	Support secure telephone payment interactions while reducing exposure to sensitive card information.
NetX SmartLink	Connect Amazon Alexa Smart Properties directly to existing telephony, contact centre and ARC environments through NetX's secure SIP gateway.
NetX Insights	Use AI to transcribe and analyse selected interactions, identifying sentiment, customer effort, outcomes, risks and improvement opportunities.

Features & Capabilities of NetX

Protect Business– Critical Communications



A 99.999% service availability SLA helps organisations maintain reliable communications, reduce disruption and protect access to essential services.

Maximise Existing Technology Investments



NetX connects existing and emerging technologies, allowing organisations to introduce new capabilities without unnecessary rip-and-replace projects.

Reduce Operational Costs



Secure self-service management reduces reliance on routine supplier intervention, helping internal teams make changes faster and manage communications more efficiently.

Respond Faster To Change



Organisations can adapt more quickly to service changes, unexpected demand, migrations, outages and evolving customer requirements.

Improve Customer Experience & Trust



Deliver more reliable, accessible and secure interactions while connecting customers to the right destination faster and improving personalisation through intelligent routing, customer data and AI.

Make Better–Informed Decisions



Analytics, reporting and AI-powered insights turn communications activity into actionable intelligence, helping organisations identify risks, recurring issues and opportunities for improvement.

Improve Accessibility & Inclusion



Real-time translation and voice-enabled experiences help organisations communicate more effectively with a wider range of customers, employees and service users.

Strengthen Security & Reduce Risk



Fraud controls, secure payments, role-based access and trusted call branding help organisations protect interactions, reduce exposure to risk and increase customer confidence.

Gain Greater Control & Accountability



A platform designed, developed, hosted and supported in the UK gives organisations greater visibility, direct control and clearer accountability across their communications environment.

Control Communications Through One Secure Portal

The refreshed NetX portal gives authorised teams greater visibility and control across their communications environment, making it easier to manage routing, reporting, announcements and day-to-day communications activity.

Build & Change Call Flows

Create and adapt routing using an intuitive drag-and-drop interface, including opening-hours checks, announcements, delays, onward destinations and failover.

See What Is Happening

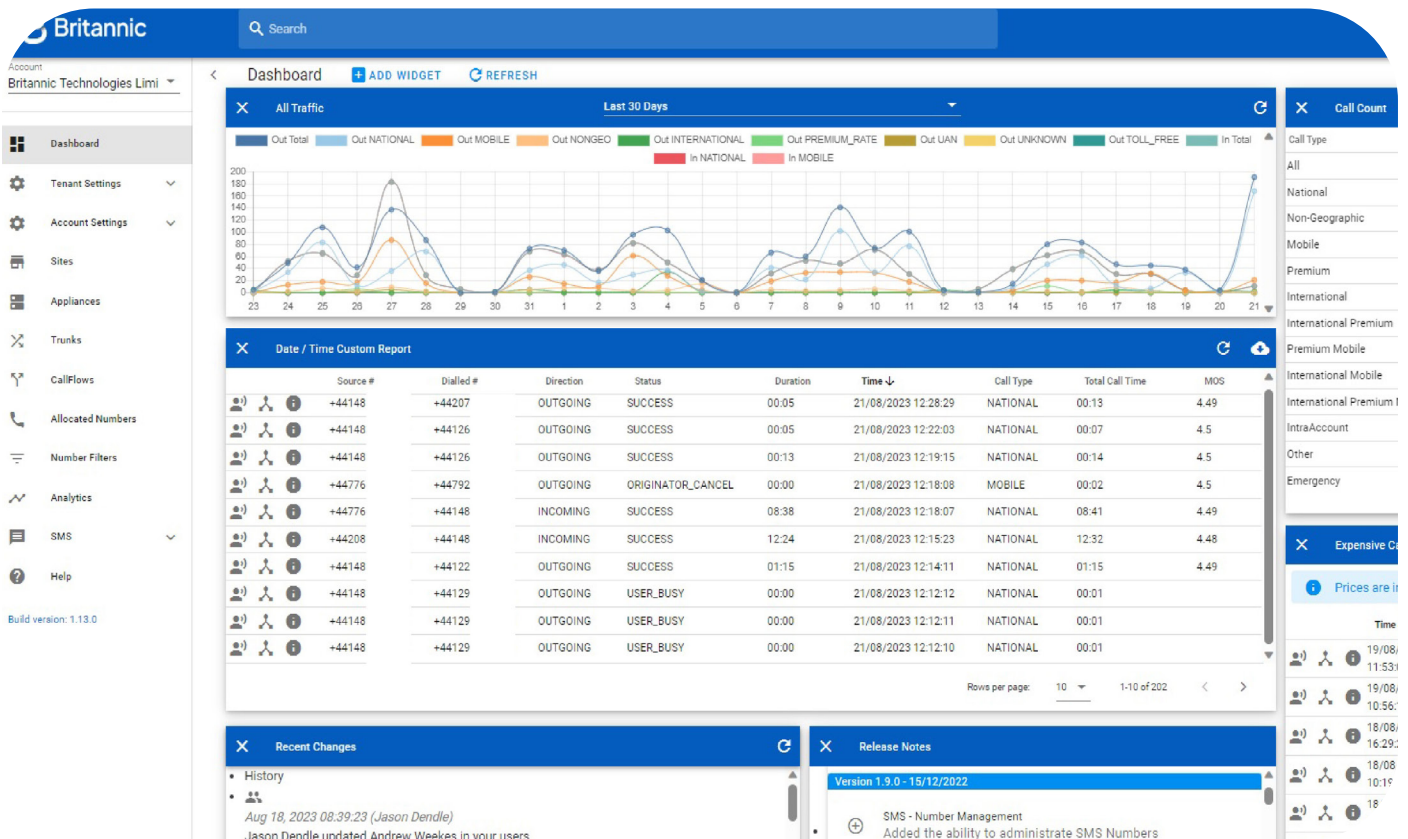
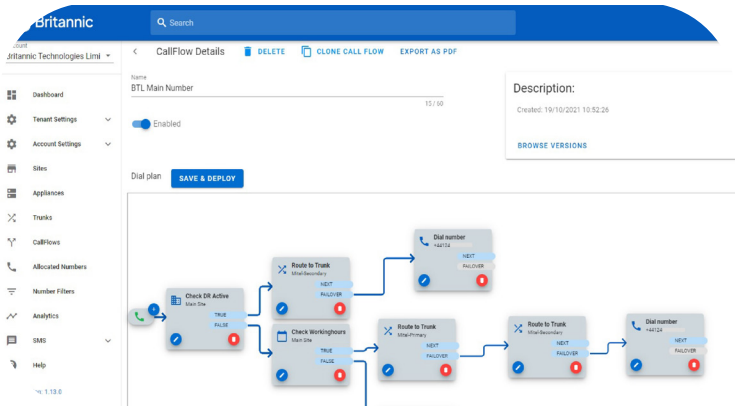
Monitor call volumes, call quality, destinations, usage patterns and service performance through configurable dashboards and interactive analytics.

Manage & Report Securely

Schedule reports through secure links and provide role-based access to users who require insight without wider administrative permissions.

Respond Faster

Update announcements, routing and business continuity arrangements more quickly when customer demand or operational requirements change.



Built For Real Operational Challenges

NetX can be applied across a wide range of communications environments and operational scenarios.

Service Disruption

NetX can be applied across a wide range of communications environments and operational scenarios.

High Contact Volumes

Use real-time AI native voice translation to remove language barriers and provide more accessible services to customers, employees and service users.

Regulated Customer Journeys

Bring together secure payments, trusted caller identity, resilience and communications controls to support environments with demanding security and compliance requirements.

Multilingual Services

Use intelligent announcements, call flows and dynamic routing to manage demand while maintaining a consistent customer experience.

Continuous Service Improvement

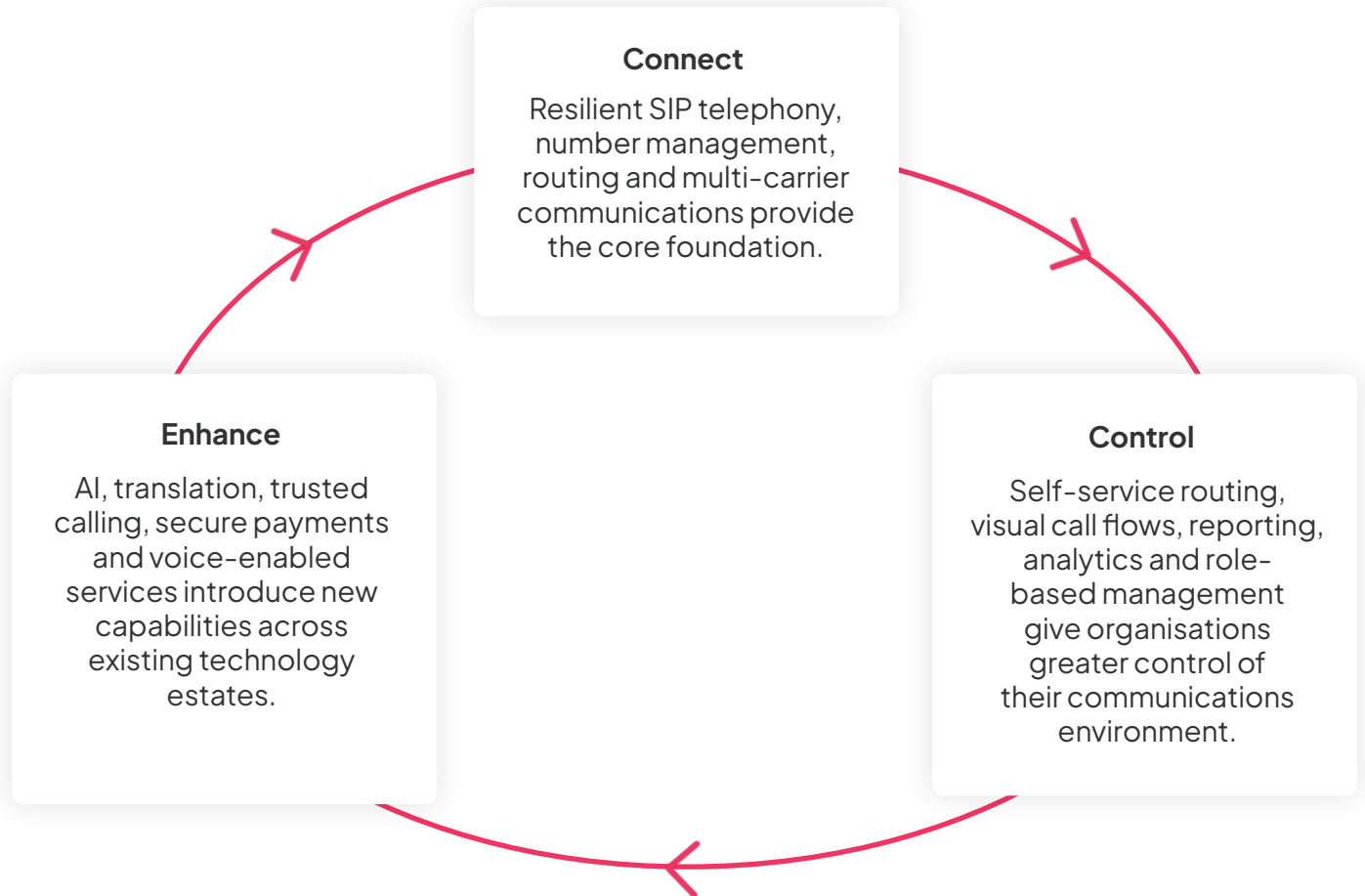
Use communications data and AI-powered analysis to identify recurring issues, customer effort, compliance risks, coaching requirements and opportunities for improvement.



More Than Just SIP...

Traditional SIP platforms primarily provide connectivity, routing and voice services.

NetX combines Britannic's own SIP telephony capability with integration, automation, self-service control and intelligent applications, helping organisations extend what their communications environment can do without unnecessary replacement.



Traditional SIP connects calls. NetX adds the intelligence, control and applications that turn connectivity into wider business value.

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NETX IS A POWERFUL, CONSTANTLY EVOLVING PLATFORM. ITS RESILIENCE AND ANALYTICS CAPABILITIES PROVIDE REASSURANCE AND GUIDANCE TO THE BUSINESS, WHILE THE USER-FRIENDLY PORTAL GIVES ME THE FLEXIBILITY AND AGILITY I NEED TO EASILY MAKE CHANGES TO CALL FLOWS AND ACCOMMODATE DEMAND AND BUSINESS CONTINUITY REQUIREMENTS.

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Telecoms Manager
Major UK University

Talk to the solutions people.

Britannic are an award-winning specialist in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach has 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 cost.

Book A Demo With One Of Our Specialists Today!