Communication
Made Simple

Grandcom provides a comprehensive suite of unified communication solutions that seamlessly integrates popular communication channels, including SMS, MMS, Email, WhatsApp, and SIP. The platform offers businesses efficient management of their communication needs, with support from systems like Cisco, 3CX, and Microsoft, and compliance with regulatory standards such as ICASA and WASPA. Grandcom ensures reliability and security with features like multi-location redundancy, encrypted communications, workflow triggers, single customer view reporting, and full audit logs. These features empower organizations with enhanced productivity, streamlined operations, and seamless collaboration across various communication channels.

Simplify Your Communication.

1 Single Provider
Simplifies vendor management, streamlines billing, ensures consistent service quality, and reduces compatibility issues across communication tools.

2 Single Interface
Increases efficiency, enhances collaboration, reduces time switching applications, and simplifies training with a unified communication platform.

3 Easily Integrate
Centralizes customer interactions, improves service, reduces data entry errors, and enables comprehensive tracking and analysis of engagement.

4 Enhanced Communication
Centralizes information storage, improves retrieval, boosts collaboration, and ensures better compliance and security of communications and documents.

SIP

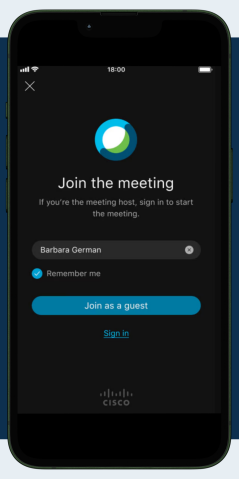
We provide end-to-end managed SIP Trunks with dual location redundancy and additional cloud redundancy through Azure. Security is our top priority, so SIP logins are not exposed to the internet. Grandcom manages dedicated data lines to ensure voice quality. All calls are monitored for quality and tracked based on industry standard MOS score. Our network links directly to all major provider networks.

3CX

Grandcom has partnered with the largest PABX platform in the world. Currently over 12 million active users. Seamlessly integrates with Grandcom SIP, Collaboration, and contact centre solutions. Fully cloud-hosted in Azure to ensure full redundancy.

CISCO Webex

The latest Cisco Enterprise solution is hosted by Cisco themselves, ensuring full redundancy and zero downtime. It connects to a physical or virtual CUBE, enabling scaling and redundancy as required. It is billed on a flexible per-user model and can be included in the Grandcom Collaboration platform to allow Webex to be used with 3CX and CUCM, etc. Webex will soon be available in South Africa.

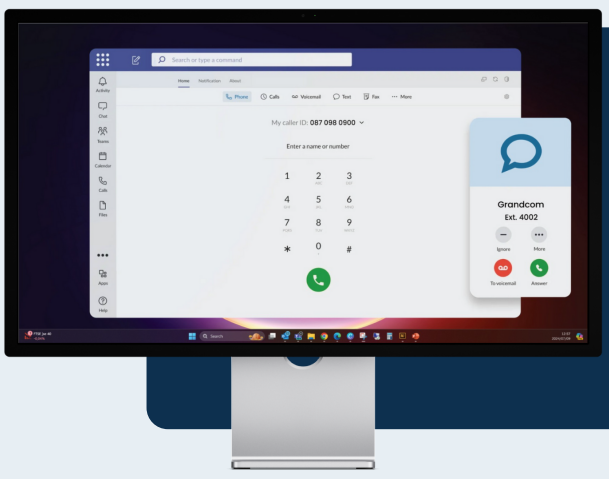


Contact Centre

Secure Document Delivery:
Grandcom Message Link ensures safe transmission of sensitive documents like statements and legal notices to customers' mobile phones.

Real-time Tracking:
Monitor document delivery and receipt with advanced tracking features, ensuring accountability and compliance with communication protocols.

Customizable Mobile Links:
Tailor mobile links to fit your business requirements, providing a personalized and efficient customer interaction experience.



Microsoft Teams

Grandcom seamlessly integrates a variety of physical and software endpoints into one centrally managed solution, benefiting clients more than any single endpoint could. This includes Cisco phones, Teams Client, 3CX App, Yealink phones, and other technologies. All devices work together as one and can be recorded, with standard SIP rates applied.

Voice Recording

Multiple site recordings are made on every call and stored in 4 redundant locations, including Azure for final fail-safe. Full packet capture can be included.

Employee Billing

Grandcom provides clients with the ability to differentiate between staff business calls and personal calls. Built-in CSV reports can be run monthly to include deductions from staff salaries. The reports offer itemized billing for each staff member, ensuring that staff cannot abuse company resources.

grandcom

Call Us
+27 87 098 0900

Email Us
support@grandcom.co.za