All your business mobile needs in one mobile app

Provide a full business mobile service, including data, number, calls and texts and enhanced features like call recording, all from our revolutionary mobile app. Designed for employee-owned devices as well as corporate devices – at no cost to the user.
PiPcall offers the UK’s most advanced business mobile solution in an app. It provides high quality resilient calls over dedicated voice channels with text and data packages in combination with a range of advanced calling features such as: call recording, IVR functions and group call call pickup. The app is designed to be deployed on personal and business-owned mobile devices – with an eSIM add-on, dual SIM or replacement SIM.

**Get the business mobile solution you need**

**Virtual Number**
Each installed PiPcall app comes with its own business number which becomes the individual user’s Direct Dial-In (DDI) number.

**Easy to Download**
The app runs on both iOS and Android devices, and on all UK mobile networks.

**Data and Call Packages**
Unlimited calls and SMS, multiple data packages, international call packages, and international roaming for business travellers.

**Flexible Implementation**
PiPcall works on employee mobiles, existing business mobiles, or physical SIMs.

**Separate**
The DDI, business contacts and call records all remain completely separate from any personal calling and contact apps.

**Zero Cost**
The individual user incurs no extra costs charged to their personal plan.

**Call Clarity**
Calls are made over the mobile voice network not mobile data or Wi-Fi.

**Enhanced Calling Features**
Make use of advanced features like call recording, group pickup, call monitoring, call whispering, and IVR facility between PiPcall users.

**Call Clarity**
Calls are made over the mobile voice network not mobile data or Wi-Fi.
MOBILE APP FEATURES

Usability
- Geographic DDI or Mobile DDI with SMS
- Zero user cost
- Do-Not-Disturb
- Custom ringtones
- No access to personal apps
- Low CPU and battery usage compared to traditional VoIP apps

Crystal Clear Calls
- Calls are made over the mobile voice network unlike other apps which use mobile data (3G, 4G 5G) and Wi-Fi
- Wi-Fi to mobile voice network calling for low signal indoor workspaces

Enhanced Calling
- Call recording
- Voicemail to email
- Call whisper
- International calls
- Contacts directory

Data, Calls & Texts
- Individual data packages from 2GB to unlimited
- Unlimited UK calls and SMS
- International call packages
- International roaming for business travellers

Download on the App Store
Download from Google Play
ENHANCED CALL FEATURES

PiPcall offers enhanced calling features not found in regular phone or SIM packages, giving you complete control over your calls and conversations.

Popular features

Here are some of our most popular features. Visit our website or call one of our experts for an extensive list.

**Call Routing / Forwarding**
Set up rules to direct calls to specific people at specific times.

**Call whisper**
Allows managers to enter phone conversations to coach employees.

**Call recording & storage**
Call recordings are stored and are accessible for regulatory, compliance and dispute handling.

**Ring groups, queues**
Avoid missing or mishandling calls because staff are not connected to the system.

**Call controls**
Assign call plans, call limits and the ability to call international and premium numbers to each user.

**Internal directory**
Access contact details of PiPcall users in our organisation from the app.

**Auto attendant / IVR**
Set a personalised greeting for all incoming calls.

**Virtual numbers**
Incorporate 07, geographic, free phone and international numbers.

**Voicemail to email**
Voicemails are sent to your email to access and listen to when required.

Our experts will set up your system just the way you want it. After that, we can make updates for you or train you on how to make changes yourself. It's very easy and intuitive to use no matter your IT ability.
MOBILE ADMINISTRATION MADE EASY

Manage your mobile solution via your own admin portal

Add and remove users
Add new users in minutes. Remove access to apps and hardware if a user leaves or a device is lost or stolen.

Simple user interface
Portal interface is designed for simplicity and ease of use.

Centralised Billing
Billing is managed centrally on your admin portal and covers all user charges

Multiple admin access
Assign admin access to more than one person for more efficient management of the system.

Gain Insights
The reporting features available will help you gain insights into your team’s performance and improve customer handling.

Call analytics
Gain powerful insights with live call analytics and reporting.

Wallboards
Customisable display of live calling stats relevant to your team or business.
INTRODUCING Mobile+ TECHNOLOGY

Voice calls on the PiPcall app are mobile calls. This means all PiPcall calls are made over the mobile voice network just like a normal mobile call and not over the internet like a mobile data call or a Wi-Fi call. What does that mean and why is it good for my business? Let’s break it down.

What is a mobile call?

In an ordinary mobile phone call, sound travels in the form of analogue signals. Mobile phones communicate with each other through coverage cells that correspond to geographical areas (this is why they’re called cell phones).

When you call someone using a mobile phone, the data gets transferred from one cell to another until it reaches the recipient.

The quality of a voice call is important so networks have invested in dedicated voice channels purely for voice calls. Unlike the internet where voice calls contend with other forms of data like streaming.

What is a mobile data call?

Data calls via VoIP mobile apps package voice as digital ‘packets’ which are transmitted over the internet. The transmission is facilitated by Wi-Fi and mobile networks 3G, 4G and 5G.

The advantage of VoIP is they provide enhanced communication between individuals or groups on a mobile. The ability to make and receive calls is only one of the functions of a VoIP service. That’s the primary reason why businesses are increasingly adopting it.

If you’re on a very low-data connection, or if you don’t have Wi-Fi access, your call may not go through, drop or have variable quality.
HOW DOES Mobile+ WORK?

Mobile+ technology by PiPcall combines the resilience and quality of mobile calling with the features of a VoIP softphone in one mobile app.

PiPcall piggy-backs off the SIM in the mobile device. It is carrier agnostic so if the user is a Vodafone customer PiPcall calls over the Vodafone network. Likewise, if the user is an EE customer the call goes over the EE network. However, if the user’s phone has a Wi-Fi calling feature, PiPcall can make use of this, again just like a normal call.

Uniquely the PiPcall app call includes all of the PBX features available on a VoIP mobile data call.

The PiPcall app gives you the best of both worlds. It integrates the feature rich capabilities of a PBX based VoIP call with the robustness and quality of a mobile call. This gives business users the best possible experience when calling from a mobile app.
Unlock Benefits by Choosing PiPCall

1. Eliminate internal voice communication black spots caused by remote working. With all users interconnected through one mobile system, calls reach the right people no matter where they are working.

2. With the majority of your staff using the mobile app you can cut back on, or completely remove, desk phones and business mobiles.

3. For staff that need mobiles, simply add PiPcall with our eSIM or physical SIM solution.

4. Avoid a decrease in professionalism because of flexible working by eliminating dropped calls and poor quality calls on traditional softphone apps.

5. Call quality combined with call features are not exclusive to desk phones or quality desktop apps. Mobile+ technology gives mobile users access to enhanced calling features like call recording without compromising on call quality.

6. More mobile apps reduce cost barriers and operational barriers of delivering a mobile solution to everyone no matter their working location or nature of their job.

7. The app comes standard with do-not-disturb features and dedicated phone number. This helps eliminate call fatigue by providing a clear separation between business and personal calls on the mobile.
ONBOARDING, TRAINING AND SUPPORT

As PiPcall users ourselves we walk the walk with our own product daily... and it’s brilliant. The difference in call quality between PiPcall and other mobile apps is very noticeable.

Our role as a telecoms provider is to not only sell you the system but also to help implement and integrate PiPcall into your business and to make sure that it’s being used to its maximum potential.

Our five stage onboarding approach makes transitioning from one phone system to another as painless and undisruptive as possible. We take an active role in the onboarding and training so IT, Management and Users can all concentrate on their own roles.

1. Understanding your needs
The what and the how. During the sales process we deliver a proposal based on what it is you require. You will receive a detailed proposal of your mobile solution so it’s always clear that your needs are being met.

2. Implementation
Configuring and then implementing PiPcall into your business from a technical perspective making sure that all users understand what PiPcall can do.

3. Onboarding session
Our virtual onboarding session takes place over a video call where we go through the core features of the apps and system. All of your team can join or we can record the session and send you the copy for users to watch in their own time. PiPcall is very easy to use so the session requires 30 minutes max. It is the perfect opportunity for users to ask questions. We found the session decreases the numbers of future questions and usability issues by up to 90%.

4. Training
Primarily aimed at the assigned IT manager or administration we cater the content to match a range of capabilities. The back-end system is set out in a intuitive way which means training is simple to follow plus we have step by step documentation you can follow. If you need us to make changes we are more than happy to do so as part of our ongoing support.

5. Ongoing support
We are just an email or a phone call away to help you with any questions, challenges and troubleshooting to make sure PiPcall is working for you. Plus, we are always releasing new features and regularly send emails containing updates and helpful advice about using our service.