



Thank you for
choosing PHMG.

We're looking forward to working together and
making every customer connection count.



Powering every customer connection





Make every touchpoint feel like your brand

With Brand Sound, your business gets a custom audio identity designed to make you more recognisable, more memorable and more consistent wherever customers hear you.

What's included



On-Hold Messaging

Turn every wait into a warm welcome with engaging messages, updates, and custom music tailored to your brand.



Professional Voiceover

Find your perfect voice from our global talent pool, delivering every message with clarity, character, and confidence.



Audio Tool Kit

Edits of your unique track, available to use in your own content creation.



Regular Updates

Keep your content fresh and relevant with flexible updates that evolve as your business does.



Expert Scriptwriting

Our skilled copywriters will create a set of information-packed messages that will get the reaction you want from your callers.



Sonic Logo

A musical motif as iconic as your visual logo.



Unique Music Track

A soundtrack as unique as your business, created to capture your identity and make every interaction unmistakably yours.



Multi-Platform Music Licence

Use your unique track across your website, social media, events and more.



Creative Workshop

The launch pad for your audio branding, where we get to know your business.

How to get the most from it

Come to your workshop ready to talk about your brand personality, your audience, your ambitions, and the kind of impression you want to make.

It also helps to think ahead about where you'd like to use your new sound, from telephony and video to social content and events.

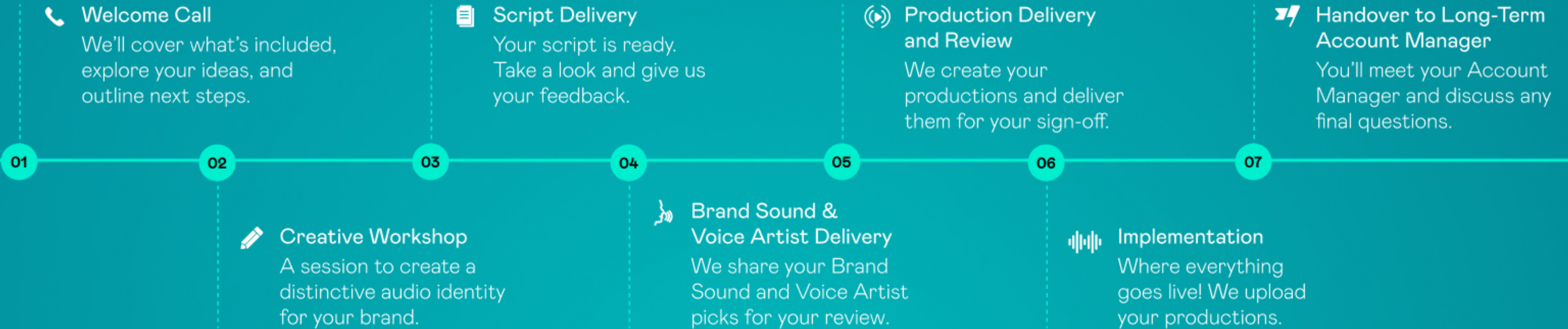
What are the benefits?

- ✓ Stronger brand recognition
- ✓ Consistency across every touchpoint
- ✓ More engaging, branded content
- ✓ Your brand is easier to remember

What happens next

We'll guide you through every stage and keep the process simple.

Your Brand Sound Journey





More from your PHMG package

If you've chosen any additional products as part of your package, here's what you can expect next.

Audio

Caller Experience Audio

Create a consistent experience across every call

Alongside your On-Hold Messaging, we'll create professional audio for key moments across your caller journey – helping every interaction feel polished, consistent and on-brand.

- ✓ Welcome Messaging
Make a polished first impression from the moment you answer.
- ✓ Auto Attendant & IVR
Guide callers with clear, on-brand messaging.
- ✓ Voicemail & Out-of-Hours
Keep callers informed, even when you can't answer.

Multi-Language

Make your message clear in every language

As we create your messaging, we'll produce the language versions you need with professional translation and native-speaking voice talent – creating a consistent, authentic experience for every caller.

- ✓ Professionally translated scripts with native-speaking talent
- ✓ Authentic, localised messaging in 50+ languages
- ✓ Complete production from script to broadcast-ready audio

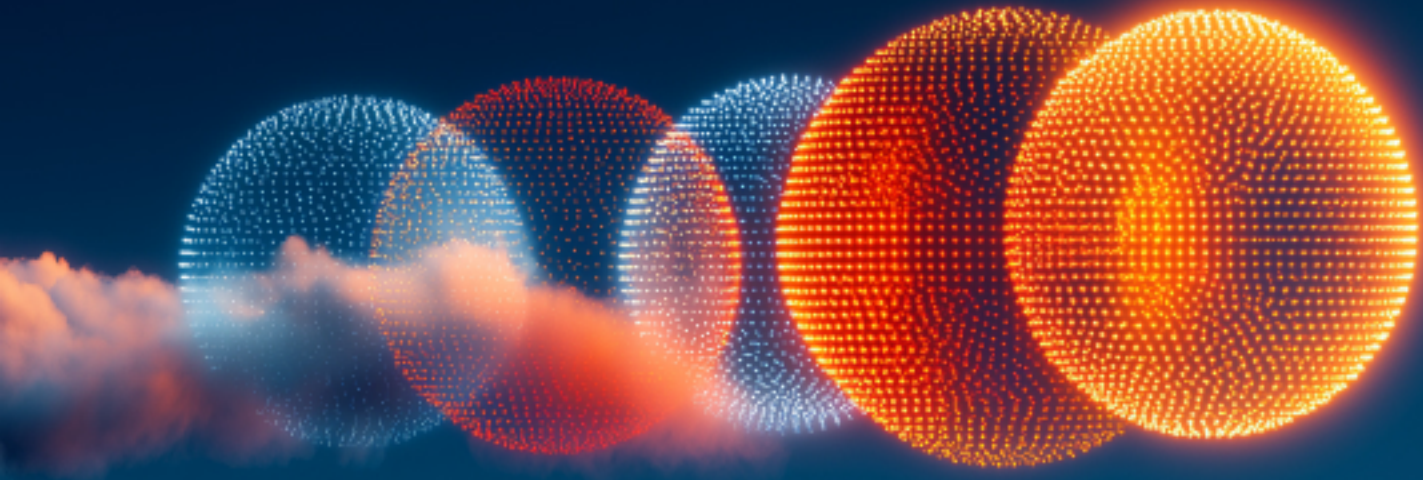
Voice PRO

Make every word sound its best

Let us know which content you'd like professionally voiced, and we'll take care of the rest – bringing it to life with expert voice talent, direction and production.

- ✓ Professional voice talent matched to your brand
- ✓ Shape every performance with live directed voice session
- ✓ Expert production that delivers impactful, engaging audio

A more complete audio experience, created to work seamlessly across every customer touchpoint — building greater consistency, recognition and impact wherever your brand is heard.



More from your PHMG package

If you've chosen any additional products as part of your package, here's what you can expect next.

Cloud Telephony

Complete Caller Experience

Make every call a better experience

Complete Caller Experience combines call mapping, platform management and continuous optimisation to create smoother caller journeys that help every customer feel valued.



Solution Proposal

We present insights to improve performance and customer experience.



Audio Approval

Your audio is ready for review and approval.



Implementation

We configure your solution for a smooth roll-out.



Testing

Our Cloud Architects test calls and refine your setup for deployment.



Go Live & Next Steps

Your solution goes live, followed by an overview and ongoing support.

GoTo

The ultimate communications solution for your business

We've partnered with GoTo to bring you AI-powered cloud communications, combining calls, messaging and video in one platform to create a smarter, more connected experience for your business.



Kick-off Call

Talk through your call setup, users, and new portal.



Provide your Details

Share information about your setup to get everything up and running.



Dial Plan Creation

Collaborate with GoTo to create your own Dial Plan.



Implementation and Number Porting

We'll work with your current provider to arrange the porting upon completion of a Letter of Authorisation.



Go Live

Everything is ready. Your GoTo setup is now live.