Unified Communications

Enhancing Collaboration, Empowering You

If you seek to optimise efficiency, foster greater collaboration within your enterprise, or enhance team flexibility, [COMPANY NAME]'s hosted Unified Communications (UC) solution presents an ideal opportunity to achieve your objectives. Our comprehensive and cost-effective UC service is tailored to meet your business needs.

The evolving landscape of flexible work arrangements and the prevalence of multi-site operations often result in organisations grappling with disparate communication systems and cost structures. While many businesses have readily embraced the Cloud for application deployment and document storage, they may overlook its potential as a means for optimising communication and collaboration.

What exactly do we mean by Unified Communications?

[COMPANY NAME]'s UC suite integrates a range of collaborative tools, including Voice (as a complete PBX replacement), Presence, Instant Messaging, Video, Desktop Sharing, File Transfer, and Mobility features. By selecting our Unified Communications solution, you eliminate the need for physical on-site PBX or UC systems. Instead, all functionalities are hosted in the Cloud, accessible to every member of your organisation, on any device, at any time, from anywhere.

In addition to our powerful collaboration suite, our solution encompasses lines, numbers, phones, and connectivity, all managed through a user-friendly portal that allows effortless modifications as needed.

Who can benefit from UC?

Unified Communications solutions are ideal for companies seeking to:

* Enhance productivity by improving efficiency and fostering collaboration among employees.
* Facilitate collaboration among dispersed employees working from multiple sites, a centralised location, on the road, or remotely from home.
* Boost productivity without the need for capital expenditures.
* Comply with recent legislation and meet the growing demand for flexible work arrangements.
* Reduce costs associated with calls between offices, home-based workers, and mobile employees.
* Entrust their communication services to a single, reliable provider for efficient management and operation.
* Consolidate communication systems and cost structures across multiple offices and sites.

Key advantages of our solution:

* Compliance with the Financial Conduct Authority (FCA) and Payment Card Industry Data Security Standard (PCI-DSS) requirements.
* A robust user interface for quick access and management of recordings.
* Recordings serve as valuable evidence in dispute resolution and as a training resource to enhance sales conversion rates and customer retention.
* Whether you're at your desk, on the move, or working remotely, our solution adapts to your preferred work style, offering seamless communication across desktops, desktop phones, mobile devices, and tablets.

Telephony – An Advanced PBX Replacement:

* Comprehensive PBX functionality, including Call Forwarding, Call Holding, Call Transfer, Voicemail, Hunt Groups, Hot Desking, Call Park, Do Not Disturb, Anonymous Call Rejection, 3-Way Calling, Speed Dial, and Call Reporting.
* Advanced PBX features, such as single-number identity, Findme/Follow-me, Selective Call Control, and PA/Executive Monitoring.

Simplified and Intuitive Tools to Maximise Personal Productivity:

* Click-to-call functionality for seamless communication.
* Point-and-click control of calls, chat, and conferences.
* Easy access to colleagues' presence information (with calendar integration) and instant messaging.
* A unified identity across all services, encompassing voice, video, IM, and presence.
* Synchronised contact lists accessible across all devices.
* Voicemail notifications for efficient message management.
* Smooth transition between devices, allowing calls to start on a desk phone and seamlessly move to a mobile device.

Efficient Communication with Colleagues, Customers, and Partners – Accelerating Decision Making:

* Chat and information sharing with multiple colleagues, including file transfer and desktop sharing capabilities.
* High-definition (HD) voice and video communications.
* Drag-and-drop functionality to create virtual meeting rooms for n-way chat, voice, and video interactions.
* Effortlessly manage and oversee audio conference attendees.

Harnessing the Power of the Cloud – Seamless Accessibility and Unified Reach:

* Make and receive calls regardless of your location.
* Access collaboration services from anywhere.
* Our services offer flexibility and scalability, ensuring future-proof solutions tailored to your needs.

We are committed to helping our customers:

* Boost productivity by enabling fast and efficient communication that fosters agility, accelerates idea-sharing, and facilitates prompt decision-making, ultimately enhancing overall operational efficiency.
* Empower remote workers with the same functionality as their office-based counterparts, enabling seamless collaboration as if they were sitting side by side.
* Save time and money on travel expenses by leveraging UC applications like audio and video conferencing and desktop sharing via the Cloud.
* Ensure robust business continuity with services and features securely stored in the Cloud, guaranteeing uninterrupted communication in the event of on-site disasters.
* Access cutting-edge communication technology via the Cloud, eliminating the need for infrastructure, systems, or equipment investments, while achieving significant savings compared to legacy PBXs and traditional phone lines.
* Adapt to changing needs rapidly by delivering real-time functionality updates without the burden of in-house technical expertise.

What sets us apart from competitors?

* Our extensive portfolio offers complete end-to-end hosted communication solutions that are future-proofed, scalable, and fully supported.
* We deliver exceptional performance by embedding our hosted services in a dedicated next-generation network, ensuring built-in quality of service, security, and resilience.
* From user-friendly interfaces to transparent pricing and streamlined deployment, we prioritise simplicity to ensure easy adoption and cost transparency.