



Unified Communications & Collaboration

Creating a unified customer experience



The connected workplace

The digital workplace is an interconnected and ever-changing world, and providing employees with the right tools, wherever they are and on whatever device, is essential.

A well-crafted Unified Communications and Collaboration (UC&C) solution enables employees to talk, meet, video call, message and collaborate through an easy-to-use, efficient system that brings everything together.

And with changes to traditional communications on the horizon and workplace transformation evolving at an incredible pace - flexible, scalable and future proof UC&C solutions must enable people to work together more effectively than ever before.



Our approach

Workplace, workforce and workload optimisation

With a strong heritage in UC professional services, we help businesses define an optimal transformation roadmap that maximises IT investment in UC&C - creating an enhanced customer experience and securing flexible working that ensures compliance and efficiency across the organisation.

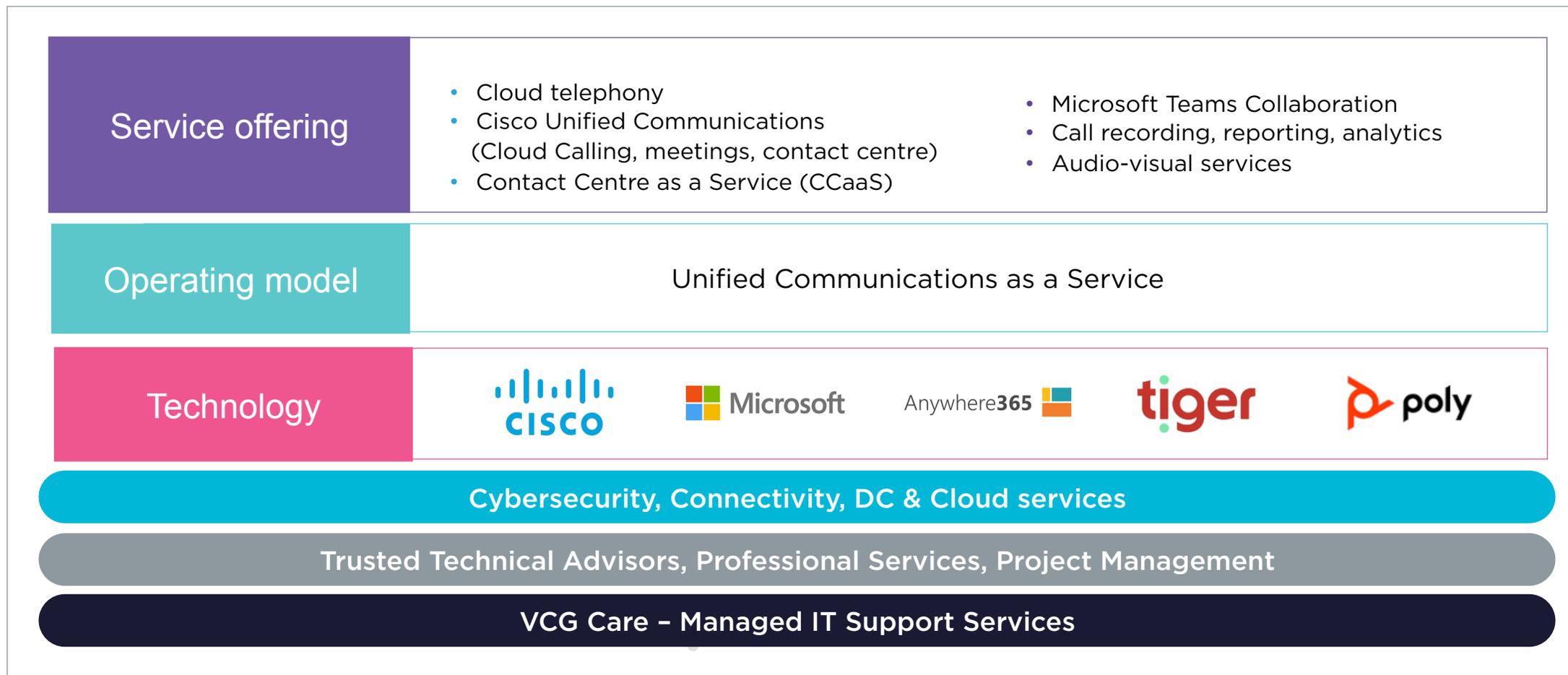
Our consultative approach and managed services options cover the full value chain, from internal communications and collaborative working, right through to full 'omnichannel' contact centre deployments - and we support customers at all stages of their transformational journey.

A blurred, black and white photograph of a modern office interior. Several people in business attire are walking through a brightly lit space with large windows. The image is out of focus, emphasizing movement and a dynamic work environment.

Employees must have easy, secure access to applications and systems on any device at any time. Our UC&C solutions help you to optimise:

- Flexible 'hybrid' working options
- Workforce productivity & cost control
- Regulatory & compliance requirements

Our Unified Communications and Collaboration offering

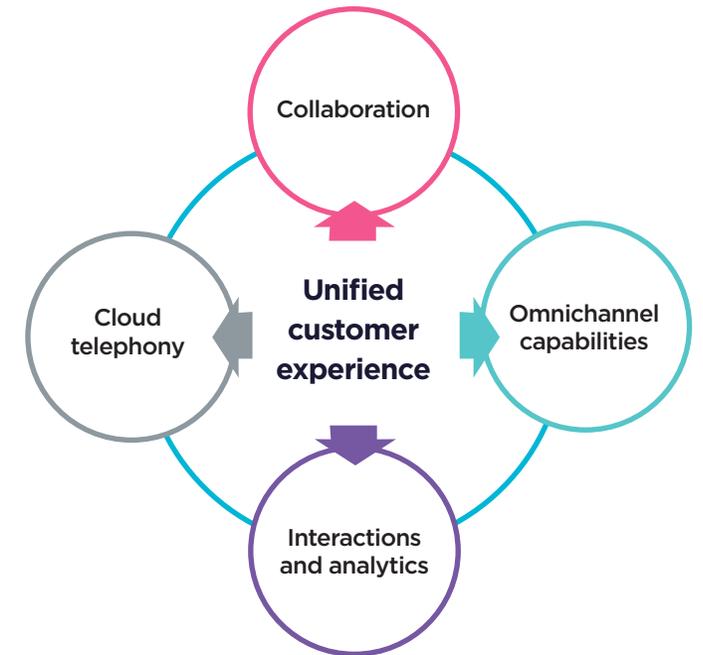


Creating a unified customer experience

The role of UC&C in defining your organisation's customer experience becomes a fundamental piece of the puzzle.

The digital world has increased customer care expectations across all touch points, and unified 'always-on' customer experiences are now at the core of a robust technology roadmap.

Our technology portfolio and engineering capabilities allow us to offer organisations of all sizes, the tools and platforms to fully enable their UC&C journeys.



Beyond collaboration - choosing what's right for your business

Building and evolving UC&C services to meet your needs is an on-going process, and one size most definitely does not fit all. We help you choose the right solution for your business and customers now and into the future, with on-premise, cloud, and hybrid solutions.

Core components of UC&C solutions include:

IP Telephony

Voice over IP (VoIP) services that access your business internet infrastructure to make and receive voice calls with full corporate PBX features and functionality.

Customer care and contact centre

Options from traditional IVR based voice services through to full omni-channel contact centres with email, text, web-chat, messaging and social media contact options that enhance the customer experience.

Using innovative system intelligence, we help companies connect, identify, and delight customers with interactions that are faster and smarter than ever before.

Analytics, recordings and collaboration insight

Discover the full potential of your data with recording and reporting capabilities for any platform.

Fixed mobile integration

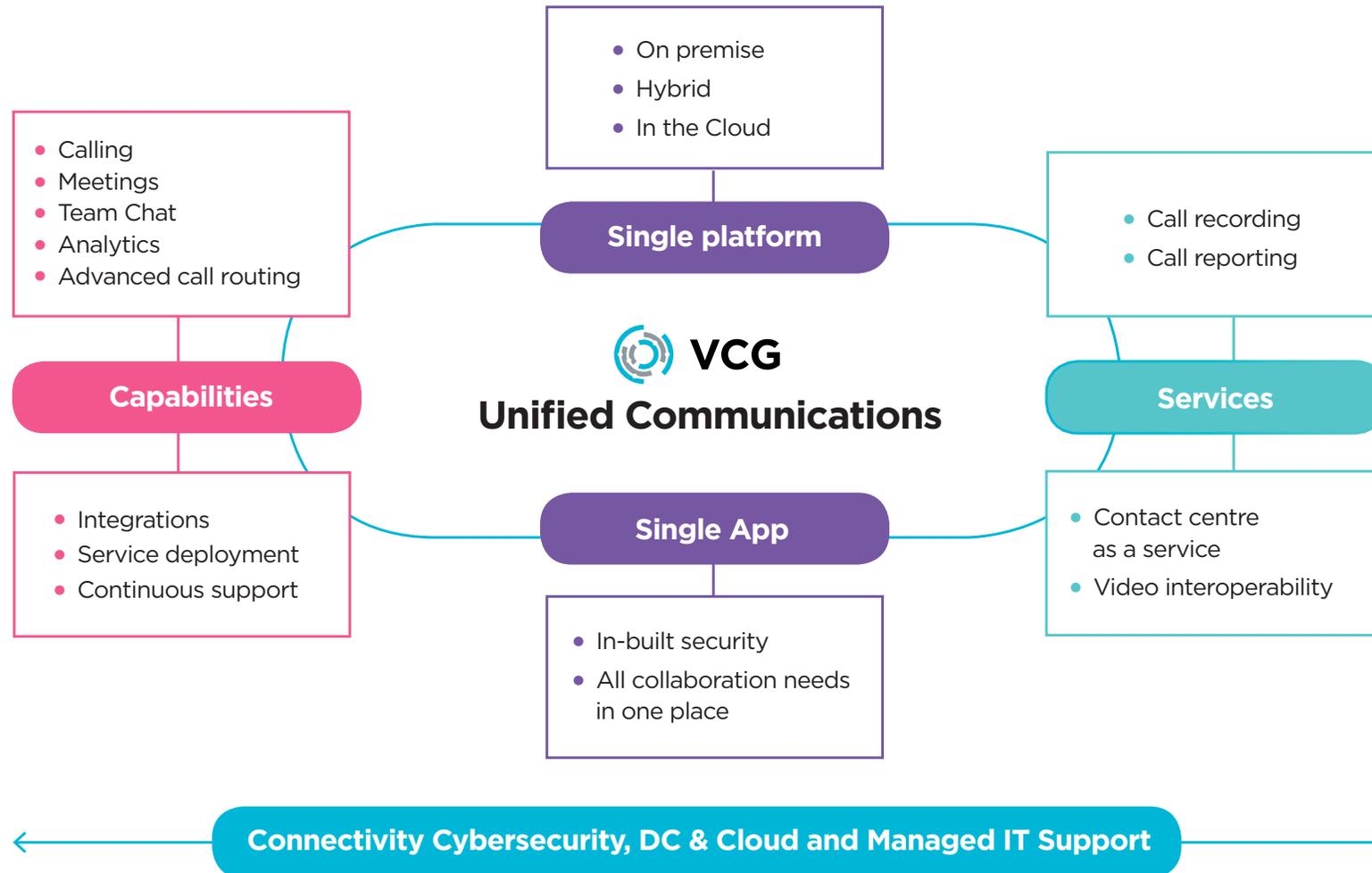
Intelligent routing of customer inbound enquiries and internal calls to office, mobile or home numbers, enhancing single number and extension 'contactability'.

Messaging, chat and presence

Initiate quick conversations with colleagues and third parties based on diary presence settings, and easily convert them into more structured voice and video sessions.



Helping businesses evolve internal and external communications through one suite, for all types of teamwork



Cisco Unified Communications

Cisco's 'Webex Suite', is a purpose-built platform for hybrid work, and through a unified, secure, single application, it provides everything a business needs to collaborate.

Features

- ✓ Cloud calling
- ✓ Meetings
- ✓ Messaging
- ✓ Industry leading AI
- ✓ Security built-in, not bolted on
- ✓ Events, polling & socio
- ✓ Assistant for note-taking and captions



Business impact

- Build a powerful enterprise cloud phone system
- Get integrated intelligence across meetings, messaging, events, and more
- Protect your teams' data and privacy with built-in security
- Orchestrate your entire organisation with single pane of glass management across all users, security, and devices

Microsoft Unified Communications

Microsoft investment can be maximised by extending Teams into a full UC&C platform that boosts employee productivity and enhances customer care. Teams brings together chat, meetings, calling, Office 365 apps, and third-party tools in a single place. With enterprise-grade security and compliance features, it makes organisations more resilient in the 'hybrid-work' world.

Features

- ✓ Microsoft direct routing
- ✓ Call recording
- ✓ Call reporting & analytics
- ✓ Contact centre
- ✓ Meeting rooms



Business impact

- Make and receive calls directly into Microsoft Teams
- Bring your customer care contact centre to Microsoft Teams
- Maximise the value of your Microsoft 365 licenses and investment - simplifying management and saving time and money through a single provider
- Increase control of data and compliance requirements across users, devices and locations

An omnichannel world

Extending customer communication and care options beyond the phone has become the norm. The growth of digital and omnichannel capabilities increases the potential of outstanding customer services across multiple channels, such as email, text, web, chat, messaging and social media.

Benefits of implementing omnichannel solutions into your organisation include:

- ✓ Extending voice to more digital calls and self-service outcomes improve customer satisfaction
- ✓ Managing multiple contacts through a single interface brings everything together, simplifying operations and increasing efficiency
- ✓ In-built AI with intelligent call routing enables the matching of customer enquiries to the best contact point or person
- ✓ Smart customer interaction enables repeat communications to be pointed to the same handler or department

Management, maintenance and reporting

Cloud based systems (and to some extent recent on-premise deployments) enable on-going management and reporting to be dramatically simplified, leaving organisations free to focus on core business operations.

Easy to use 'single pane of glass' visibility across all services and systems also helps to reduce administrative pressures.

For total 'hands-off' peace of mind, our managed services platform can monitor, analyse, and troubleshoot - enhancing system security, performance, call efficiency, business intelligence, auditing and management reporting.



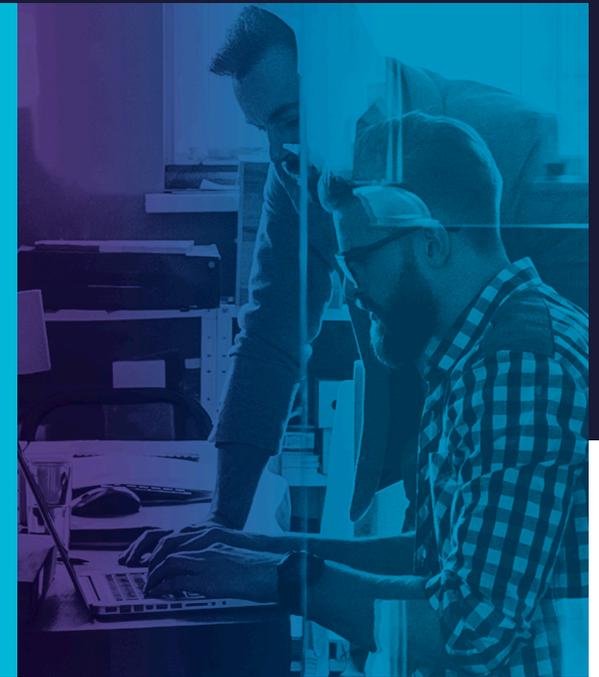
Why VCG Unified Communications and Collaboration solutions?

We work with Gartner UC&C Magic Quadrant leaders Microsoft and Cisco, along with an additional selective group of leading technology partners in the UC&C ecosystem.

Across the wider IT services spectrum, VCG is a solutions and managed services provider helping organisations design, implement, and run networking, connectivity, cloud, datacentre, and cyber-security solutions.



- VCG enterprise grade resilient Direct Routing solution
- Dedicated collaboration focused support team
- Heritage operating as a service provider
- Mature automated billing platform
- Competitive call rates



Our success

- Trusted partner
- Technical know how
- Passion for customer experience
- Commercial flexibility
- Service innovation
- End-to-end support



Shaping your **next**
technology and IT journey

Contact us today

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