exponential-e
APPLIED INNOVATION

Unified Communications

USERS
Desk Phones
DEVICES
Collaboration
Video
APPLICATIONS
Tablets
Presence
IM
Mobile Phones
Mobility
Voice
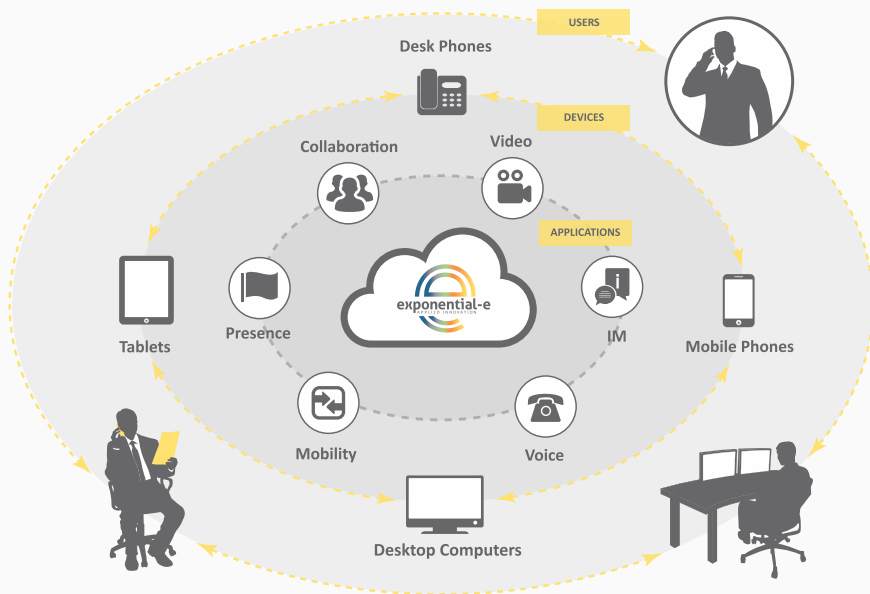Desktop Computers

Collaboration - where you are in control

Whether you are looking to improve productivity through saving time, drive more collaboration in your business or to increase your team's flexibility, a hosted UC solution from Exponential-e will enable you to achieve your goals.

A flexible, cost effective, totally unified communications service for business.

The growth of flexible working and the increasingly multi-site nature of business today often means that organisations and their staff are dealing with lots of different communication systems and cost structures. Many businesses are prepared to use the Cloud for deploying applications or storing documents, but what about using it as a platform for voice communications and as a springboard to Unified Communications?

What do we mean by Unified Communications?

Exponential-e's UC provides a collaboration suite integrating Voice (full PBX replacement), Presence, Instant Messaging, Video, Desktop Sharing, File Transfer and Mobility features.

Choosing Unified Communications from Exponential-e means there is no need for a physical PBX or UC system on site - all the functionality is hosted in the Cloud and is accessible to everyone in your organisation, using any device, at any time, wherever they are.

In addition to our powerful collaboration suite, our solution includes lines, numbers, phones and connectivity, supported from a single intuitive portal where you can make changes as needed.

Who should consider UC?

Unified Communications solutions are ideal for companies looking to:

- Improve productivity by enhancing efficiency and collaboration between employees.

- Promote collaboration between employees who are dispersed across multiple sites, in a centralised location, on the road or working from home.

- Boost their productivity without the need for CAPEX investment.

- Comply with recent legislation and meet the increasing demand for flexible working.

- Reduce cost of calls between offices, home workers & mobile workers.

- Ensure their communications service is managed and operated by a single trusted supplier.

- Consolidate multiple communication systems and cost structures across different offices and multiple sites.

KEY BENEFITS

- Complies with Financial Conduct Authority (FCA) and Payment Card Industry Data Security Standard (PCI-DSS) requirements.

- Powerful user interface enables quick access and management of recordings.

- Recordings provide valuable evidence in dispute resolution, and form a useful training resource to improve sales conversion rates and increase customer retention.

BENEFITS

Whether you are at your desk, on the move or remote you can choose the device that fits the way you work

- Desktop, Desktop Phone, Mobile or Tablet.

Telephony - Advanced PBX replacement

- Full PBX replacements functionality: Call Forward, Hold, Transfer, Voicemail, Hunt Groups, Hot Desking, Call Park, Do Not Disturb, Anonymous Call Rejection, 3 Way Call, Speed Dial, Call Reporting.
- Advanced PBX features such as single number identity, Find-me / Follow-me and Selective Call Control, PA/Executive Monitoring.

Simple, intuitive tools to increase personal productivity

- Click to make and receive calls.
- Point and click control of your calls, chat and conferences.
- Find and view colleagues' presence (with calendar integration) and chat with them.
- One identity across all services; voice, video, IM & presence.
- Access your contacts from one contact list synchronised across all devices.
- See who has left you a voicemail before listening to it.
- Seamless transition. Users can start a call on their desk and seamlessly move to their mobile device.

Communicate efficiently with your colleagues, customers and partners and accelerate business decision making

- Chat and share information with multiple colleagues (file transfer and desktop sharing).
- HD Voice & Video Communications.
- Drag and drop users in to your own virtual meeting room (for n-way chat, voice and video).
- View and control your audio conference attendees.

Taking advantage of the Cloud, accessibility of all services, single reach

- Make or receive calls regardless of location.
- Access your collaboration services from any location.

We can help customers to…

- **Increase productivity**, by enabling fast and fluid communication that boosts agility, speeds up idea-sharing and decisions and makes your company more efficient.

- **Give remote workers access** to the same functionality as their office-based colleagues, enabling them to collaborate as if they were at the next desk.

- **Save time and money on travel** by introducing UC applications like audio and video conferencing and desktop sharing over the Cloud.

- **Enjoy better business continuity**, with services and features kept safely in the Cloud so that communications remain untouched in the event of a disaster on-site.

- **Access the latest communications technology** over the Cloud, without the need for investment in infrastructure, systems or equipment, with impressive savings over legacy PBXs and phone lines.

- **Deliver new functionality in real-time** to quickly meet changing needs, without having to maintain levels of technical expertise in-house.

What sets us apart from our competitors?

- We have an extensive portfolio and are able to offer complete end-to-end hosted communications solutions that are future proofed, scalable and fully supported.

- We provide exceptional performance. Our hosted services are embedded in a dedicated next-generation Network - we offer built-in quality of service, security and resilience.

- From end-user usability to pricing and deployment, we have kept things simple to ensure easy adoption and transparency of costs.

- We have more ISO accreditations than our counterparts in the industry. This means we are a highly trusted provider, wholly committed to delivering service excellence in all that we do.

ABOUT EXPONENTIAL-E

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit
www.exponential-e.com/Unified-Communications
or email info@exponential-e.com

Exponential-e Ltd
100 Leman Street, London E1 8EU

Telephone
+44 (0) 845 470 4001

Visit the website
www.exponential-e.com

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