

Unified Communications

Bring your company and customers closer together with Unified Comms

To remain competitive, companies need to ensure they have the tools to communicate with their clients. Voice is no longer the default and the need to provide customers with several ways to engage is more important now than ever before. Whether by chat, voice or video, companies can improve engagement by the use of multiple channels to enhance customer service and speed of response.

Communication has evolved, leaving many organisations with tools from several vendors – Skype for internal calls, WebEx for conferences, WhatsApp for chat etc.

Employees are spending time switching between tools or waiting for a response, and businesses are paying for apps that are underutilised. UCaaS provides an integrated approach that links these channels into a single solution and provides additional collaboration tools, such as document and screen sharing.

Platform Offers:

Instant messaging: online chat that is quicker and prompts a more immediate response than email.

Presence: visibility of co-workers' availability (e.g. for helping resolve issues)

Video calling: providing a stronger collaborative experience, especially for remotely-based employees

Voice: the complete HDUK cloud-based telephony feature set and service

What are your key benefits?

- ✓ **Less wasted time:** users can move instantly from one communication channel to another, collaborating with coworkers and improving efficiency and productivity; they don't have to wait while colleagues switch applications, install software or schedule a conference call
- ✓ **Improved customer service:** integration with HDUK telephony means incoming customer enquiries can be routed to the most appropriate employee, who can then check the availability of co-workers and bring them in to the discussion or an ad hoc online meeting to rapidly resolve any issues
- ✓ **Agility:** the inherent flexibility and scalability of the cloud-based service means adjustments can be made quickly to support changing business requirements
- ✓ **Low and predictable costs:** on-net communication channels and inclusive minutes to UK landlines and mobiles are provided for a simple per user per month price
- ✓ **Cost savings:** from reduced travel costs, and expenditure savings from not having to subscribe to multiple communications platforms
- ✓ **Reduced IT overhead:** administration tasks are made simple through the HDUK administration interface, and users can make day-to-day changes without involving IT support
- ✓ **Common interface:** the user interface is similar on all supported mobile devices and desktops, which enhances the user experience, minimises learning and encourages adoption
- ✓ **Seamless transfer:** users in the UK can move from one environment to another (e.g. home or office to mobile) while continuing to participate in a conference, further contributing to increased efficiency and productivity

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