

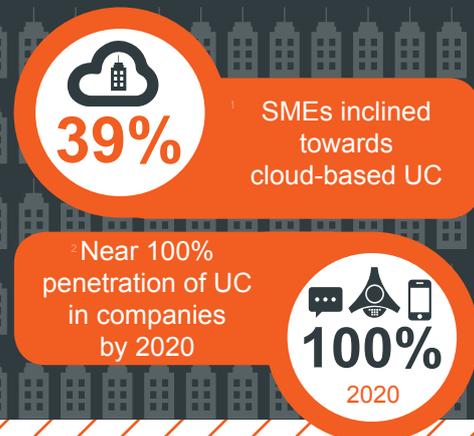
Collaboration.

Improving business agility



Agility is the key to the successful fulfilment of business strategy. Working collaboratively, using the latest socially driven tools and technology, can make a significant contribution to business agility.

Within today's challenging economic and business environment we're seeing a constant evolution of individuals' preferred means of communication. Trends such as the rise of mobile working, and the use of multiple social channels, all highlight the critical importance of effective collaboration within and between businesses. Businesses that embrace such tools to collaborate effectively can leverage a distinct competitive advantage.



The NEW cloud-based collaborative environment

Collaboration accelerates innovation and growth

Collaboration provides wider access to geographically dispersed groups and brings integration and uniform methodology to business practices.

This increased integration can help your company grow faster and provide mutual support networks between organisations and internal departments. This increase of productivity leads to innovation that creates competitive advantage through knowledge, good practice and information sharing.

Collaboration increases customer interaction

Collaboration makes it easier for employees and customers to interact at any time, from anywhere, and to share and exchange information in real-time. Flexible and successful businesses provide a variety of collaboration tools and services to their customers to engage with them when they need to.

Collaboration improves engagement and well-being

The key to flexible business is the ability to create work areas within your company that foster collaboration, employee engagement, and innovation. This makes it easier for employees to work from multiple locations with highly secure access to resources, and provides the workforce with a stronger united voice with the capacity to replicate success.

Collaboration keeps costs down

Unified Communications (UC) can consolidate all communication, including telephony, email, voicemail, instant messaging, video conferencing, etc., into one seamlessly integrated offering. Businesses no longer need to pay for and support individual tools, products, or equipment.

Companies using video conferencing can also avoid spending money on travel to face-to-face meetings with colleagues, clients, or prospects, which, depending on location, can prove to be expensive. UC also allows companies to optimise their use of office space, reducing real estate costs.

The Cloud: Your business, your future

The major challenge for businesses today is investing in the right technology infrastructure to support a flexible, secure, multimedia collaboration environment, and see a return on this investment. A Cloud infrastructure offers the flexibility and scalability required to be agile enough to trial and then deploy new applications into a business quickly and efficiently.

Node4 provides industry-leading Cloud infrastructure solutions as part of its N4Cloud offering - Unified Communications as a Service (UCaaS), Infrastructure as a Service (IaaS) and Disaster Recovery as a Service (DRaaS).

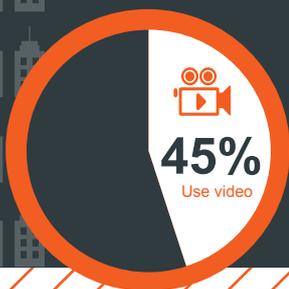
These fully supported solutions, available under an OPEX model, are ideal for businesses looking for flexible IT services without the headache of investing in building and managing the necessary infrastructure - helping businesses to quickly and easily scale up and down as required.

Cisco, a worldwide leader in IT and recognised leader in the field of UC solutions by Gartner, acknowledges Node4 as having achieved an elite level of expertise to sell and deliver its next generation hosted UC and collaboration platform, Cloud, and Managed Services. Node4 has been awarded The Cisco Master Service Provider designation, (CMSP) in recognition of its investment and commitment to providing VoIP telephony, DRaaS, IaaS, Cloud and Managed Services to Cisco's highest standards.



Video conference usage 2015

Out of 200 mid to large enterprises



52% of buyers cite productivity gains expected as a benefit of UC adoption

52%



What we can do with the solution Node4 has implemented is limited only by our imagination. We have been impressed with Node4's know-how and the support services it has been able to provide. I'd recommend anyone to go and look at Node4's technology as VoIP has delivered significant savings for us and has opened up all sorts of possibilities for the business.

Sean Booth, Managing Director
VW Parkway Motor Group

How can Node4 help my business work more collaboratively?

Node4's scalable, highly secure and resilient, cloud-based end-to-end portfolio of collaboration solutions enables businesses to stay connected and mobile through VoIP telephony, call management, video, instant messaging and presence, file sharing and conferencing, amongst other features.

SIPLink

Node4 provides carrier grade SIP trunks - ideal for companies looking to move from legacy ISDN to a cheaper, simplified solution that can be customised to suit their needs. SIPLink is also well suited to businesses that have already switched to SIP but found their current provider unable to scale. SIPLink can be installed quickly and easily, starting with as little as a single trunk, often with just a software upgrade to your existing PBX. It can also be easily scaled up and down to meet the needs of businesses from single office to multi-site, as well as those of call-intensive customer contact centres - you only ever pay for what you need. Node4 can also provide seamless number porting as well as the provision of UK geographic, non-geographic, and international numbers.

Unified Communication

Node4's Unified Communications (UC) portfolio empowers companies of any size to unlock the benefits of enterprise-class collaboration while eliminating CAPEX and reducing OPEX.

These secure, flexible, managed, "as-a-service" cloud-based UC offerings seamlessly integrate with Node4's carrier grade SIP trunk platform and are delivered across Node4's national MPLS network and enterprise-class UK Data Centres.

This ensures that customers and partners receive carrier-grade connectivity, industry-leading performance, disaster recovery and advanced data security tools as standard.

UC powered by Cisco

This market leading UC solution from Cisco provides an entry point to IP telephony and exceptional flexibility in the way that a business can deploy collaboration applications.

The Cisco platform supports multiple applications such as telepresence, contact centre, and fixed-mobile convergence capabilities. You get a consistent user experience from any device, anywhere and the flexible licencing model provides different features and a choice of connected devices.

UC powered by NEC

This award winning UC solution utilises NEC's UC platform and provides a fully managed and flexible communications solution that combines feature rich, user-centric VoIP telephony with powerful collaboration tools such as Presence, Voicemail, Chat and Unified Messaging, Multi Media Conferencing, Remote Control, Content Sharing and Desktop, and Mobile Client.

UC for Contact Centres

Centralised offices that regularly manage volume inbound and outbound communications, from a simple helpdesk system to sophisticated call centres, require the right Multi-Channel Contact Centre solution in order to engage customer loyalty, call and agent management and leverage business intelligence. Node4's Contact Centre is a suite of professional management tools, unifying all the communication streams into your business under a single pane of glass. Multi-Channel interaction brings together phone, fax, email, text, web chat and social media in a single solution to get the best results from consolidated management. This solution can help you boost revenue and create efficiencies with first call resolution and lower call abandonment rates, utilising Workflow Management. Powerful call agent management tools allow reporting on productivity, call management, and provide business intelligence on customer metrics.

Managed Services

Node4 takes care of all aspects of a customer's service including full project management - from design to onsite installation, initial and on-going training and adding or changing services and users.



Why Node4?

Node4 is a UK-based Cloud, Data Centre and Communications specialist that is dedicated to serving its customers to ensure that they benefit from the most effective and flexible application of technology. Node4 provides and manages all aspects of its offerings, and is able to deliver a powerful and flexible suite of complementary services, with Colocation, Cloud, Connectivity and Security solutions together with its Managed Services. This is all delivered across Node4's national MPLS network, powered by industry-leading Data Centres that it owns and manages in Derby, Leeds and Northampton, as well as Points of Presence around the UK.

Node4 strives to make it as easy as possible for customers and partners to do business, and to deliver on its core value 'Exceptional Service as a Standard' (ESaaS), which drives its employees to constantly go the extra mile.

Customers and partners can be confident that they are working with the right provider to help them fulfil their potential, with the Best Practice approach to managing and designing their Collaboration solution.

For more information, visit: www.node4.co.uk.



We pride ourselves in providing quality VoIP and collaboration services consistently to our customers. We understand the importance of these services and their contribution to businesses growth.

Richard Buxton, Head of Unified Communications
Node4 Ltd

Data Sources

3 - The Collaborative Enterprise, Wainhouse Research, January 2015
1, 2, 4 - Unified Communications - Collaboration Simplified, PwC UC Report, March 2015



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enabling business to do business



HM Government
G-Cloud
Supplier