



Premier BusinessLine

Part of the Premier Choice Group



PURE HOSTED SERVICES: VERTICAL USE CASE

CHALLENGES

- High costs due to the changing business landscape as clients and customers look to reduce bills, forcing organisations to focus on cost efficiencies.
- IT departments in businesses are under pressure to deliver more with less.
- Clients and customers expect professional service and easy to reach contacts; with a lot of work completed over the phone, this is an area constantly under scrutiny.
- Too many employees are tied to their desks.

SOLUTION

- Premier Pure Hosted Services (PHS) can improve business relationships, increase efficiency and reduce costs.
- Unified Communications (UC) One presence status lets staff know the availability of colleagues and how best to contact them.
- Conference and collaboration tools make it easy for dispersed teams to share information and make informed decisions to move projects along.
- UC One clients such as tablets, laptops and mobile devices enable staff to work productively from virtually anywhere. They can also use their business identity and number from their own device when contacting clients to help them maintain confidentiality.
- Call Recording can be used to provide evidence in case of disputes. Recordings can be quickly located using multiple search criteria to ensure GDPR requirements for Right to Access, Right to be Forgotten and Data Portability can be complied with.

BENEFITS

EMBRACE MOBILE WORKING

- With employees working on a mobile device they can be contacted from anywhere and removed from the confines of the office.
- Hot desk and flexible working policies can be supported to enable businesses to implement agile working practises.

IMPROVE BUSINESS RELATIONSHIPS

- With auto-attendants and hunt groups, organisations can offer improved call handling so calls are answered quickly and put through to the right person.
- Voice and video communications including conferencing and collaboration makes it easier to move a case along, share information and improve the relationship with clients and customers.
- Clients and customers are increasingly concerned about how companies control their cost base - by saving more and improving communications, this will address the issue.

BUSINESS CONTINUITY AND DISASTER RECOVERY

- Premier PHS is immune to fire, flood, electrical or network outage at office locations.
- Features such as Call Forward Not Reachable allows each user to have a back-up phone number to be automatically used when their desk phone cannot be reached.
- Simultaneous Ring and UC One client lets a user's device and alternative mobile network be used.

For more information call **020 8300 9495** or go to **www.premierchoicegroup.com**