



Contact Centre as a Service (CCaaS)

Hosted
Telephony



Cloud
Services



Unified
Communications



Security



Remote
Working

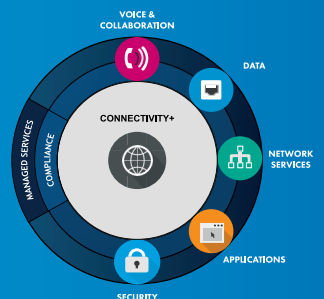


Contact
Centres



Delivering secure, managed, hosted telephony and unified communications for contact centre applications

OVERVIEW



1 million users and counting!

Simply put, hosted telephony replaces your PBX.

Most businesses are now aware of the concept of 'the cloud' - paying only for the IT services you really need, as and when you need them. Udata can deliver business telephony, unified communications and contact centre applications as a 'utility' service.

The current situation

Your business probably has a PBX located at each of your key sites. It's the equipment in the comms room that routes incoming phone calls to each extension, often via a switchboard, and allows you to make outbound calls too.

Additionally, a call centre or service desk might be integrated with the PBX to provide inbound call management, and other customer service or sales-related functions.

If you need to replace your PBX it will involve considerable Capex. You're also paying for features that not everyone uses and in most cases the equipment lies idle during non-business hours - you're not maximising the return on capital.

Your IT teams have to keep the software releases up-to-date and will plan upgrades to get access to new feature sets or, more fundamentally, to ensure that the PBX is upgraded to a release that is still supported by the equipment vendor.

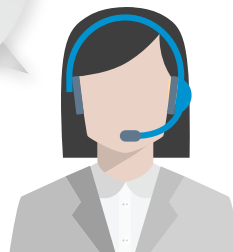
Any system change is often a disruptive process, may require additional Capex and involves a degree of risk, especially considering the interoperability testing with various interlocking business applications that needs to be done. Your highly skilled IT teams manage this for you, and will need to keep those skills up-to-date as technology evolves.

We can help you join! Over 1 million users in the UK are already benefiting from hosted telephony.

Udata's Contact Centre as a Service solution supports...

39 million calls per month
45 million call minutes

25,000 Users
13,000 Contact Centre Seats



Why hosted telephony & contact centre?

Lower costs with a hosted solution:

There's no on-site PBX or contact centre technology to purchase; no maintenance contracts and upgrade costs; no internal IT specialists or vendor technical training needed. Simply pay a per user/month fee and scale up and down as you need, rather than purchasing hardware and software licenses to accommodate an estimated maximum requirement.

Overhaul out-of-date technology:

A technology refresh is a daunting prospect. It's resource intensive, business disruptive and can be difficult to justify financially. Selecting a hosted solution allows you to provide your employees with up-to-date business productivity tools and customer service applications today, without internal disruption or significant capital outlay. There's no equipment to install and no Capex. And you'll benefit from centrally managed upgrades and a well defined technology roadmap to keep your services current.

Multi-site, remote working & business continuity: With your communications platform residing in highly resilient data centres, your employees can work from just about anywhere. It's easy to forward calls to alternative phone numbers, and your mobile phones can be configured to function like any other phone extension.

Udata can help you realise these benefits, and more.

CCaaS Features

- High availability: 99.95%
- Utility-based per user/month pricing; no capital expenditure: Profile users to provide features that each person or group needs, pay only for what they use. Flexibility to support seasonal peaks in demand and easily scales to support business growth.
- Feature-rich productivity and customer service capabilities. CaaS is based on Avaya and Verint platforms - "best-of-breed" market leaders in Telephony, Contact Centre and Workforce Optimisation solutions.
- Service roadmap: Committed development roadmap; trial and deploy new features easily.
- Simplify the procurement and implementation process of your technology refresh: Procure applications from a 'menu' in phases, at your own pace. Realise the benefits before adding the next component, or deploy to pilot groups without the equivalent premise-based investment commitment.
- Flexible hours of service, up to 24 x 7 x 365.
- Fully managed service package - licenses and upgrades/technology refresh are wrapped into the monthly fee.

Why Update CCaaS?

Hosted in Capita data centres, CCaaS is a highly resilient, secure, shared unified communications and contact centre platform that provides centralised voice-based applications delivered to clients on a pay-per-use basis.

Customers can select from a broad range of 'back office' features, from basic telephony to unified communications capabilities such as messaging, audio conferencing, web collaboration and mobility.

A full suite of sophisticated 'front office' contact centre applications are also available, including call queuing and routing, call recording, speech recognition-based 'open menu' IVR and a full workforce optimisation package.

The service is entirely managed and maintained by Udata, removing the need for in-house technical support. It includes pro-active application monitoring, voice quality monitoring and diagnostic tools, often unaffordable for individual customers, to ensure continuity of service.

Udata can also provide the network connectivity to deliver CCaaS to your users (cheaper than ISDN), a range of network services such as inbound number ranges and highly competitive call minutes.

And if you need additional call handling resources, this can also be provided - through Capita Customer Management.

	CCaaS Basic	CCaaS Standard	CCaaS Enhanced
Back Office	<ul style="list-style-type: none"> Dial tone DDI number 	<ul style="list-style-type: none"> Hunt groups Audio conferencing Voicemail Remote working Routing to mobile Call logging 	<p>CCaaS back office standard, plus full range of UC capabilities:</p> <ul style="list-style-type: none"> Instant messaging Presence detection Web conferencing Lync integration Video conferencing
Front Office	<ul style="list-style-type: none"> Avaya ACD IVR call steering Skills-based routing Simple call blending 100+ reports 	<p>Verint Impact 360 WFO tools</p> <ul style="list-style-type: none"> Call recording Quality monitoring Performance management scorecards Work Force Management (WFM) 	<ul style="list-style-type: none"> Homeworker agent access Queue buster callback Wallboards Speech recognition IVR Advanced WFM Coaching/e-Learning Speech analytics PCI supporting solutions Customer surveys Screen recording CTI (bespoke) Dialler Multi-channel contact Web call back VOCA/customer feedback

Delivering

Transformational Solutions

Price Leadership

Service Excellence

Want to learn more? Contact us on TellMeMore@Updata.net or call 01737 224 422 to arrange a meeting.

www.updata.net