

# 5i Collaboration

5i enables dynamic and efficient modern business operations through a range of market leading collaboration solutions.

## YOUR CHALLENGE

Traditional telephony is no longer enough to maximise business productivity. Both employees and your customers have come to expect the flexibility and convenience provided by modern collaboration tools. Legacy infrastructure limits opportunities to collaborate, is hard to maintain and expensive to run.

## WHAT WE DO

5i enables dynamic and efficient modern business operations through a range of market leading collaboration solutions from leading vendors such as Microsoft, Cisco, Gamma and Enghouse Interactive.

## HOW IT WORKS

The collaboration solutions we provide are suitable for small businesses all the way through to large enterprises, including all companies with multiple sites. They replace traditional telephony, enabling feature rich voice calling, as well as a suite of integrated collaboration tools, such as presence, instant messaging, conferencing and sharing.

Administration is made simple through easy-to-use online portals, enabling non-specialist managers to control services. Collaboration can be extended further with a range of associated functionality, including contact centre solutions, integration with company CRM systems and powerful management reporting.

### Features

- › Transforms telephony into a collaboration solution
- › Single platform for calling, conference, video and sharing
- › Connect anywhere and on any device
- › Quick and easy to install and continuously updated
- › Easy to use with simple ongoing administrators
- › Added services, including contact centre and reporting

## REACH HIGHER

Transform customer interactions

Modernise working practices

Increase staff productivity



## 5i CLOUD TELEPHONY

5i provides cloud telephony based on collaboration solutions from three market leading providers, Gamma, Microsoft and Cisco.

### 5i Hosted Telephony

- › Fully featured and easy to use solution for small and mid-sized companies

5i Hosted Telephony is a complete VoIP service that enables dynamic and efficient modern business operations. Based on technology from Gamma, it can serve hundreds of employees and is highly-suited to organisations with more than one site.

Employees experience the best in modern telephony, with the ability to pick up calls wherever they are, on the road, at their desk or a hot-desk and while home working. They can also move their ongoing calls from one device to another without hanging up. Personalised settings are quick and easy to set up or change.

Managers gain complete control of telephony, without the need for specialist expertise, through a simple online interface. As the service is hosted, there are no expensive maintenance costs and you only pay for what you use. The cost advantages of IP telephony are also gained, including free site-to-site calls and cheaper call rates.

The solution can be extended to incorporate a range of additional features. Options include a soft client to extend the solution to any device, as well as enable instant messaging and presence; Integrator software, enabling administrators to manage the entire system from their desk; CRM integration with over 20 leading CRM packages; Receptionist Console, for low cost, multi-site call routing; and management reporting covering all key performance indicators.



## Microsoft Skype for Business

- › Replace traditional telephone systems with a single platform for calling, conferencing, video and sharing

Microsoft's Skype for Business can replace traditional phone systems with a feature rich solution, incorporating instant messaging, calling, conferencing, video, and sharing. The platform's user interface is instantly recognisable to millions of people who already work with Microsoft applications or have used Skype socially. Deep integration with Office 365 and Azure security services makes Skype for Business the premier UC solution for any business already invested in Microsoft.

5i is highly experienced in supporting customers' move to Skype for Business and making sure the experience is positive. We follow Microsoft's Skype Operations Framework, meaning we consult closely to understand all requirements, assess network readiness, handle technical aspects of implementation, including migrating telephony numbers, and test the system before going live.

We then support users to ensure they can operate new handsets and software effectively. We also manage Skype for Business's ongoing administration and security.

5i can provide Skype for Business hosted directly by Microsoft, hosted in our data centres, installed directly on your premises, or a hybrid version of these options

Whatever your requirements, we'll work with you to ensure we implement the most suitable Skype for Business solution for your business.



## CISCO Voice

- › Enhance productivity by extending telephony into multi-channel collaboration

Cisco Voice is an enterprise grade voice solution that's cost-effective for use by small businesses, all the way up to large enterprises. The platform comes with a full suite of integrated collaboration tools, seamlessly combining the worlds of IT and telephony. Users can collaborate from anywhere with voice, instant messaging, presence, video and call conferencing, and presentations with WebEx.

Cisco's market leading endpoints provide users with easy to use, advanced functionality. The solution's software application, Jabber, works on any device, PCs, tablet and smartphone, running major OS. This provides users with multiple options on how they take and make calls, as well as how they collaborate using the solution's additional tools.

Cisco's voice solution has been widely recognised by analysts as one of the market leaders. Not only does it lead on features, it's delivered by one of the world's longest-established technology companies, which has an extremely strong commitment to ongoing R&D. Consequently, it's leading status and ongoing support, is guaranteed.

## 5i CONTACT CENTRE

- › Minimise disruption and cost by working with existing telephony systems

5i Contact Centre, powered by Enghouse Interactive, is a fully featured, omni-channel call centre solution that works seamlessly with all major telephony systems, including Skype for Business and Cisco.

The solution has a modern user interface and is highly intuitive in use. It enables contact centre agents to work with end-users across every possible touch point, including phone calls, web chat, messaging, email and social media. All activity forms one, seamless work-flow, and the solution itself integrates with all widely-used CRM packages.

Contact centre managers benefit from a no compromise and comprehensive set of call management and reporting functions. 5i Contact Centre includes features such as skills-based routing, call backs, call screening, call recording, and agent scoring, as well as historic and real time call stats and reporting. Real time call stats can be displayed on wall-boards, giving the whole contact centre team visibility of activity and workloads.

Enghouse Interactive is widely acknowledged as a leading contact centre solution. It is the market leading contact centre solution for Skype for Business, the fastest growing telephony and collaboration system. 5i is the longest standing Enghouse Interactive partner in the UK. We have installed more instances of the solution nationwide than any other company.

To find out more about  
5i Collaboration call **0118 988 5558**  
or visit [5i.co.uk/services/collaboration](http://5i.co.uk/services/collaboration)

## 5i UNIFIED COMMUNICATION

Some organisations already have a telephony solution they're comfortable with but want to provide their staff the benefits of instant messaging and presence. We offer those businesses collaboration applications from either Skype for Business or Cisco.

### Skype for Business

- › Familiar Microsoft solution, seamlessly intergrated with Office 365

The combination of Skype for Business, with its presence and instant messaging, and the widely-used communication and productivity tools delivered through Office 365, provides one of the market's stand-out unified communications solutions.

Collaboration within teams is transformed on day one, with colleagues using presence and instant messaging, engaging on conference calls, sharing screens, or presenting to a wider audience through Meeting Broadcast.

### CISCO Jabber

- › Cost-effective collaboration for any sized company

Cisco Jabber is an enterprise grade collaboration solution that works on any connected devices running major OS, enabling staff to collaborate at any time and from anywhere.

## HOW TO BUY

5i has a long-established reputation in telephony and collaboration. We are a Gold certified Microsoft partner and a long-established specialist in Office 365 and Skype for Business (SFB). We have implemented over 600 Cisco Call Managers solutions, at least as many as any other Cisco partner. The systems we implement will be welcomed throughout your business and expertly supported by us. Our close partnerships with vendors ensures their developments can be rapidly incorporated into your deployment.

Every customer has different requirements so we take a consultative approach to design a bespoke deployment. Integration and configuration is handled by our highly accomplished, solution accredited technical team. Ongoing support for the solution is provided through our specialist service desk. Our engineers can rapidly resolve any issues, typically exceeding the terms of any agreed SLA.

5i can provide live demonstrations of our collaboration solutions at our Reading office. Please contact us to arrange a visit.



## REACH HIGHER

5i offers a large portfolio of managed services, all expertly delivered by highly skilled staff, and backed up with strong data centre capabilities and our own data network.

To help your business reach higher, we often recommend combining 5i Cloud and Hosting services with 5i Cloud Connectivity and 5i Systems Management. Through the combination of these services, your cloud services will be managed and developed over the long term to reach levels of excellence hard to attain internally.

**5i.CO.UK**

**0118 988 5558**