

Unified Communications

Customers and employees alike are placing demands on organisations for more convenient and productive communication coupled with rapid access to real-time information, whenever and wherever they want.

Business processes can be streamlined by tightly integrating them with effective communication and collaboration solutions, such as telephony, contact centres, messaging, presence, and voice, video and web conferencing.

These standards-based communications applications integrate with everyday business tools. Regardless of location, they allow your people to cost-effectively and easily access the personnel, tools, and content they need, based on your rules and preferences.

As the name implies, Unified Communications draws together the principle components of communications and enables the components to provide users with an agile, feature-rich, easy to use, communication experience that allows them to be more productive whilst enhancing their working lives;

IP Telephony

Extends consistent telephony services to all of your employees, whether they are at Head Office locations at branch offices or working remotely.

Contact Centres

Intelligent call handling, and self-service applications make it easier for customers to engage with you by telephone, web, email, text or interactive TV.

Messaging

Mission critical e-mail and enterprise instant messaging enable your employees, partners, and customers to communicate easily, collaborate efficiently, and respond in real time to ongoing business demands.

Presence

Now built into a number of applications and devices, from traditional instant messaging clients to Microsoft Office applications, portals, mobile devices, e-mail and telephones, the power of presence enables real time communications that increase organisational efficiency.

Rich-media conferencing

The integration of voice, video and web conferencing with standard desktop tools to enable meeting participants to interact in lively discussions, view other participants online, and share documents.

Inherent in our solutions is the ability to enhance business agility; improve continuity; evidence your corporate responsibility; and address the demands of corporate governance – these are the four pillars of a successful 21st century business.

activereach providing a mix of services and solutions that address the complete lifecycle for networking and communications technologies, covering;

- ▶ Planning
- ▶ Design
- ▶ Implementation
- ▶ Operation
- ▶ Optimisation

For more information,
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