



Communication and Technology Solutions for Business



4Net Technologies Ltd,
3 Scholar Green Road, Cobra Court, Trafford Park
Manchester M32 0TR

Telephone: 0845 055 6366 Fax: 0845 0556377
Email: info@4net-technologies.co.uk
Web: www.4net-technologies.co.uk

Company Registration No. 5448638

About 4Net Technologies

4Net Technologies provides Contact Centre and Telephony Solutions that address today's business issues. With an intelligent and consultative approach, combined with unrivalled technical excellence, 4Net can design, implement and support the Technology Solution that meets your businesses objectives whilst maximising existing investments. From IP Telephony to Unified Communications and Virtual Contact Centres, 4Net Technologies partners with best in class vendors such as Avaya, Cisco and Mitel, to provide a solutions portfolio that can address 21st century business challenges.

As a service led technology provider, 4Net builds relationships with customers to truly understand their business objectives, so that the right solution and migration path can be designed for each individual organisation, enabling future growth and investment protection. To ensure best in class service, 4Net Technologies places training and continuous investment at the heart of its business, guaranteeing customers peace of mind in the future development of their communications infrastructure.

4Net Technologies is the partner of choice for any business wishing to differentiate themselves from competitors and gain advantage in today's market.

Our Solutions

4Net's solutions portfolio covers every aspect of a business' communications requirements. Whether you are a large multi-site corporation with Contact Centres spread across Europe or a small UK based Financial Services provider, 4Net is able to assist you in developing a communications infrastructure that can enhance your competitive advantage and drive your business forward.

4Net's solution portfolio consists of the following:

Converged Infrastructure and Telephony

Historically a business infrastructure consisted of multiple networks running separately and sometimes disparately to provide core capabilities for data, voice, video etc. Not only is this expensive in terms of management and vendor reliance but it also limits the flexibility for change. Moving forward, technology has enabled a single converged network that can provide all of a business' infrastructure and applications over one IP network, reducing costs and improving operational effectiveness.

Converged Infrastructure and Telephony includes the following technologies:

- IP Telephony
- LAN/WAN
- Wireless
- Migration from legacy voice and data networks.

Business Benefits

- Reduced costs with only one network to be managed and maintained.
- Increased business flexibility and scalability for adds, moves and changes.
- Reduced vendor limitations; no longer reliant on one vendor as IP is open standards.
- Increased operational effectiveness reducing down time.

Why 4Net for Converged Infrastructure & Telephony?

- Partner with world class vendors such as Avaya, Cisco, Mitel, Extreme and SonicWall.
- The capabilities to deliver and support highly available, resilient, secure and scalable infrastructures.
- Understand the need for clearly defined migration paths to minimise business disruption and protect existing investments.
- Vendor agnostic so free to design and develop the right solution for your business requirements.
- A strong history of delivering the right solution at every level from basic branch offices to fully managed complex enterprise networks.

Unified Communications

Unified Communications is the convergence of all business communication applications onto one system. Unified Communications create a common user experience across all Communication Technologies, eliminating the dependency upon any single media and optimising business productivity, both internally and externally. With workforces becoming more mobile and businesses spreading globally, Unified Communications presents Communications Technology that enhances rather than restricts business flexibility, and in today's fast paced market this flexibility provides a real opportunity to differentiate from competitors. Unified Communications provide the next step to enhanced functionality of a Converged Network and IP Telephony.

- Multi Media Conferencing
- Communications Applications
- Mobility

Business Benefits

- Increased efficiency and productivity through enhanced workflow and seamless integration.
- Reduced costs.
- Improved customer service as the speed of response is increased.
- Enhanced flexibility and adaptability to business processes and environment.
- Reduces the carbon footprint of the business through the facilitation of home working.

Why 4Net for Unified Communications?

- We work with you to understand your business and look at how Unified Communications can help you to achieve your business objectives.
- We work with world class partners to develop Unified Communications that help clients achieve productivity gains through improved collaborative, home and flexible working.
- Our highly accredited technical teams ensure that customers receive unrivalled support.
- We understand the need for clearly defined migration paths to minimise business disruption and protect existing investments.
- We have a strong history of implementing complex multi-site solutions.

Contact Centres

Contact Centres are the natural evolution from the traditional Call Centre, keeping up with the demands of today's technology savvy and time poor consumer. A traditional Call Centre provides a service purely dominated by the telephone as the means to interact with customers, whereas Contact Centres give customers a choice of contact type, from telephone to web, email and self service to encourage more frequent interaction. With customer experience being the driving force behind business as a means to differentiate from competitors, Contact Centres aim to increase customer satisfaction and agent productivity.

- Customer Interaction Management
- Interactive Voice Response (IVR)
- Workforce Optimisation
- Call Recording and Analysis
- Voice Self Serve
- Voice Verification
- Intelligent Call Routing
- Multi Media Stream Management

Business Benefits

- Improved operational efficiencies.
- Increased agent productivity.
- Enhanced customer experience.
- Reduced costs.

Why 4Net for Contact Centres?

- A strong history of design, implementation and support of some of the UK's leading Contact Centres.
- Implementing 'best practice' for Contact Centres.
- Holistic approach to improving Contact Centre performance, including improving Contact Centre efficiency, customer experience, agent performance and accurate forecasting.
- Expert in niche Contact Centre development matching business and Contact Centre processes.
- Knowledge of Contact Centre legislation to enable best use of products to adhere to requirements.
- Highly accredited and experienced pre-sales and technical teams.

Managed Services

Managed Services are essentially a means for businesses to enhance their in-house IT capabilities utilising an outsourced Technology Partner. This can be done through a number of different solutions such as maintenance contracts for standard break fix to a more enhanced fully Managed Service that includes remote monitoring and hosting. Dependent on each individual business' need and in-house capabilities, Managed Services are available to allow businesses to concentrate on their core business providing peace of mind that the communications infrastructure is in 'safe hands'. Managed Services provide a strong business case for delivering higher service levels to users and customers whilst simultaneously reducing costs and cutting capital expenditure.

- Various Maintenance Options
- Fully Managed IT and Communications Infrastructures
- Service Analysis and Management Reporting
- Optional Monthly Billing (transparent per user/ per month basis)
- Hosted Applications (on-site or remote)

Business Benefits

- Reduced costs and overheads as the need for in-house expertise is minimised.
- Reduced downtime through proactive monitoring and fault resolution.
- Fast and flexible on demand service to supplement internal resource at any time including migration periods.
- Enhance existing in-house skills to deliver new services or applications.

Why 4Net for Managed Services?

- Dedicated 24 x 7 x 365 helpdesk.
- Flexible range of remote and on-site services to suit your business requirements.
- Proactive alarming and reporting.
- Highly qualified and helpful engineers.
- Scalable offerings from basic break fix to fully managed.
- Service Account Management.
- Reduced costs and a strong ROI against internal services.

For further information
call 0845 055 6366

