



xeretec IT Works

XERETEC **UNIFIED COMMUNICATIONS & COLLABORATION**

Powerful & seamless communications via the cloud

XERETEC **UNIFIED COMMUNICATIONS**

Intuitive Customer Interactions

Xeretec aims to deliver and support a more rewarding, comprehensive and mobile-friendly communications ecosystem. Designed with the new way of working and collaboration, we focus on helping your organisation become easier to reach, and manage internal and external interactions. We bring the power of integrated, cloud-first communication tools to work with all your systems seamlessly, whilst allowing you to realise tangible, positive outcomes.

A unified communications solution provides your organisation with advanced, global telephony capabilities, designed for the cloud. It is first and foremost an Enterprise Telephony solution offering all the features of on-premises telephone switches, but with none of the drawbacks. It brings the power and flexibility of secure cloud connectivity and can deliver everything from simple telephony for smaller organisations, through to call centre solutions for high volume operations.

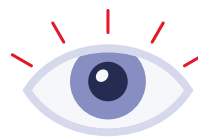
Unified Communications as a Service (UCaaS) allows you to combine channels, such as voice calling, video conferencing, instant messaging, voicemail, and content sharing into a single, streamlined interface. Plus, the ability to integrate your telephony with existing CRM systems and business applications like ServiceNow, Salesforce and Microsoft Dynamics, or use familiar user interfaces like Microsoft Teams.

This provides employees with immediate access to all relevant tools within a centralised and consistent environment, from any location and on any device.

Your employees can now provide an informed and personalised level of service to your customers, whilst working smarter and with more valuable insight at their fingertips.



Works across all devices:
desk phones, mobile,
laptops and PC



**See data, info, reports and
management live in real time**



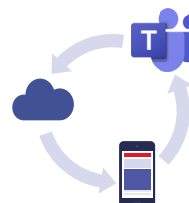
**Numbers follow you and ring
wherever you are**



**Tariffs can be capped –
international, local, mobile
number & unlimited national
calling**

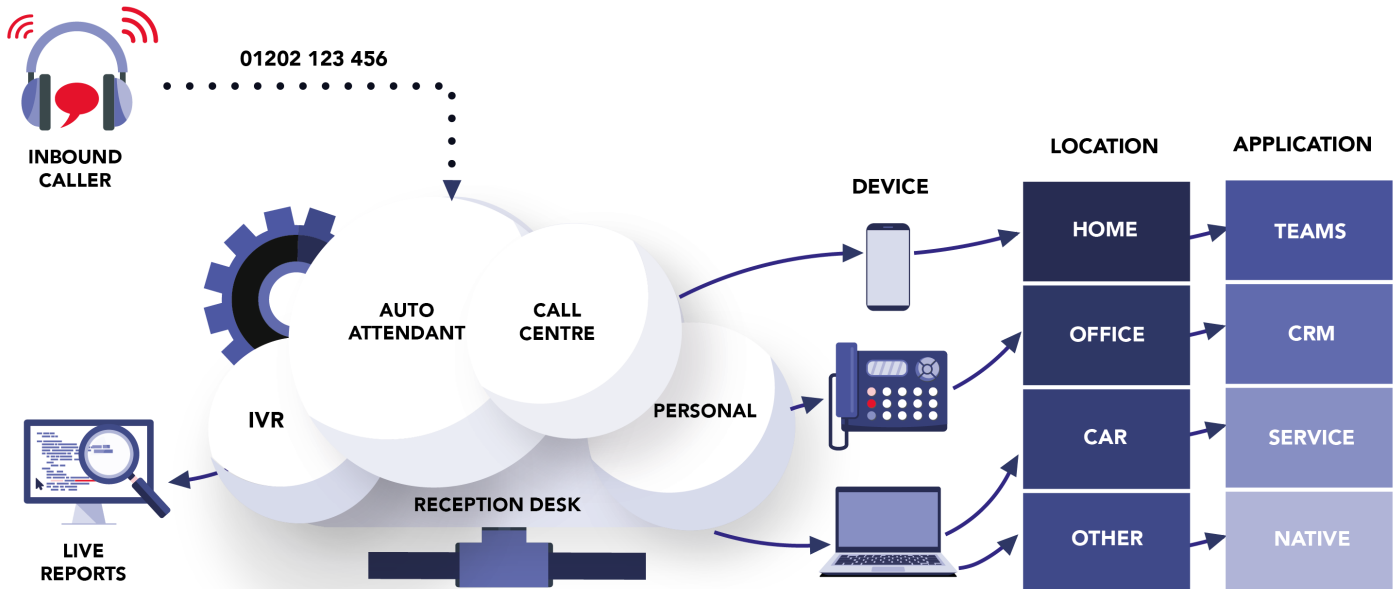


**Call centre functions and
hunt groups, Interactive
Voice Response systems and
call flow routines**



**Interact directly from your
CRM, Service or Teams
platforms**

Calls to and from any external telephone number can now traverse the cloud. You decide how they are handled – via Interactive Voice Response (IVR), or a Menu of options via an Automated Attendant, drop into a call centre queue, get handled via “reception”, or go straight to a person or department.

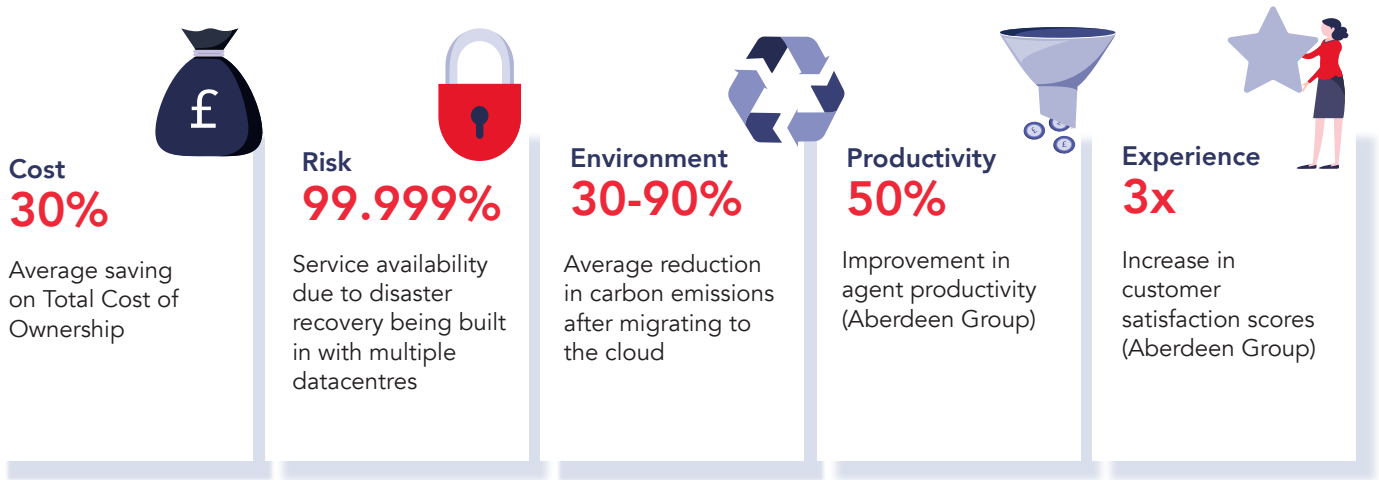


DRIVERS FOR CHANGE

A lot has changed in the world of work in the last 3 years. Through necessity there has been a huge shift to cloud-based applications and processes. We have had to factor in a shift in working patterns with hybrid and mobile communication the norm. Organisations have reduced resources with staff dealing with more enquiries and an increased drive for savings and rationalisation of office space and fixed infrastructure costs. And in the background, BT announced the withdrawal of support for ISDN in December 2025 – the former backbone for business telephony. These all underline why a move to cloud based unified communications has seen a huge rise in planning.



POSITIVE OUTCOMES FOR YOU



BETTER CUSTOMER SERVICE

With the ability to take calls from any physical location, via any logged-on account or device, your customers can contact your staff without the limitations associated with office locations.



IMPROVED CAPACITY PLANNING

With real time views on incoming call volumes, wait times, talk times, connections and unanswered calls your operation can gain a much better understanding of how you respond to volume demand. Dynamically add staff resources to handle peak volumes with the press of a button



GREATER COST CONTROL

Streamline hardware telephone switch contracts, line connections, maintenance bills and reprogramming costs. Benefit from capped telephone line charges, with unlimited and tailored package designed to cater for all the diverse requirements. Bring all communication costs into one centrally managed and controlled bill available as a per month option.



GREATER AND FASTER COLLABORATION

Bring all communications channels into one central interface, and by integrating into CRM, Service and other platforms like Microsoft Teams, your staff will be able to better manage, respond to, and record interactions like never before. And with your team being seamlessly connected irrespective of location, virtual groups can be instantly created or accessed to provide faster answers and solutions for your customers.



ENHANCED EMPLOYEE EXPERIENCE

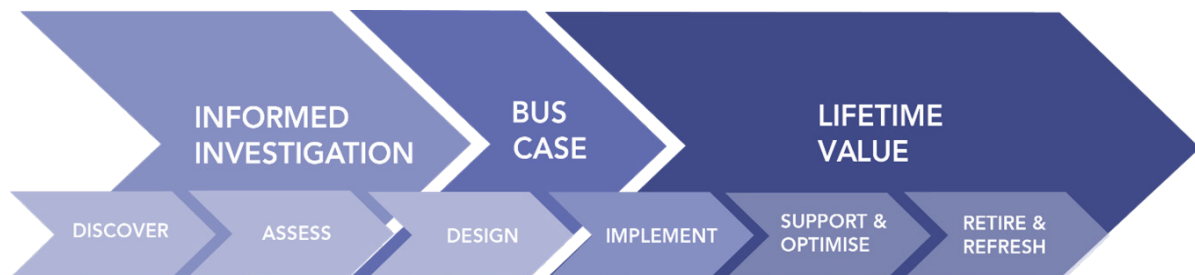
Deliver direct calls and communications wherever you may be working. With compatibility with desk phones, mobile handsets, PCs, tablets and other internet connected devices, a member of staff can now have their own “follow-me” phone number provided by the organisation. Perfect for productive operations with full management controls and reporting.

And even better, by embedding your telephony solution to your CRM, Service or Teams apps, there is no more switching between applications, lack of visibility from previous interactions or manual rekeying of call notes required.

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XERETEC UNIFIED COMMUNICATIONS OUR APPROACH

Our approach is to work with you from inception of investigation of current state and suggested areas of improvements, through to the end-of-life cycle management and refresh. For us the start of the journey is part of a long, multi-year relationship to give you lifetime value from our partnership.



DISCOVERY AND ASSESSMENT

We can assist with fact-based decision making with specialist Xeretec and manufacturer-trained analysts and toolsets to help understand a client's current position and how to achieve more. We help busy professionals get better clarity on their current position and how & where improvements can be achieved without heavy lifting.

We work with the customer to discover all the current relevant comms related costs. From these simple steps we are able to quickly project potential comparison details. We investigate options for general call handling, switchboard functions, user and call groups, automated messages and routing, interactive voice response, call centre options and applications and workflow integration requirements. By creating persona types for a customer we are able to map future solutions and call tariffs based on this discovery work and develop a business case.

DESIGN

We work with the market's leading providers to ensure you get the best choice of technology to fit your requirements and needs. From simple Teams-enabled platforms, to fully integrated Unified Communications and Call Centre solutions with advanced application integrations. And a range of competitive tariffs to fit even global based organisations needing a worldwide solution.

IMPLEMENT

We work with dedicated experts to ensure your solution is deployed and made operational. Project planning, including network readiness testing, number porting, handset preparation and set-up where required, and deployment and rollout planning are all vital parts of a successful implementation

XERETEC UNIFIED COMMUNICATIONS CASE STUDIES

"Xeretec didn't try and just sell us a product. They listened, understood our requirements, and acted as an expert consultant to present the best fit solutions that were right for us. Our people really trust the solution and it has therefore reduced the need to travel internationally for meetings. This has given time back to our employees, increased their ability to focus on value-add projects and allowed a hybrid working model to succeed"

Perry Willis
Head of IT



"After seeing the value 8x8 can provide our customers, it quickly became obvious that it was a solution we should consider deploying ourselves. After some internal discussions, we did exactly that."

Steve Hawkins
Chief Executive



XERETEC ABOUT US

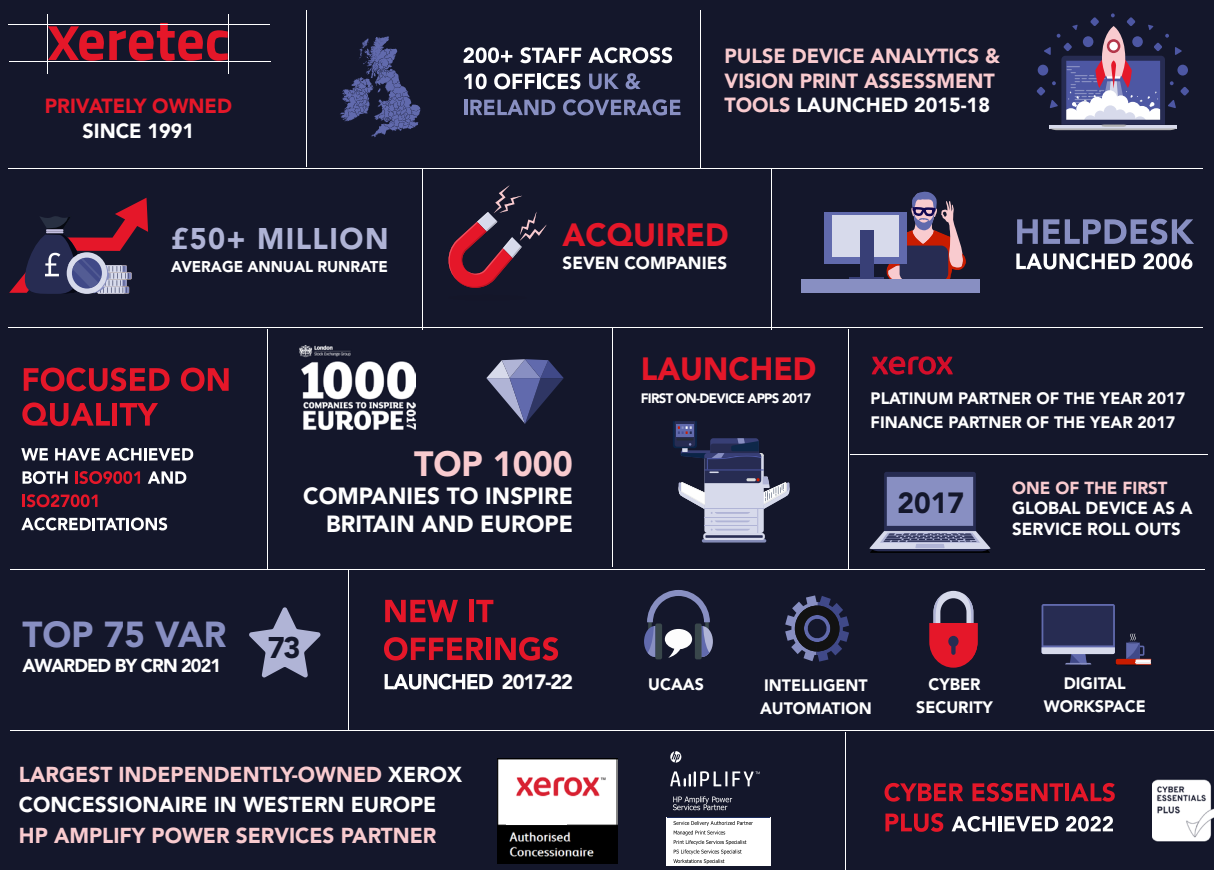
Xeretec's journey began in 1991 as a business employing 15 people. Through a powerful combination of organic growth and acquisition, the company now employs nearly 200 people in 9 offices across the UK and Ireland. Our strong customer-focused culture, partnerships and in-house talent enable us to take our clients on their own journey to greater agility and workplace productivity by providing the very best in IT technology.

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

We were named as one of the Top 1000 companies to inspire Britain and Europe by the London Stock Exchange and we rank in the Top 1.5% of all IT providers in the UK & Ireland.

We're proud to be privately owned, and our flat management structure ensures you have access to key stakeholder and decision makers.

Our carefully selected Vendor Partners lead their fields in their respective markets, where we rank as Top Tier providers at Platinum Level, including with HP and Xerox.





WANT TO LEARN MORE?
GET IN TOUCH

Tel: 0800 074 8136
Email: info@xerotec.co.uk

