



In 1948, 46% of the UK's Gross Domestic Product (GDP) came from the Services sector. Today, that figure stands at 79%. As the competition for market share and consumption of services grow stronger and stronger, customers are continuously looking to engage with providers at a time and location, and on a platform that suits them. With the demands from staff from across the sector to have the ability to work anywhere conflicting with your need to guarantee that the data that they take with them remains secure, the

adoption of technology is crucial to your business delivering world-class services at scale and empowering staff.

Having worked with some of the industry's leading providers - including Aggreko, GRITIT and Antonov Airlines - GCI have built up a wealth of knowledge around the IT challenges faced by the Services sector, as well as how to solve them.

## Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Services sector tell us they face:

- **Omni-channel:** The need to not only offer sophisticated and personalised communication channels to engage with customers, but also the ability to offer advanced tracking, monitoring and ordering capabilities on any device to encourage brand awareness and loyalty.
- **Secure "Anywhere Working":** Enabling staff in all aspects of the business to have the freedom to work on-the-go whilst company data remains secure, from Engineers visiting sites to Sales Directors meeting clients.
- **Business Intelligence:** Tools are not currently in place to be able to harness big data and analytics to spot service delivery problems or areas for improvement in the supply chain.

- **Communications:** Service providers need to be able to react fast to stay ahead of competitors, but many lack the modern communication methods to do so.
- **Cyber-security:** A big issue for everyone, but often in the Services sector the company's IP is their differentiator, and they need to protect this at all costs.
- **"Always on":** The ability to guarantee that the infrastructure in place provides an enjoyable experience for customers purchasing services online that is fast, secure and 24/7.



## Just some of the solutions GCI provide to the Services Sector

**Omni-channel, PCI-compliant Contact Centres:** From entry-level to sophisticated, high-end solutions, GCI's Contact Centre options enable omni-channel customer communication, supporting email, social media, IM and telephone. Our PCI-Compliant Contact Centre solutions reduce PCI DSS (for Payment Card Security) controls by approximately 96% and is available as a cost-effective plug-in. Further options designed to improve the customer journey and avoid Interactive Voice Response (IVR) "clunkiness" include advanced speech analytics, Artificial Intelligence and enhanced ID validation.

**Skype for Business:** Microsoft's market-leading Unified Communications software, Skype for Business enables staff to communicate and collaborate more effectively. Combining voice, instant messaging, video and email, it allows for

seamless collaboration at a lower cost across the supply chain. It also enhances productivity and supports customer service (for example, complaint handling) for both back office and service delivery staff. Free video conferencing enables "training without travel", and screen sharing enables staff to collaborate on projects more easily.

**Microsoft 365:** A complete, intelligent solution that empowers your employees to work collaboratively, securely and on the go. Combining Office 365, Windows 10 and Enterprise Mobility + Security, Microsoft 365 can help you achieve compliance with ISO regulations, as well as helping secure your mobile workforce, protecting your intellectual property, and proactively detecting and preventing cyber-attacks and data breaches.



**Cloud:** The Cloud is transforming the Services industry, cutting the cost of supply chains and improving collaboration. GCI offer independent expert advice, advising customers when to use Azure, privately-hosted Cloud or when to retain on-premise platforms. But we also understand that many clients need a Hybrid Cloud solution that combines the best of these services, underpinned by effective Disaster Recovery plus the flexibility to change and right-size. We ensure that you have one point of support, one monthly bill, and that you only pay for what you consume.

**Full IT Support:** From flexible, ad hoc support services through to tactical or fully-managed services, GCI provide options that cater for all requirements - regardless of shape or size. Unlike many Converged ICT Service Providers who generally offer a 9-5 service with “on call” support at best, GCI delivers 24/7 support and proactive monitoring as standard. We take the stress out of managing your day-to-day IT and enable your staff to concentrate on tasks where they can add the most value, such as service delivery.

**Managed Wireless LAN:** GCI’s Managed Wireless LAN Service delivers Enterprise-grade performance and a secure, reliable network managed by experts, providing your business with access to the resources it needs regardless of where your employees are working to unlock real productivity gains.

**Managed WAN:** A fast, efficient and secure WAN is essential to ensuring that in a distributed services business, every customer experience can be delivered to the same high standards. Because GCI aggregate across all the major carriers we can provide the best price/performance ratio across the UK, and even provide fast 4G MPLS where it’s not possible to get physical connectivity. Our WAN circuits are managed and monitored 24/7, so you can be assured of maximum availability to enable excellent customer service.



## Case Studies

Click below to see how we’ve helped to digitally transform and secure some of the industry’s most depended-upon companies:



### Just some of our other Services Sector clients:

Aggreko | Acorn Industrial Services | Derby Conference Centre | Matthew Brand Solutions | Purpose Media | Shiner | Bond International | Kingstown Associates | Prospect Connect | Wallpaper | AmberJack | Consumables | Hunting PLC

## About us

GCI are a leading Converged ICT Service Provider. For two decades we’ve been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers, and we have helped thousands of Public and Private Sector customers globally transform from traditional technology environments to modern IT. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at:

☎ 01332 483 933 | ✉ [enquiries@gcicom.net](mailto:enquiries@gcicom.net) | 🌐 [www.gcicom.net](http://www.gcicom.net)

