



PRODUCT SHEET

Homeworking Solutions

Secure and compliant cloud-based solutions to support remote working and optimise your business communications

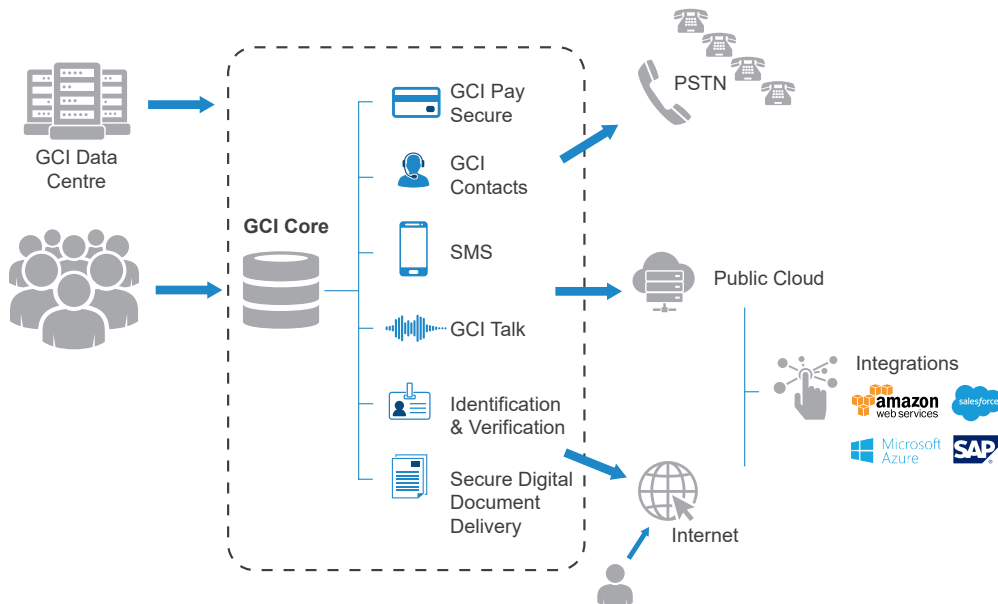
Rapid remote working made easy

From collaboration and communication through to data and applications, implementing effective remote working means your employees and customers shouldn't notice a change in their experience. It is not enough to give your employees the means to work from home occasionally, your business needs to implement a remote working strategy that allows

your organisation to function seamlessly with the same experience as that in the office. Implementing the right technology from the start ensures that your employees can continue communicating and working together on projects effectively and securely as if they were in the office.

GCI homeworking solutions

GCI offers a range of services and solutions that support effective and secure remote working, whether you are just starting your journey, require fast deployment, or you need a solution to accelerate your strategy.



Fully integrated cloud-based solutions

GCI's integrated cloud-based solutions deliver a next-generation, omni-channel customer experience, built on the premise that choice is paramount. Understanding that flexibility is key, the solutions are built with scalability and redundancy at the core to ensure a high level of reliability. They are also modular in orientation, so you can purchase or integrate one or all of them as part of your bespoke build.

Contact Centre

- Omni-channel
- Predictive dialler
- Call and screen recording
- SMS
- Speech recognition
- Digital document delivery

PCI compliant card payments

- Live Agent and IVR based
- QSA referral
- PCI compliant colocation services

GDPR Assistive Applications

- ID&V (Identification & Verification Applications providing significant ROI)

Hosted Voice

- Contact Centre & back office



Connectivity, core-line of business applications and SIP

GCI has been providing businesses with essential connectivity services for over 20 years, and today is the backbone of some of Britain's best-known brands. Through our own network and in collaboration with major carriers, GCI can rapidly connect customers with their core line of business applications and ensure users experience the same high performance and reliability end-to-end, regardless of their location.

Connectivity

- WAN
- MPLS
- Internet

Advanced SIP infrastructure

- High-demand CPS
- Ideal for large Call Centres
(Hosted or with Agents working from home)

Core business applications connectivity

- Direct public cloud interconnects
- Private VPN (MPLS / SD WAN)
- Public Internet
- Hosted within GCI's Data Centres

Why GCI's remote working solutions?

GCI's remote working solutions offer affordable cloud-based desktop and communications solutions that allow your employees to work untethered while you continue to maintain control and direction.

Feature	Notes	Traditional Worker	GCI Homeworker	Notes
Omni-Channel Integration	Only Single or dual but not Multi channel	Partial	Yes	Full OMNI Channel contact centre
Work from ANYWHERE		No	Yes	Use a soft client via ANY Internet Connection
Reliability	Dependent on hardware?	Partial	Yes	99.999%
Set Up Time	Multi faceted platforms	Partial	Yes	From 48 hours to deploy
Single Portal	Service dependent	Partial	Yes	Same single skin for all users and all service requirements
"In Skin" Analytics	Service dependent	Partial	Yes	Advanced Analytics, MiFID II/PCI & Enhanced Call Recording
Call Reporting		Yes	Yes	Standard included in base entry price, advanced available at industry leading £
Call Analytics	Service and vendor platform dependent	Partial	Yes	Leading edge
Call Recording		Yes	Yes	Calls & Messages stored for life, "Voice Wash" on Road Map for Q2/3
Omni Recording		No	Yes	Captured and organised chronologically
Mifid II and PCI		Partial	Yes	Simple add on, Platform Ready since Jan 18, competitors have removed their offering in many cases
CRM Integration		Partial	Yes	200+ applications (largest & growing)
Pricing	Heavy entry cost	Partial	Yes	Disruptive entry point and industry leading feature set and capability = Huge ROI



Lead time from 48 hours



Lowest OPEX cost for an Enterprise grade Hosted IP system



Complete Fixed Mobile Integration



Industry leading analytics package



99.99% availability



UK only fully MiFID Telephony platform



Homeworker Features

Why GCI HomeWorker?

- Make/Recieve calls over the internet
- Cost effective - removed need for CAPEX
- Flexible - physical handset or soft phone
- Improve productivity with unified communications
- Deployed as a new or replacement telephony system

GCI HomeWorker can be accessed via an Internet connection. However, public internet connectivity lacks the facilities to effectively manage 'Quality of Service' so quality of voice traffic cannot be guaranteed, which could impact the User's experience.

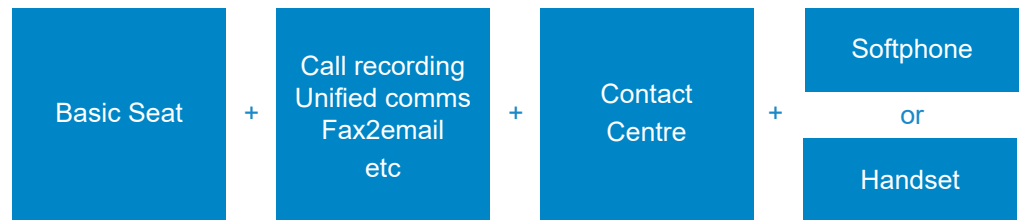
The GCI HomeWorker provides HA access through secure, resilient pairing of services in the core architecture

GCI HomeWorker Benefits

- Competitively priced - per seat per month
- Extensive feature set included in base seat price
- Feature rich add-on applications
- Mobile SIM integration with various data packages
- Transparent resiliency for uninterrupted call service

“Single Pane of Glass” for administration and reporting features of the GCI HomeWorker

- Advanced Analytics
- Admin and User dashboards
- Number Management
- Account Management
- Call Routing
- Call Statistics



User Features

- ✓ Call Forwarding Busy
- ✓ Call Forwarding No Answer
- ✓ Call Forward Not Reachable
- ✓ Call Forwarding Always
- ✓ Call Processing Selective
- ✓ Call Waiting
- ✓ Call Pickup
- ✓ Inbound Call Blacklist
- ✓ Call Transfer (Blind and Consultative)
- ✓ Client Call Control
- ✓ Last Number Redial
- ✓ Three-Way Calling
- ✓ Alternative Numbers
- ✓ Answer Confirmation
- ✓ Call Notify
- ✓ Do Not Disturb
- ✓ Extension Dialling
- ✓ Fax Messaging
- ✓ Selective Call Rejection
- ✓ Sequential Ringing
- ✓ Simultaneous Ring
- ✓ Call Conference
- ✓ Call Recording - Start / Stop
- ✓ Voice Mailbox
- ✓ Calls Log

Admin features

- ✓ Hunt Group
- ✓ Calling Line ID (CLI)
- ✓ Outbound Call Plans
- ✓ Device Inventory
- ✓ Selective Call Divert
- ✓ Music on Hold
- ✓ Corporate Directory
- ✓ Calling Line ID Delivery - External
- ✓ Calling Line ID Delivery - Internal
- ✓ IVR / Auto Attendant
- ✓ Abbreviated Dialling
- ✓ Call Processing
- ✓ Call Data Record (CDR)
- ✓ Configurable Feature Access Codes
- ✓ Standard Call Recording
- ✓ Email Integration
- ✓ Web Chat
- ✓ CRM Integration
- ✓ SMS Integration
- ✓ Social Media Plug-Ins

Why GCI?

Over **20 years** of experience across **120,000** technology projects has allowed GCI to develop the infrastructure, skills, and scale to ensure optimum performance, reliability, and security. Choosing GCI as your solutions specialist means you will benefit from:

- **ONE provider** for all your technology and support requirements
- **99.99% uptime** SLA across our services and solutions
- **24/7 support** from our experienced support team
- **Fully-managed** services for complete assurance

- **A Microsoft Cloud** Solutions Provider (CSP) with 8 Gold Microsoft accreditations
- **A Level 1 PCI DSS** certified Service Provider for Live Agent and IVR solutions
- **An ISO 27001, 20000, 14001 and 9001** certified provider for complete confidence
- **Cyber Essentials** and Cyber Essentials Plus accredited
- **An RM3808** accredited supplier of communications and network services to the Public Sector
- **Expert migration**, support, trials and proof of concepts to make your Cloud journey simple

REQUEST A FREE CONSULTATION

If you would like to book a complimentary consultation or find out more about our solutions, please contact enquiries@gcicom.net, or call 0330 313 1001.

