



COMPREHENSIVE DIGITAL COMMUNICATIONS PLATFORM UNIFYING CALLING, MESSAGING, VIDEO CONFERENCING, MOBILE, ENGAGEMENT AND DATA

73% of UK workers now consider remote working to be the new normal. So important is flexible working now, that 77% of remote workers say their overall health and wellbeing has improved as a result.

The ideal modern workplace is one where people can work anywhere, on any device, in a way that suits them.

Cloud-based unified communications allow people to work securely, efficiently and productively together, wherever they are.

Advanced analytics and AI transform communications data into business intelligence, enabling your teams to generate more opportunities through better engagement.

ITHQ UNIFIED-COMMUNICATIONS-AS-A-SERVICE (UCAAS)

We deliver our UCaaS solution in partnership with RingCentral; giving teams, partners and customers the ability to communicate, collaborate and connect frictionlessly.

Our FIRE process: proven to maximise project results



Formulate



Implement



Run



Evolve

RingCentral allows businesses to offer their teams the best in remote working, as they shed cumbersome legacy systems and move to more efficient, secure cloud-based communications.

With dedicated phone numbers, receptionist features, centralised messaging and video conferencing included, your mobile devices become connected remote communication hubs.

Our solution can help your business achieve measurable gains through improved productivity, better use of data and by creating a more positive employee experience.

Unified Communications-as-a-Service (UCaaS)

 RingCentral®

Scalable, feature-rich, cloud-based business communications that enable teams to drive opportunities and improve employee experience

- **Enterprise-grade cloud PBX calling platform**
Complete with mobile & desktop apps, toll free and vanity numbers, multiple extensions, hunt groups and smart routing
- **Team-based messaging platform**
SMS, MMS, real-time file sharing, task management and integration into other business apps
- **Integrated video meeting platform**
Supports webinars and up to 200 participants. Add room-based connectors to enable all your existing meeting rooms
- **Customer engagement platform**
Easy-to-use, fully integrated interaction with your clients on any platform at any time
- **Inbound and outbound contact centre options**
Ensures your clients' voices will always be heard. Includes social media message management
- **Integration platform**
Customise the platform, connect it to anything, build anything and report on anything
- **Analytics platform**
Gain valuable insights into how your team are using the platform. Real-time analytics report on the health of your entire system
- **Global platform**
Leverage the platform for your global workforce with localized languages and dial plans. Available in over 100 countries



"RingCentral Office is a well rounded VoIP software that includes all features that a sales team needs: artificial intelligence (AI), integration to SalesForce, and video conferencing. Additionally, RingCentral offers a phone app that is super easy to navigate and makes remote calls a breeze."
G2 Crowd review

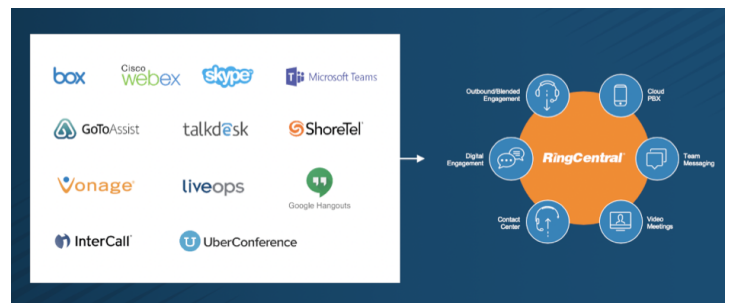
RINGCENTRAL: ANYTIME, ANYWHERE, ANY DEVICE



According to Gartner's respected Magic Quadrant, RingCentral is beating global players such as Microsoft and Cisco as leaders in UCaaS.

This single powerful platform does the work of many. Businesses are able to streamline an array of communications tools into one, cloud-based solution.

Seven layers of security and redundant data centres ensure always-on reliability, with experts on hand to maintain the highest possible service levels and cyber resilience.



ITHQ UCAAS SOLUTION FEATURES

Basic or advanced business communications workshops	Basic or advanced integrations workshops	Advanced analytics / data visualisation
Initial / advanced call routing	Roles / permissions	Voicemail to email
Inbound numbers	Analytics	Enforcement
Hunt groups	Single sign-on	Call monitoring / recording
Basic / advanced IVR	Basic / multi-platform integrations	Bespoke development



Talent, technology and technique applied to help your business perform better

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