

connect

Complex problems,
simple solutions.



A photograph showing a group of people in a meeting or workshop setting. In the foreground, a person's arm is visible, holding a stylus and pointing it at a tablet screen. Other people are visible in the background, looking at the tablet. The scene is set in a bright, modern office environment.

“Conn3ct differentiates themselves on their collaboration, in the sense they work with us to find a solution.”

Director of EMEA, Johnson & Johnson



Conn3ct is a truly vendor-agnostic communications partner that helps multi-site organisations across the world solve their communications challenges.

Conn3ct are a trusted advisor that draws on over 30 years of knowledge and experience to solve complex communications challenges in three areas; **Contact Centres**, **Unified Communications (UC)** and **Network Services**.

Our vendor-agnostic capability allows us to build completely bespoke solutions for your business. We deliver end-to-end digital transformation by refining your people, processes, and technology.

Our exceptional people, innovative processes and proprietary technology are our key differentiators. Our extensive knowledge and experience will guide you seamlessly through the transformation journey to ensure it is painless and cost-effective.

Our Services

Contact Centres

The role of the Contact Centre is evolving at a rapid rate, driven in no small part by the customer experience revolution. The old, cost-based model, by which many contact centres still operate today, does not accommodate a 21st Century customer experience. Instead it is shaped by often meaningless KPIs centred around the speed of service and cost.

To better retain customers, remain competitive, and adapt to the customer experience revolution, you need a customer experience strategy.

We can help. Our approach is to understand your customers' behaviour across all touchpoints of their journey, so we can help build best of breed technology to delight them and deliver exceptional customer experience.

Unified Communications

Instant, digital communication has become the norm in today's workplace. While it is much better than what we had before, the lack of integration among different systems, combined with a lack of user-friendliness, can often mean that employees are wasting a lot of time, making for a less efficient, less productive workforce.

To improve this, a suite of communication channels is needed so employees can easily connect with people as and when needed.

Our UC solutions enhance our customers productivity and efficiency by delivering seamless access to best of breed technology that integrates, connects and unifies internal communication systems.

Our Services

Network Services

To expand a business globally, consistent communications across multiple sites is critical. That's where our managed Network Services come in. At Conn3ct, we integrate networks and cloud services to make it simpler for our customers to manage complex network solutions.

We provide innovative, reliant, global voice and data services through our proprietary core network platform, CRISP, inter-connected with global Tier 1 carriers and the public cloud platforms.

We have deployed, connected, and managed business communications for 30 years. With this expertise, we give you bespoke, flexible, best-fit solutions to meet complex requirements, when the big network carriers can only deliver a one-size-fits-all approach.

That's why, with Conn3ct, you get what you need, not what you're given.

Our Approach

Our 'Stabilise, Enhance, Transform' programme (S-E-T) allows us to help our clients solve legacy technology issues and improve efficiency and performance, before navigating the complexity of digital transformation at a pace that suits your business needs.

Our customers want insight and thought leadership, but their overarching need is innovation that delivers tangible value. Their pain points result from an industry that lacks innovation and flexibility and has traditionally failed to anticipate change.

This is where Conn3ct are unique. We have delivered simple solutions to complex problems for global blue-chip companies around the world. Our customers know they are dealing with trusted advisors.

S-E-T Methodology

Stabilise, Enhance and Transform:

1

Stabilise

Our unique proprietary monitoring and automation toolsets stabilise your existing estate, improve efficiency and performance, and make immediate cost savings.

2

Enhance

Tell us your challenges. We listen and learn so that we can enhance what is already in place with best of breed adjunct technologies.

3

Transform

Our unique, truly vendor-agnostic approach allows us to deliver a fully customised, best of breed solution at your pace and in line with your budget.

Our Clients

We support a diverse range of blue-chip organisations across the globe in the deployment and management of Unified Communications, Contact Centre and Network Services environments.



Core Technology Partners

Conn3ct enjoys long-standing relationships with the world's leading technology partners. We have the highest level of accreditations to provide on-demand experience and expertise.





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