intercity
TECHNOLOGY

RESPONDING to COVID-19

Keeping Your Staff Talking Wherever They Are with

TOUCH TECHNOLOGY

Communicate and collaborate together, anytime, anywhere, from any device

You're our # 1 priority

People - First Technology

Are you ready to ramp-up remote working to enable your staff to connect safely and securely wherever they are and keep your business moving forward?

The COVID-19 crisis is changing day-to-life in unprecedented ways and we are committed to helping our customers adapt to remote working quickly and securely. For over 35 years we have been providing the very services that help businesses stay connected with their customers; we have extensive collaboration capabilities for your employees to communicate with each other and with your suppliers.

The reality is many firms, and in particular, SME's, will not have addressed the requirements for their entire work-force shifting to remote-working in such short-order. You are certainly not alone if you find yourself battling to put in place all the necessary arrangements.

We want you to know we are here to help you at this critical time.

You are our # 1 priority and you can rely on us to support you and your business.

We are working tirelessly to provide our customers with access to our secure cloud-based phone system with HD voice, conference calling, video meetings and file sharing. We are standing up hundreds of new users a day, helping everyone to stay safe while they continue to work.

Please reach out to your Account Manager or call us on **0808 500 1436** and we will help you put together a C-19 Rapid Response technology plan, address any business continuity issues you may have and provide you with the tools to ramp-up your remote working capabilities.

Working together, we can make a difference.

You're our # 1 priority

UNIFIED COMMUNICATIONS

Help your employees to keep in touch wherever they are with **Touch Technology** - a single cloud platform for phone calls, messaging, live chat, video conferencing, virtual meetings, screen sharing and more.

We are now operating in unprecedented times and businesses find themselves having to introduce new working models and adapt to remote working quickly, safely and securely. Tomorrow's leading companies will have one thing in common; their use of technological advances to reimagine the way they do business.

No matter how big or small your company is, the right Unified Communications (UC) solution can take your business communications to the next level, helping to improve remote woking, enable team collaboration, boost productivity, increase mobility and enhance the customer experience.

Touch Technology

Touch Technology, Intercity's UC cloud-based solution integrates all the communication features you need to enable your staff to collaborate seamlessly from any device anywhere, anytime. With global reach, the full communications suite unifies phone calls, video conferencing, SMS, email, Live Chat and so on. Users can share and access data, collaborate in real-time and hold audio and video conferences with multiple people.

Instant Access for Remote Working
Moving from a standard PBX phone system to hosted VoIP couldn't be simpler. Whereas ISDN takes time to set up and requires a physical wire to transmit information, VoIP installation takes seconds and – provided there is an internet connection – is far more reliable and resilient.

Scale on Demand
Touch Technology is an entirely owned and patented solution from Intercity and is built on a highly resilient infrastructure. With end-to-end security and round-the-clock critical support, our customers are confident their phones will work effectively and securely wherever they are.

Whether you're an SME or a global enterprise, our scalable solution grows with your business, Touch Technology allows you to scale on-demand whenever your requirements change.

User Interface
Touch Technology has a unique Touch Call user interface, accessible via any browser. This enables users to make and receive calls with a single touch using a web browser or virtually any telephony-enabled device connected to the PSTN or Internet. The unified user interface provides a consistent experience across multiple devices and media types.Our service also enables you to fully integrate remote workers through the use of collaboration tools such as audio/video conferencing and screen sharing, offering increased productivity whilst keeping them mobile.

CLOUD BUSINESS PHONES

Hosted VoIP, or Voice over Internet Protocol, to use its full name, is a type of internet phone system which is quickly taking over from standard business phone systems and landlines. Simply put, it is a piece of technology that converts telephone calls into data which is transmited over the internet.

Whether your staff are in the office, working remotely, or on the road, all they need is access to the internet and they can instantly connect. With the benefit of the same telephone number on your desk phone, mobile and tablet and access to all of the same functionality from wherever you are, IP telephony really does offer you the most efficient, intuitive and practical business communication solution.

ISDN Switch Off

One of the considerations when looking at a new telephone system is the ISDN switch off. In September 2023, BT will stop the supply of ISDN lines and by December 2025, the ageing copper lines for voice calls will be completely phased out. This makes VoIP, which only needs an internet connection to function, an incredibly practical choice for all your future business communication needs.

Benefit from Substantial Cost Savings

With Touch Technology, you have all the functionality of an on-premise phone system, without the expense of buying a system outright or the on-going maintenance and upgrade costs.You never have to pay to add and remove connections and you only pay a monthly charge per user.

Organisations that move their communications services from legacy technology can expect to reduce their annual expenditure from about 25-50%.

Hosted platforms enable consolidation of PBXs and fixed-line services onto a single platform, meaning free on-net calls between sites regardless of geographical location. Moving from traditional ISDN lines to a hosted system also reduces call charges and line rental.

Flexible, Local and Global Reach

Touch Technology gives you the benefit of increased collaboration across all your business locations, improved productivity and a seamless customer experience.
If you need to bring a new location on-line, Touch Technology gives you instant connection and with international numbers available in over 98 countries, you can quickly and easily add more whenever you need them.

Reliability and Business Continuity

Our global, cloud-based platform has service delivery platforms across Europe, North America and Asia and with data centres in multiple locations, there can be no single point of failure. Each location has resilience for its outbound calls with a primary and secondary carrier. Real-time disaster recovery can also be enabled with by switching active services from one data centre to another.

Our target service availability is 99.999% over a rolling 12-month period. Thanks to our fully redundant architecture, we can ensure maximum uptime, call availability and business continuity, giving you peace of mind 24/7.

COLLABORATION

Voice, Conference calls, Instant Messaging and Screen Sharing all on One Cloud Platform

Instant Messaging - Speeding up Projects

Your remote teams can chat in real time and use a shared workspace for managing joint projects and collaborating on initiatives, posting messages and updates as they work. Instant Messaging often leads to greatly reduced email traffic,   a welcome benefit in this digital age ! In turn, this speeds up productivity and reduces unnecessary communication delays.

Screen Sharing in Real Time

Screen sharing is the smart, modern way to collaborate on documents, presentations and even videos! By sharing your computer screen, team members can work together without ever having to send files. Teams can work on projects side by side no matter where they are in the world , saving time and streamlining processes.

Using shared screens for on-line training sessions is also an excellent way of engaging staff and encouraging meaningful Q&A sessions and generating immediate feedback.

Seamless Integration With Business Applications

Open APIs mean you can seamlessly integrate Touch Technology with your existing applications and tools, for speedy set up and consolidation.

Integration with your other business systems such as Sales Cloud from Salesforce or Microsoft Dynamics®, gives you a faster and more substantial ROI.

HD Quality Web Conferencing

The Touch Technology conferencing user interface is based on our patented technology, which enables HD quality voice, video and sharing sessions. Accessed with a single click from any internet-connected device, from any where in the world.

Instant-access Management Portal

Our simple-to-use self-serve portal allows you to manage your business communications at any time of day or night, on any timezone. Add and remove users on-demand for maximum scalability and security with real-time insight, analytics, monitoring and reporting including:

- Conference rooms in use
- Number of calls in progress
- Inbound and outbound call details

Service management tools give your administrator complete control over who has access to your business communications and what they are permitted to do.

End users can be provided with access rights for control over voice mail, conferencing, and call forwarding.

Collaboration Tools

A wealth of management tools for you and your team for efficient, smarter working:

- Add and update user accounts
- Extension management, including CLI presentation and voicemail settings
- Conference room management
- Inbound number routing
- IVR management
- Call reporting and call detail records

CHOOSE YOUR PLAN

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TECHNOLOGY

Select your plan and your teams can be connected and collaborating together in less than 2 days ! ***

Users	TT Rapid Deployment*	TT Lite	Touch Technology
10-19 users	£7.99	£9.49	£14.49
20-99 users	£6.99	£8.99	£13.99
100-499 users	£6.49	£8.49	£12.99
500+ users	£5.99	£7.99	11.99

Monthly Price Per User

Feature Set	TT Rapid Deployment	TT Lite	Touch Technology
Communication			
Telephony (VoIP)	✓	✓	✓
Telephony (analogue)	✓	✓	✓
International numbers		✓	✓
Cloudphone	✓	✓	✓
Transfer Calls	✓	✓	✓
Ring Groups	✓	✓	✓
Call Recording**	✓	✓	✓
Touch Call (click-to-dial)	✓	✓	✓
Move My Call	✓	✓	✓
Voicemail	✓	✓	✓
To Email	✓	✓	✓
Save to Phone		✓	✓
Save to Portal		✓	✓
Company Directory	✓	✓	✓
Call List	✓	✓	✓
Collaborative Workspace	✓		✓
Live Communications	✓		✓
Transfer Calls			
Ring Groups	✓		✓
Call Recording**	✓	✓	✓
Instant Messaging	✓		✓
Conferencing			
Audio Conferencing	✓	✓	✓
Internal	✓	✓	✓
External	Optional	✓	✓
Video Calls	✓		✓
Screen Sharing	✓		✓
Conference Recording**	✓		✓
System Features			
Hot Desking		✓	✓
Switchboard	✓	✓	✓
Contact Centre*	Optional	Optional	Optional

For help choosing your plan, contact your Account Manager or Customer Support on 0808 500 1436

*TT C-19 Rapid Deployment is offered on an initial 3 month contract with the option to extend on a rolling monthly basis.

If your initial order is for TT Rapid Deployment or TT Lite and your requirements change later, you can easily upgrade to standard Touch Technology for an additional £6.00 per user (terms available on request).
**Contact Centre agents can join queues with their Cloudphone and Live Communication extensions ** Call recordings kept for 90 days, additional storage is chargeable. Details available on request

***Implementation time for the C-19 Rapid Deployment Plan is 2 working days or less from receipt of clean, completed data capture. The implementation times on Touch Technology Lite and Touch Technology are dependent on connectivity and LAN in addition to receipt of your clean,completed data capture.

IMPLEMENTATION

Companies of all sizes are rapidly preparing to move to a remote working environment for an underdetermined period of time but, perhaps, in excess of 6 months.

The reality is, most firms will not previously have planned for their entire work-force shifting to remote-working in such short-order.

If you are already weighed down with the fast-moving and unknown variables of the Covid-19 outbreak and would like support with an effective remote technology plan, we can help you ramp-up your remote working capabilities and keep your staff safely and securely connected.

As your trusted partner, we can provide valuable expertise, and specialist communication and collaboration tools to help to you address the disruptions facing your business.

Plan Options

Touch Technology provides a full unified communications solution.

Touch Technology Lite is a lower-cost alternative to Touch Technology, providing a comprehensive hosted telephony service, whilst omitting some of Touch Technology's more advanced features.

C-19 Rapid Deployment is a mixture of the two options, enabling you to mobilise your workforce quickly while ensuring they have the right collaborative tools to communicate.

Please refer to the Plan table for further information.

If your initial order is for C-19 Rapid Deployment or TT Lite and your requirements change later, you can easily upgrade to one of the other options.

For further information please call 0808 500 1436

C-19 Rapid Deployment Plan

- Free consultancy to rapidly determine the most appropriate remote technology plan for your business.
- C-19 TT Rapid Deployment offered in an initial 3 month contract with the option to extend on a rolling monthly basis
- Access to our 24 x 7 support through our Secure Operations Centre - you'll never be on your own
- Option to purchase devices to support your mobility requirements including mobile handsets, tablets, laptops and mobile Wifi - Personal 4G/5G Hotspots
- Data Centre and Cloud Hosting giving your staff highly secure and reliable remote access.

Select your plan and your teams can be connected and collaborating together in less than

2 days *

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