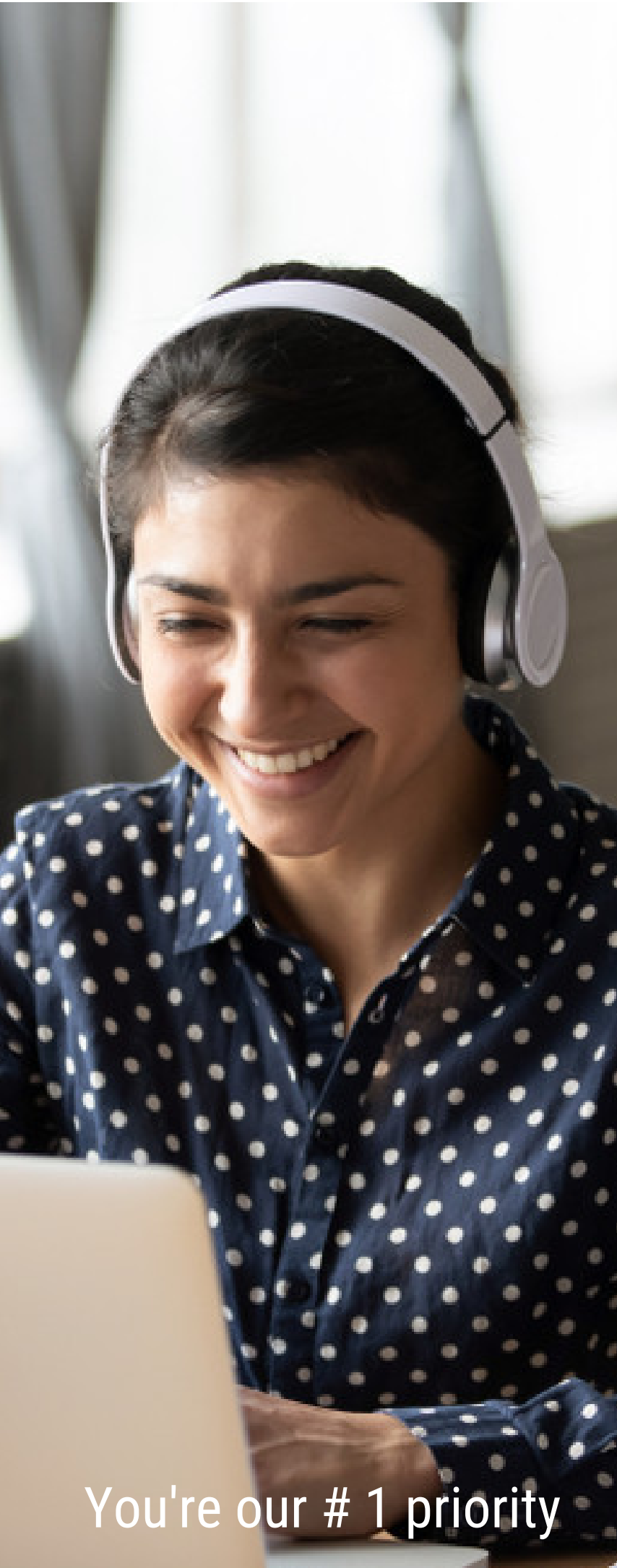


REMOTE WORKING

Keep Your Business Talking

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

You're our
1 priority



You're our # 1 priority

Keep Your Business Talking

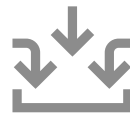
Are you ready to ramp-up remote working to enable your staff to connect safely and securely wherever they are and keep your business moving forward?

Remote working is rapidly becoming the new norm for businesses, but the reality is many firms will not have contingency plans in place for their entire workforce to shift to remote-working so quickly.

The impacts of COVID-19 will be with us for many months to come and businesses may need to consider deploying additional technology in phases as they gain a greater understanding of how their staff are adapting to long-term remote working.

At Intercity, we are committed to helping our customers adapt to these new ways of working and we want you to know we are here to help you stay connected to your staff, customers and suppliers.

How Intercity Can Help You Stay Connected



Free consultancy to help you review and plan your Remote Working Strategy



Bespoke Mobile Business Plans, Flexible Tariffs With Unlimited Data



Mobile Handsets, Tablets and Laptops



Mobile Wifi - Personal 4G/5G Hotspots



VoIP Business Cloud Phones



Touch Technology Unified Communications - all the features you need for remote working



Collaboration Tools



VPN



Data Centre and Cloud Hosting

BESPOKE BUSINESS MOBILE PLANS

With Intercity's mobile plans, it's simple and straight-forward to build a plan bespoke for your business. Giving you a choice of networks, data and tariff options, you'll have the reliability and flexibility you need to #Keep Your Business Talking.

Intercity is an independent service provider and thanks to our agreements with Vodafone and O2, we are able to provide you with flexible and scalable mobility solutions with the very best priced tariffs, tailored to your exact requirements.

A less centralised workforce can present greater security risks, but we ensure multi-level security across your entire fleet of devices, through Mobile Device Management (MDM) and Mobile Threat Defence (MTD). With access to our customer portal 24/7, you'll be able to monitor usage, control access and remotely launch new features and functionality. And with a dedicated Customer Service Manager to help you get the most out of your plan, your business really will be able to 'Keep Talking'.

SME's-Supporting The Way You Work

Whether you have 10 employees or 250, we have a tariff that's right for you. As your business grows and changes, so too does your tariff. You can upgrade, add devices and make changes as and when you need to, giving you the support and flexibility you need.

Enterprise Mobility Solutions

With our Enterprise Mobility Solutions, for businesses with over 250 employees, you'll have absolute visibility over your data and devices. Pay only for the features and airtime you need and give your employees the connectivity they need to perform at their best. You will also have access to your own Tech Fund which can be set aside against future hardware costs and/or your monthly bill, making your budget work harder and gaining maximum value for money.

Award Winning Customer Service

We are the first and only independent telecom service provider to be awarded the ServiceMark Accreditation from the Institute of Customer Service, putting Intercity on a level with prestigious brands like Waitrose, John Lewis, and Marks and Spencer for their focus on world-class service to clients.

We have a consistently high Net promoter Score of over 45 based on independent third-party research, placing Intercity in the excellent category. With the average NPS score for mobile companies currently sitting at 30, it's clear to see our customer-centric mindset is leading to successful and happy customer interaction. Not that we allow ourselves to become complacent, which is why customer experience remains at the heart of everything we do.

Intercity is proud to be Vodafone's first and longest-standing global independent partner, with a strong and successful relationship spanning over 30 years since the launch of the mobile industry in 1985. We remain Vodafone's ISP Partner of the Year, recognised year-on-year for our outstanding customer-service and extensive knowledge and expertise across the mobile communications industry.



What does this mean for you?

Well, when we say our customers are our #1 priority, we absolutely mean it.

At Intercity, our people make us different. Our straight-forward, collaborative approach brings together innovative ideas, honest, caring advice and a genuine interest in your business. With a passion for the businesses we work with, we are with you every step of the way.



Multiple Networks - Single Bill

As your staff transition to remote working, it will become increasingly important to access the best coverage available from Vodafone and O2.

Intercity gives you the option to activate SIM cards across both of these networks; and there's no need to worry about extra bills - it's still one single bill with simple and straightforward reporting. It really couldn't be easier to keep your staff connected.

Unlimited Data

Enable your employees to work how, when and where they need to. With unlimited data, minutes and texts, bill-shock is a thing of the past. Instead you have the option to choose a plan unique to your business giving you the control and flexibility you need to support your staff. No more worrying about data caps and employee usage tracking and no need for additional budget requests to cover unplanned expenditure.

Your staff can download the documents they need, transfer files and collaborate on projects with absolutely no limits on data. Productivity is maximised, budgets are managed and no time is wasted on unnecessary admin.

SIM Only

A SIM only contract gives you an allowance of data, minutes and texts. This option is ideal for businesses that already have their devices or gives you that added flexibility for staff to use their own phone or tablet.

24/7 Self-Service Portal

Your business day can stretch outside 9-5 hours, so you'll be able to access our customer portal at any time.

- Monitor user activity and usage at a glance through the main dashboard, and go deeper by examining itemised usage
- Manage your users, subscriptions and overall spend easily – turn features on and off, activate unused SIMs, apply bars and more
- Receive custom alerts when you're close to exceeding usage thresholds

International Roaming

If your employees need to keep in touch with customers and suppliers overseas, all our business plans come with roaming and international calling options for cost-effective connectivity. Talk to your Account manager about your international requirements and we will put together a plan bespoke to your requirements.

5G Phones and Plans

5G arrived in the UK last year and your business will be able to benefit from 5G phones and unlimited data in specific locations. Talk to your Account Manager about how your business can make the most of these latest innovations and improve collaboration with colleagues and customers.

DEVICES

Mobile Handsets

We can recommend the right handsets for your firm's unique needs from rugged devices designed to meet your exact specification to the latest Apple or Samsung smart phones in addition to devices at every price-point in between.

Laptops and Tablets

Ensure your employees can work productively from home by equipping them with reliable business-grade laptops. Whether you're buying a fleet of laptops or just purchasing a few for your senior management team, we'll source the right device from leading brands including HP, Lenovo and Dell.

Mobile Wifi

Mobile WiFi is a small device that gives you internet access over a mobile network. It creates a short-range wireless network which any device with WiFi can connect to.

Instead of being limited to a single connection with a dongle, Mobile Wifi connects up to ten devices at a time. It's ideal when you are working away from the office.

Available on both O2 and Vodafone, we have a range of data packages available on flexible contracts with no long term tie-in.



UNIFIED COMMUNICATIONS & COLLABORATION

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 working, 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.

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.

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 transmitted over the internet.

All your staff will 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.

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.

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

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



Data Centre and Cloud Hosting

Hosting your environment in our data centres couldn't be easier and allows you to benefit from our industry leading, secure and accredited data centres.

We have a brand new, state-of-the-art, Tier 3 data centres in Birmingham alongside our other Tier 3 sites in Bolton and Elstree and a third-party data centre in London.

All of our data centres are designed provide 99.98% availability for your applications and data and with such a geographically diverse network, there can be no single point of failure.

Each data centre is connected to a major carrier-neutral colocation facility, affording access to LINX, IP transit, carriers, HSCN, BT IP Exchange for SIP Trunking and public cloud providers including Amazon Web Services, Microsoft Azure and Google Cloud.

You no longer have to worry about the risk, responsibility and the ever changing demands of your own on-premise infrastructure. It really couldn't be simpler, we can provide secure, scalable colocation options to provide you with additional infrastructure for your business critical operations. Choose from a 1/4 rack through to dedicated racks, private cages and high capacity pods.

Remote Access and Business Continuity

As remote and mobile working becomes more firmly established, your staff will need secure, reliable access to critical business applications at any time, from any device. Our highly secure remote access allows your staff to access your network with the same user-experience as if they were connecting directly to your own network.

Virtual Private Networks

Business grade VPNs are essential for any company with remote-working employees. A Virtual Private Network - VPN, is a secure way of transporting private data across unknown networks. For the IT department, its a welcome reassurance, instead of worrying about the security of individual applications, database front-ends, email applications and so on, they can concentrate on securing the VPN.

C-19 Rapid Deployment Plan

- FREE consultancy to quickly determine the most appropriate remote technology plan for your business
- Bespoke, scalable business mobile plans with unlimited data
- Option to purchase devices to support your requirements for mobility including mobile handsets, tablets, laptops and mobile wifi - Personal 4G/5G Hotspots
- Access to Touch Technology, our single cloud platform for phone calls, messaging, live chat, video conferencing, virtual meetings, screen sharing and more
- Hosted VoIP Cloud Business Phones enabling instant access for remote users
- Access to 24 x 7 support through out secure operations centre - you'll never be on your own.
- Data Centre and Cloud hosting giving your staff highly secure and reliable remote access.

Please reach out to your Account Manager or call us on **0808 500 1436** to discuss how Intercity can help you stay connected.

Keep Your Business Talking



Contact us on 0808 500 1436 Email info@intercity.technology