

Nuage

Our secure cloud based communications



HBT
communications

Business is better
with HBT

What are cloud based communications?

Cloud is internet based voice and data solutions where telecommunication applications, switching and storage are hosted by a third-party outside of the organisation using them, and they are securely accessed over the public internet.

Until recently, these services have been data-centric, but with the evolution of VoIP (Voice over Internet Protocol), voice has become part of the cloud phenomenon.

Nuage is HBT Communications' cloud solution which delivers voice and data to their customers via the "cloud." Because they only pay for services or applications they use, customers have a more **cost-effective, reliable and secure** communications environment, without the headaches.



Who is it for?

- SMEs
- A proportion of the workforce is mobile
- All industries

Contact us today on
024 7686 7422



Agile working – Anytime, anywhere, any location, any device...

Agile working can be seen as an extension of flexible working, but also as a whole different paradigm.

It encompasses a range of approaches that focus more on what people need to do and whether they do it, and less on how, when or where they do it. It is based on the total flexibility of work to drive long-term business success.

It uses technology to create a new normal pattern of working where all employees can work anytime, anywhere, provided business needs are met.

Benefits of smarter and agile working:

- For employees having the ability to have all your tools at your fingertips ensures you can provide the best service to your customers
- For employers it means you have an empowered workforce which is well equipped and customer centric
- For customers, they benefit from an excellent service and the ability to speak to the person they need, when they need.

Benefits of Nuage to your organisation:

- Reducing expenditure
- Empowering your workforce
- Increasing customer satisfaction
- Last system you will ever buy!



Futureproofing your business

Empower your workforce

A company's most important asset is its staff and with 71% of employees saying that flexible working helps improve their productivity*, employers need to take this on board.

Nuage is non-location dependant telephony enabling the office function to follow staff on any device - mobile, laptop, desk phone.

- Range of devices to meet the needs of differing teams within an organisation
- Use a mobile app to hold, transfer and receive calls
- Clear conversations even in noisy locations
- All the features of an on-premise telephone system and more delivered seamlessly to desk phones, computers, and even mobile devices.

Key features

- Call recording
- CRM integration
- Easily scale up and down, add multiple locations
- Speedy deployment with minimum downtime
- Mobile app to receive, hold and transfer calls
- Receive voicemail and fax to email
- Use a range of devices mobile, laptop, desk phone
- Inclusive calls.

*Source: UK employee productivity. Report published 2017. Survey conducted by Bryter - research based insight and consultancy on behalf of Vodafone May 2017.

Last system you will ever buy

With Nuage the need for expensive hardware upgrades is eliminated, the software is continually and automatically upgraded.

- It's flexible making it easy to scale up and down, easy to add multiple locations, and easy to add and manage remote, mobile and contract workers
- Speed of deployment means little or no downtime
- Eliminates expensive, on-site equipment and the headaches and maintenance that go along with it.



Case study: Sentrige Control



Sentrige Control has been providing automation and control solutions to businesses across the Midlands for over 30 years.

Founded in Coventry in 1986 to serve a booming local manufacturing market, Sentrige now has a regional office in Stoke-on-Trent. The business' motto is Serious About Service, and communicating with customers and team members is a crucial part of delivering to the high standards the company expects.

Sentrige has been working with HBT Communications for over 20 years and has a strong relationship. Brian Dick, Managing Director states that "HBT is more than a supplier they are a trusted advisor."

When Sentrige was looking to review its current system, their Account Manager, René Wheeler suggested they look at a hosted model due to the enhanced features and the cost savings to the business.

The initial steps were to carry out a cost comparison of what Sentrige were paying currently and how much a hosted solution would compare. The numbers pretty much spoke for themselves, plus the added benefit of accessing the latest technology.

Previously the business was paying £5k per year just for their lines and calls, and that didn't include the initial operational costs for their telephone system.

"Moving over to VOIP means there is a fixed cost per month, it's easy - every month we know exactly how much is going out and can plan this cost across the year without any variability," explains Brian Dick

Transferring to the new system enables the business to go the extra mile for customers, for example the speed at which they can identify, and answer calls and the added benefit of non-location telephony means that calls can be answered from any location.

The new platform also provides a mobile application, so callers can be directed to the correct person first time wherever that person is located. All calls are recorded so orders that are verbally placed can be accurately relayed using the call recording service that is included.

Brian adds, "The decision for us to upgrade to a hosted solution was an easy one to make. The cost savings alone make a significant difference. In addition, we will be futureproofing our business by always having access to the latest technologies. HBT made the upgrade easy, with minimal downtime and no additional charges."

To discover how HBT can help your business, please call us on

024 7686 7422

Be Customer responsive

Nuage is a feature rich system and has all the functions of a traditional telephone system and more, to ensure your business is providing the best service to your customers

- Outlook integration and the ability to receive voicemails to your e-mail
- Instant messaging and presence information
- Enhanced reporting to understand missed communication opportunities
- CRM integration
- Two call recording options; ability to record adhoc or record all calls
- Resilience and reliability – if the system were to fail the ability to re-route calls to alternative sites or mobiles
- Hosted and backed up within our secure data centre.

Reduce costs

A cloud system means there are no major capital equipment costs, with predictable monthly costs you know what you are spending each month.

- Fixed monthly cost includes calls and line rental
- Reduce your risks with built-in resilience and security you need to significantly reduce the risks of damaging downtime
- No huge outlay and always upgraded to the latest technology.



How do I implement Nuage?

Call us on **024 7686 7422** today and speak to one of our consultants

Consultation

An initial meeting to discuss your challenges as an organisation and to understand how our solutions could help to drive business effectiveness.

Our solution

A proposal of our solution based on our findings from the consultation and assessment, the focus is to enable your business to be effective.

Assessment

This is an in-depth assessment of how your organisation uses your current communications infrastructure.

Agreement

As an organisation once you are happy with the proposed solution, a formal agreement is then put into place.

Implementation and installation

On agreement there will be a handover to our implementation team who will agree key milestones and timescales with your organisation.



Freedom to work anywhere

An empowered, agile workforce driving business success.



Business is better with HBT

Call us today on 024 7686 7422,
visit www.hbtcommunications.com or
email sales@hbtcommunications.com



Proud to work in partnership with...

Microsoft Partner
Silver Midmarket Solution Provider



HBT is a family run, independent IT and Telecoms provider with
over 30 years of experience in the communications sector.

We pride ourselves on going that extra mile for our customers and
delivering IT and Telecoms solutions to suit your exact business needs.