UCaaS
POWERFUL CLOUD COLLABORATION

Unified Communications as a Service (UCaaS) from Node4 is a fully managed cloud-based communications platform combining feature rich, user centric IP Telephony with a powerful collaboration tool that incorporates presence, voicemail, chat and unified messaging, multi media conferencing, content sharing and mobile client.

The fundamental core of our UCaaS solution is NEC's award winning Univerge 3C, which is deployed across our highly available N4Cloud servers, seamlessly integrated with our carrier grade SIP trunk platform and protected by enterprise class security and monitoring.

Designed to support the growing requirement for flexible working, UCaaS enables your employees to communicate with colleagues, partners and customers from anywhere, at anytime, via web, audio and video on a wide range of devices.

Tailored to your exact requirements, UCaaS can simplify and unify your communications, providing a flexible, secure and scalable service that is available on a fixed pay per user contract enabling you to leverage your OPEX budget while alleviating the necessity to manage capital equipment and capacity issues.
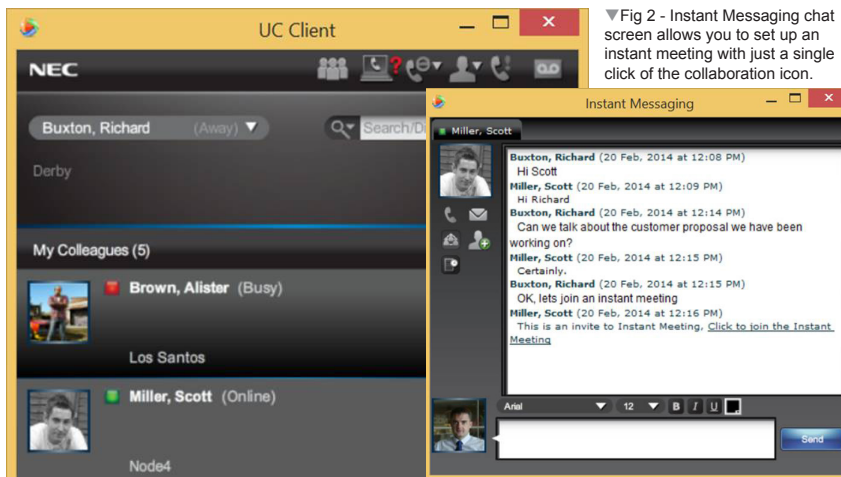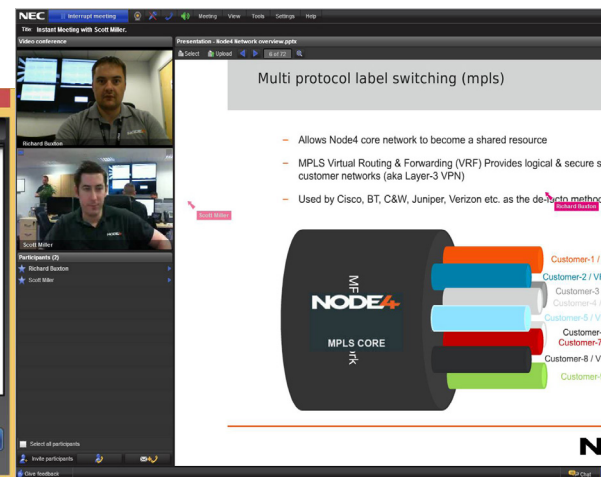

▲Fig 1 - UCaaS client provides easy access to and management of all your communications.

▼Fig 2 - Instant Messaging chat screen allows you to set up an instant meeting with just a single click of the collaboration icon.

▲Fig 3 - Intuitive graphical user interface allows you to easily manage your meeting.

KEY BENEFITS

CASH FLOW

Fixed price monthly subscription per user delivers full functionality and optional hardware with minimum capital expenditure to alleviate the financial strain of investing in a new communications system.

BUSINESS CONTINUITY

UCaaS is deployed on our cloud servers, which are designed to provide continuous service availability with options for single, dual server (primary and failover) or geographic resiliency.

SECURITY

Delivered from our ISO 27001 certified Data Centres, UCaaS is protected by comprehensive firewall packages and enterprise class monitoring to ensure your service is safe from intrusion.

COLLABORATION

UCaaS provides a consistent anytime, anywhere user experience to enable organisations with remote users and multiple offices to streamline their internal and external collaboration to increase efficiency and productivity.

USER CENTRIC

Put your employees in control of how they communicate to increase organisational efficiency and reduce IT intervention and overhead.

SUPPORT

We take care of all aspects of your service including full project management - from design to onsite installation, initial and on-going training and adding or removing services and users.

For more information on UCaaS, or other products and services we offer please call our Sales Team today: 0845 123 2222 or email us: info@node4.co.uk.

enabling business to do business

WIDE RANGE OF DEVICES

Handsets
The NEC handset range includes standard, reception and conference phones.

Soft phone
Employees can use their computers to send/receive calls, perform desktop video conferencing and use advanced call forwarding and web-browser dialling.

Desktop / Mobile Client
Mobile Client for Windows, iOS and Android offers users the same experience regardless of device, enabling them to join meetings and make calls over Wi-Fi.

POWERFUL COLLABORATION

Collaboration Meeting Manager
Sophisticated voice, video and web collaboration for online meeting scheduling, content exchange, screen sharing and remote control.

Third party collaboration
Invite third parties to your meetings easily and without apps or downloads.

Chat
Integrated instant messaging for quick information exchange on multiple devices.

Desktop Video Conferencing
Send, receive and manage video conferences, including three-way conferencing and integration into third party video devices.

Audio Conferencing
Users can instantly set up three-party unlimited conference calls to quickly add a customer or colleague to a discussion.

Rich presence
Identify another user's availability and contact them on their preferred device.

Schedule based presence and availability
Users can route calls to the most appropriate telephone, mobile or home office – based on their schedule or a specific rule they have set.

Microsoft® Office Outlook® integration
Provides presence information based on a user's availability from their Outlook calendar, UC Client or Mobile Client.

MANAGEMENT AND TECHNICAL SUPPORT

On-site installation
UCaaS does not arrive 'in a box', we provide on-the-ground support on the day your system goes live.

Fully managed solution
We provide a friendly and responsive fully managed service where we monitor and control all aspects of your solution.

Training
We offer a full suite of training packages including train the trainer, floor walking, classroom and job specific.

Expert engineers
Our UK based team of dedicated engineers are highly qualified with vast experience in delivering and supporting complex communications solutions.

FEATURE RICH IP TELEPHONY

Single Number Mailbox
Distribute a single phone number to all contacts and combine mobile and phone messages into a single mailbox.

Twinning
Users can stay connected from any location by programming their number to ring one or multiple devices at the same time, including mobile and wireless devices.

Call recording
Record and playback calls for all or specified users.

Find me/follow me
Users can create rules for incoming phone calls to ensure important calls are routed to the right location or telephone device.

Unified Messaging and Voicemail
Access email and voicemail messages from one inbox - messages can be retrieved from any location, using a desk phone, computer or mobile device.

SIP BREAKOUT AND NUMBERING

SIPLink
SIPLink is our SIP trunk platform, which provides a scalable and resilient method of connecting to the PSTN without the requirement for ISDN/analogue lines.

Flexible number allocations
You can use a geographic number from anywhere in the UK regardless of your physical location or use non-geographic and international numbers.

Number porting
For continuity you can port your existing numbers onto SIPLink for use with UCaaS.

Dynamic call routing
Re-route calls between sites in the event that one becomes unavailable.

External number divert
Divert calls to an external number such as a mobile number.

Free inter-site calls
Calls between your offices go via your network, so they don't incur any costs.

ENTERPRISE CLASS PERFORMANCE

NEC Univerge 3C
We have partnered with NEC to supply the award winning Univerge 3C as part of our fully managed UCaaS solution.

N4Cloud
UCaaS is deployed utilising N4Cloud , our multi-site Cloud architecture with enterprise grade resiliency, redundancy and reliability.

Resilience options
N4Cloud is designed for continuous service availability with options for single, dual server (primary and failover) or geographic resiliency.

ISO 27001 Information Security
Our ISO 27001 security certification ensures we meet stringent control requirements for information security.

ISO 9001 Quality Management
We operate a quality management system designed to make sure we consistently meet the needs of our customers and ensure continuous quality improvement.

NODE4

Node4 Limited
Millennium Way, Pride Park, Derby. DE24 8HZ
0845123 2222   info@node4.co.uk   www.node4.co.uk