



# HOSTED TELEPHONY

## TELEPHONY SYSTEMS FOR BUSINESSES & CONTACT CENTRES

### Telephony Systems







Communication has and always will be the key to a successful business, for both customers and employees alike. Traditional systems have undergone a dramatic change over the last 10 years, due to ever changing technology.

Moving from TDM to IP based systems provides many benefits, and a host of communication channels are available, including email, telephony, SMS, video conferencing and web chat.

Whether a single location, multiple locations, mobile or home workers, Nexsis can design, install and maintain office telephone systems for communication between your business and customers. We will help to define your business needs and provide a design to make the most of your current systems, or provide a new solution from our portfolio of IP telephony and convergence solutions. We can provide an infrastructure that will increase productivity, performance and quality of service whilst helping to reduce costs.

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### OUR APPROACH TO IP TELEPHONY SOLUTIONS INCLUDE:

-  Initial consultation and review
-  Undertaking of an IP Telephony Readiness Survey
-  Production of a deployment methodology
-  Vulnerability / Risk Assessment
-  A managed IP telephony service
-  Reduced costs

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### Contact Centre

Contact centre solutions and applications have transformed the way businesses communicate with their clients. Multiple options are now available such as traditional telephone, email, SMS and live chat.

Whether your business is small and informal, or a large organisation requiring a sophisticated solution, delivering exceptional service is key to business success. We believe that contact centres are about improving operational efficiency, reducing operational costs and addressing customer demands.

Nexsis can assist in the consultancy, design, installation and maintenance of your contact centre. Our expertise in delivering solutions to many organisations is testimony to the level of expertise and quality of solutions we can provide.

### OUR APPROACH TO CONTACT CENTRE SOLUTIONS INCLUDE:

-  Enhance interaction with customers
-  Improve customer service
-  Increase performance of existing solutions
-  Add additional services to your call centre
-  Update your call centre technology
-  Comply with FSA and PCI regulations
-  Provide quality assurance through on the job training