MKnowledge

Unified Communications

M247

Communication has come a long way

A great deal has happened since Alexander Graham Bell invented the first telephone. The introduction of social media in the late 90s and explosion in the early 2000s has led to the development of a plethora of new communication channels.

Advances in technology and connectivity has made these channels more accessible than ever before, although many remain on separate platforms with limited collaboration.

Unified Communication solutions are changing this landscape dramatically. Teams of people can now collaborate and communicate with ease wherever, whenever and however they want.

The Unified Communications and Collaboration (UCC) market is expected to exceed $60 billion by 2025.
Source: Grand View Research

What is Unified Communications?

Whilst at work the average individual spends over 6 hours of their day emailing, messaging, on the phone, on conference calls, in meetings or attending video conferences.

Unified Communications bridges the gap between multiple devices and applications. It gives businesses the ability to utilise multiple communication tools, individually or as a suite, on one unified platform.

From collaboration tools and working efficiencies all the way through to agile processes, UC streamlines communications so that calls, messages and virtual meetings can happen easily- with anyone, anywhere in the world, on any device at any time.

Inefficient internal communications can cost businesses an estimated $11,000 per year, per employee.

Source: Michael Venn CEO & Founder of Crugo. Click for link.

Future proof your business

Is your business prepared for the big PSTN/ISDN switch off in 2025?

Telephone networks around the world are phasing out traditional analogue and ISDN lines in favour of Voice Calls over the Internet (VoIP).

Unified Communications (UC) integrates telephony with a PC, smartphone or tablet to offer instant messaging, web, conference calls, and much more.

61% of businesses are switching to VoIP phone systems when current contracts expire.

Source: Blueface Business Communications Technology Insight Report 2018

What are the benefits of Unified Communications?

Productivity
Adopting a Unified Communications solution can boost productivity by reducing the amount of time lost using multiple communication solutions.

Flexibility
A Unified Communications solution improves business capability to collaborate across multiple teams and offices. It removes the physical barriers often experienced by businesses operating over multiple sites.

Reduced costs
Aligning all your communication tools under one provider can reduce overall costs, merging payments into one bill also removes the need to deal with multiple providers.

Improved customer service
The ability to communicate with customers from any location, at any time, on any device means customer facing employees can deliver faster support.

Businesses are migrating to UC at an increased rate year-on-year to cut costs, increase output and ultimately deliver a better service.
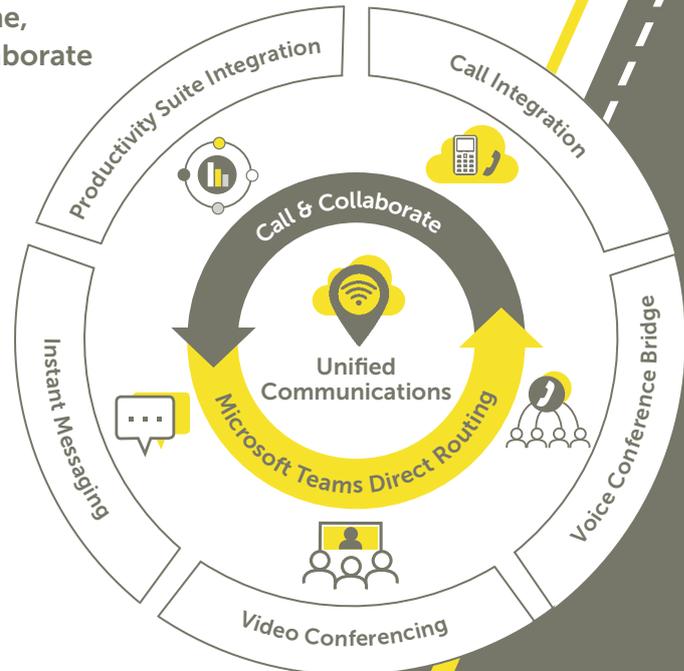
M247 Unified Communications solutions

Call, message and hold virtual meetings anytime, anywhere, from any device, via our Call & Collaborate and Microsoft Teams Direct Routing licences.

Call & Collaborate powered by Broadsoft

Join audio and video collaborating sessions, send an invite and start your meeting. Including HD Video, voice, messaging, desktop, file sharing and conferencing, it integrates with other major cloud applications for a seamless data experience.

Microsoft Teams Direct Routing

Integrate our unique telephony products into your existing Microsoft Teams, enabling you to make and receive calls outside your organisation, enhancing your existing communication platform with combined collaboration tools and voice capability.

Productivity Suite Integration

Call Integration

Call & Collaborate

Unified Communications

Microsoft Teams Direct Routing

Instant Messaging

Voice Conference Bridge

Video Conferencing

Cloud communication throughout Western Europe will grow by over *17.3 million users in the next years four years.

Source: Global Market Insights Unified Communication and Collaboration Market Size Report 2019

The features

Our range of Unified Communications (UC) applications enable businesses to use multiple communication and collaboration tools on one unified platform.

Call Integration
Make and receive calls internally and externally

Voice Conference Bridge
Dial-in conference bridge for audio conferencing

Video Conferencing
HD audio and video including content and screen sharing with guests

Instant Messaging
Persistent chat for one-to-one, groups or team messaging

Productivity Suite IntegrationI
Includes G suite, Office 365 and Salesforce. 99.95% SLA (Service Level Agreement), 24/7 support for critical issues

Unified Communication and Collaboration Market Size Report 2019 states the market is expected to surpass US $49 billion by 2023.

Source: Global Market Insights

By 2022, 70% of teams will rely upon file sharing, persistent chat, notification, bots, and other features to get work done each day.

Source: UC Today

Our licence-based service is easy to purchase and deploy

**Pick your user license**

Pick your handsets

Pick your user call minutes

Why M247?

M247 are proud to be recognised as one of the UK's leading connectivity-led cloud service partners. Supporting businesses across the UK, and worldwide. We help accelerate growth through smarter cloud technology thinking, faster connectivity and stronger infrastructure solutions.

- Incredibly robust - 99.95% service availability
- Unrivalled UK support 24/7
- End-to-end quality of service assured when we manage your telephony and data networks
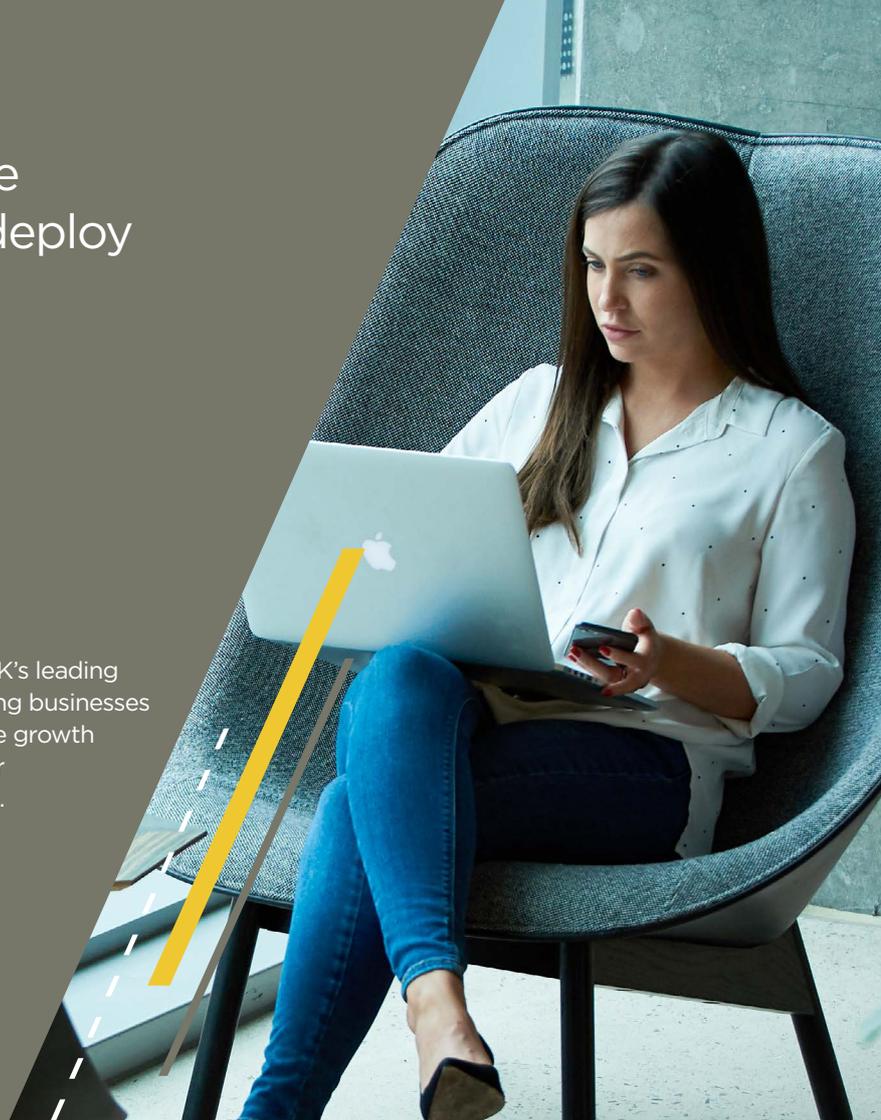
What to do next

Could your business benefit from a more collaborative working environment? Contact our experienced team today to find out more

✉ info@m247.com

📞 0808 301 9688

🌐 m247.com

M247