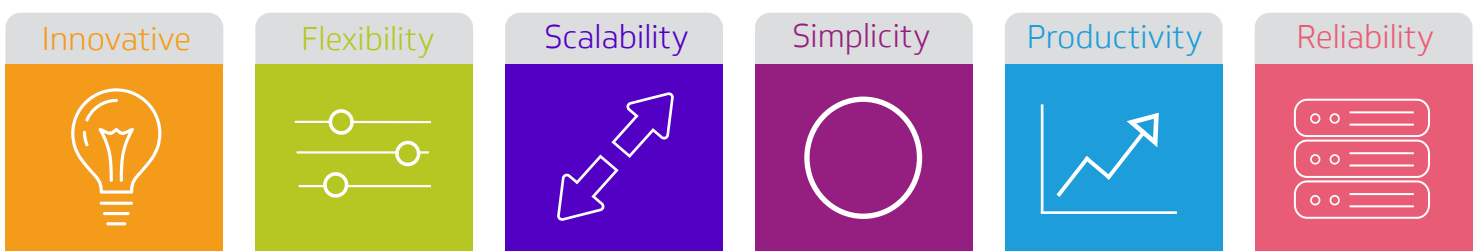




**Communicate and collaborate  
anytime, anywhere,  
from any device**



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# Why choose Touch Technology?

touchtechnology  
BY INTERCITY



## Improve team Collaboration and Productivity

Touch Technology has a unique Touch Call user interface, accessible via any browser and based on our patented intellectual property. 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.

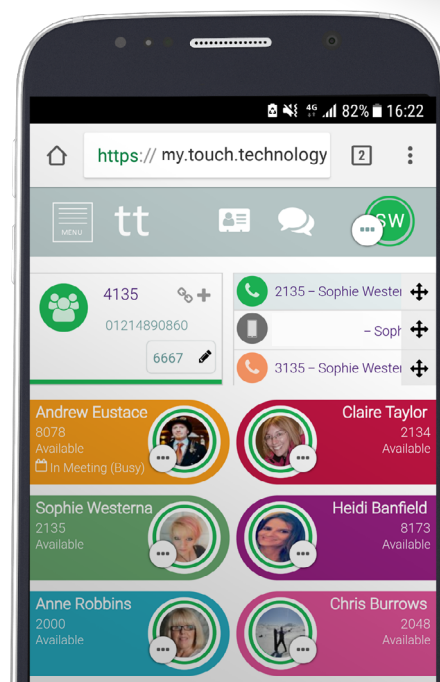
Our service also enables you to fully integrate remote workers through the use of collaboration tools such as audio/video conferencing and screen sharing, offering increased productivity whilst keeping them mobile.

## Complete Reliability

With multiple connections for local breakout, our global platform has points of presence covering Europe, North America & Asia. The inbuilt resilience at each point of presence supports maximum uptime and call availability, ensuring complete business continuity.



**Full Mobility** - Access all features and functionality from anywhere.



## Flexible and Innovative solution

Our Touch Technology solution offers full integration, bringing voice, video and chat together in one conversation, through a single infrastructure that delivers consistent and integrated collaboration.

This ensures a simple intuitive user experience that drives higher adoption rates, as well as full functionality for all users, whether they are in the office, on the road or at home.

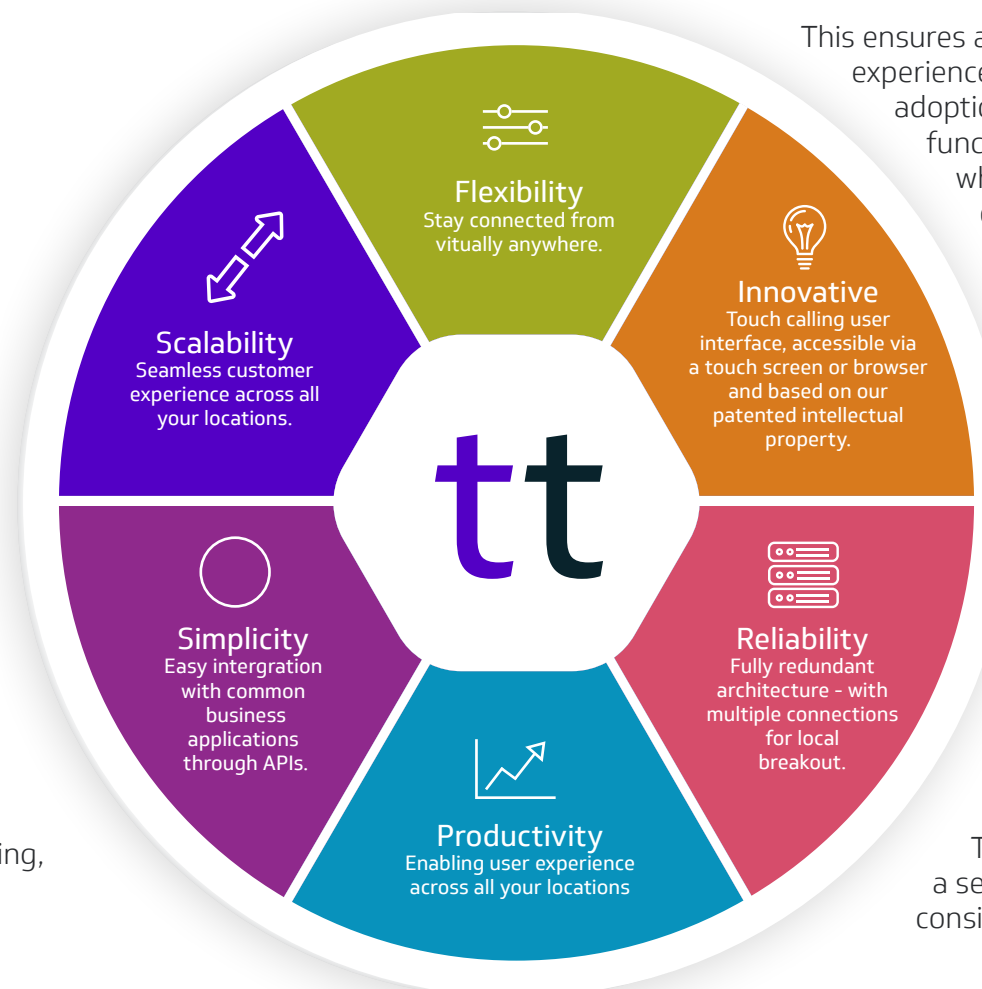


**Agile Development** - Our dedicated team of in-house developers continuously work in an agile development environment to update and improve the platform to ensure the service is best in class.



## A Simple and easy Scalable solution

Touch Technology is a completely scalable solution delivering a seamless experience across all your locations, whilst offering a consistent user experience across multiple devices, with a variety of features to suit all users.



**Service Options** - Choose Touch Technology for full unified communications, TT Small Business for smaller deployments or TT Rapid Deployment to mobilise your workforce at short notice. If your needs change you can easily upgrade.



**Real-time Collaboration** - Touch Technology provides seamless connectivity and easy communication for smarter working.



**Dedicated Support** - We provide support 24x7x365 from our UK support team.



**Multiple Devices into one Environment** - Any device capable of making and receiving a phone call (traditional or VoIP) works with Touch Technology, TT Small Business and TT Rapid Deployment. Home workers can even use their domestic phone and broadband line.

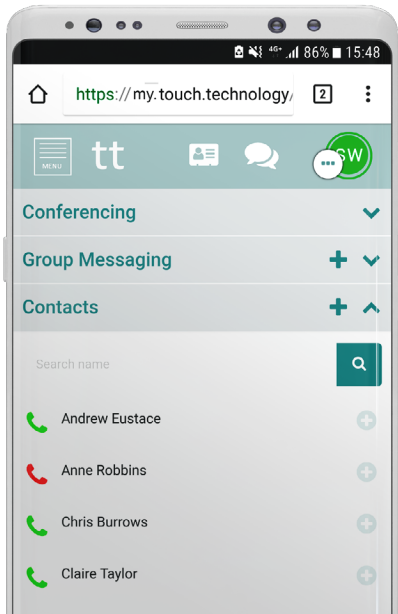
Full Management control

Service management tools give your administrator complete control over who has access to your service and what they are permitted to do.

All users can manage their own voicemail, call forwarding, directory, conferencing and more, from any device.

Monitoring and reporting provides real-time insight to IT administrators supporting service teams with overviews of:

- Conference rooms in use
- Number of calls in progress
- Inbound and outbound call details



Collaboration tools

A wealth of management tools for you and your team for efficient, smarter working:

- Add and update user accounts
- Extention management,including CLI presentation and voicemail settings
- Conference room management
- Inbound number routing
- IVR management
- Call reporting and call detail records



Integration – Restful API available for integration with third party software.

Service Options

Touch Technology provides a full unified communications solution. TT Small Business is a cost effective solution for smaller deployments with between 10 and 25 users. TT Rapid Deployment allows you to mobilise your workforce quickly while ensuring they have the right collaborative tools to communicate.



Feature Set	TT Rapid Deployment	TT Small Business	Touch Technology
<b>Communication</b>			
Telephony (VoIP)	✓	✓	✓
Telephony (analogue)	✓	✓	✓
International numbers	✓	✓	✓
Cloudphone	✓	✓	✓
Transfer Calls	✓	✓	✓
Ring Groups	✓	✓	✓
Call Recording**	✓	✓	✓
Contact Centre	✓	-	✓
Touch Call (click-to-dial)	✓	✓	✓
Move My Call	✓	✓	✓
Voicemail	✓	✓	✓
To Email	✓	✓	✓
Save to Phone	-	✓	✓
Save to Portal	-	✓	✓
Company Directory	✓	✓	✓
Call List	✓	✓	✓
Collaborative Workspace	✓	✓	✓
Live Communications	✓	✓	✓
Ring Groups	✓	✓	✓
Call Recording**	90 Days	30 Days	90 Days
Contact Centre*	✓	-	✓
Instant Messaging	✓	✓	✓
<b>Conferencing</b>			
Audio Conferencing	✓	✓	✓
Internal	✓	✓	✓
External	Optional	✓	✓
Video Calls	-	✓	✓
Screen Sharing	✓	✓	✓
Conference Recording**	✓	-	✓
<b>System Features</b>			
Hot Desking	-	✓	✓
Switchboard	✓	✓	✓
Contact Centre*	Optional	-	Optional
RESTful API	Optional	-	Optional
<b>Support</b>			
Breakfix	✓	✓	✓
Add/Change assistance***	✓	✓	✓

If your initial order is for TT Rapid Deployment or TT Small Business and your requirements change later, you can easily upgrade to Touch Technology.

\*Contact Centre agents can use Live Comms and Cloud Phone to log into queues

\*\* TT Rapid Deployment and Touch Technology additional storage is a chargeable option. Details available on request

\*\*\*Add/Change assistance available as chargeable extra for TT Small Business

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