

General

What is Cloud Communications?

Cloud Communication provides you with all of the functionality of an on-premise system, such as the ability to make and receive calls, instant messaging, conferencing, presence and more, without the need for the installation or maintenance of an expensive system within your building.

What are the benefits of a Cloud platform over a premises-based PBX?

Cloud communications are flexible virtual services that can be located in any data centre, typically in multiple locations to eliminate any single point of failure. This ensures service continuity, reducing or eliminating down time from faults. It also means that the telephony service is not limited to use from a single fixed office location, so enabling users to work from anywhere. It means also that businesses with several offices can consolidate multiple separate PBXs and provide a unified service, with consistent end user experience at any location.

What is Touch Technology?

Touch Technology is a unique cloud service that we build, maintain and operate.

What are the benefits of Touch Technology?

Key benefits include the following:

- Points of presence in the UK, North America and Asia, allowing free of charge on-net calls between your business locations and the option to build our network out to new locations on request
- Entirely browser-based tools providing access to the service from any device connected to the public Internet
- Touch Technology conferencing user interface based on our patented technology, which enables voice, video and sharing sessions at a single click of a URL from any Internet-connected device from anywhere
- Support for BYOD to allow full use of the service from work and personal mobile devices including tablets

Providing everything
you need to know about
Touch Technology

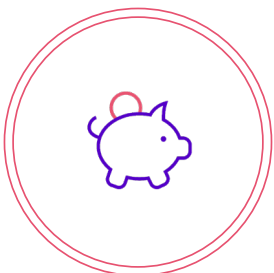
intercity.technology/touch-technology

Purchasing



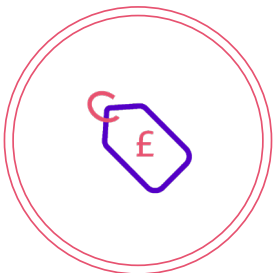
Why subscribe to a cloud service instead of buying a PBX?

Purchasing a system outright can be an expensive outlay for many businesses, with many vendors also charging for maintenance, upgrades and charges for adding users in the future. Our monthly pricing means your service can expand easily when required and reduces costs with no maintenance of on-premise servers or equipment. Hardware obsolescence is also no longer an issue – our service is based on commercial off-the-shelf hardware that we own, rather than bespoke, proprietary PBX components.



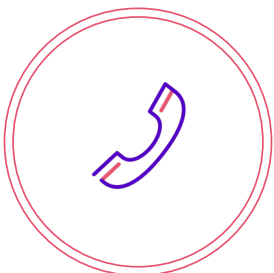
What kind of saving can I expect from moving to the Cloud?

Organisations that move their communications services from legacy technology can expect to reduce their annual expenditure by about 25-50%. How is this achieved? Cloud platforms enable consolidation of PBXs and fixed-line services onto a single platform, meaning free on-net calls between sites regardless of geographical location. Moving from traditional ISDN lines to a SIP-based system also reduces call charges and line rental. Most importantly, being located in the cloud means you have inherent business continuity options should there be a local issue, such as a power cut or flood, allowing you to re-direct your calls and continue operating from an alternative location.



How much does Touch Technology cost?

Touch Technology pricing is designed to be as transparent as possible to ensure you don't get any nasty surprises. Our simple proposition involves just two licenses: an inclusive user-license that provides access to a standard desk extension (for use with a handset), WebRTC dialler for browser-based calls, an on-net mobile app for cloud calls on-the-go, a personal conference room for up to five participants which includes screen sharing capabilities, company directory, instant messaging and much more. The second license allows for Contact Centre agents to receive more efficient call routing, more detailed reporting options and wallboard functionality.

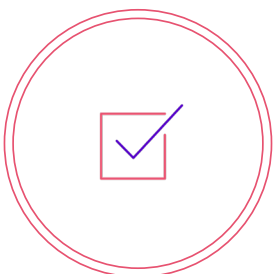


Administrator tools are provided to allow you to manage extensions, users and conference rooms.

We are able to port both existing UK numbers as well as provide new UK DDI's. International numbers are also available upon request.

What handsets are available to purchase?

Intercity provide the Polycom VVX range of handsets which support high-definition voice with no additional bandwidth requirements. We also offer the Gigaset range of DECT devices for users who require additional flexibility in their work environment.



For all handsets we offer CapEx and OpEx options to meet your needs.



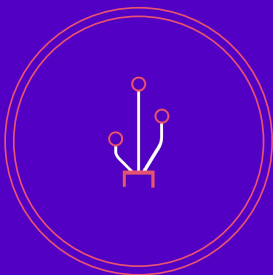
Installation



What is the installation process?

Installation is managed by a dedicated Project Manager who will be your point of contact throughout the process. Installation begins with a handover call including you, our sales specialists and our Project Manager. We will then compile a Solution Design Document with your assistance to ensure we deliver all aspects of the service that you require.

If you decide to install any handsets yourself you will also need to make the necessary changes to your firewall, connect the handsets to your network, and agree a date that the service should begin. Typically this date is after we have ported your numbers from your previous service provider.



If you have requested professional services from us we will perform a site survey to ensure that all infrastructure requirements are present. We will then advise what, if any, alterations are required. Following this we will ask you make the necessary changes to your firewall and we will dispatch handsets as required for your use to perform some test calls.

On an agreed date our engineers will attend your site(s) to deploy the handsets in the required locations and ensure the service is fully working before confirming your approval that it is ready for use. If you have ordered training, we will then conduct this with your users and/or administrators.



What equipment do I need to set up Touch Technology?

Depending on your business needs you will need:

- An internet connection
- A firewall
- Polycom or Gigaset DECT device
- Power for the phones (usually through a PoE switch that you can order from us)
- RJ-45 cables

For users using the mobile app, an analogue device or a BYOD mobile device the setup is simple and completed by the user in the Touch Technology portal.



What will I need to do in preparation for my installation?

We have a list of ports that will need to be opened to ensure the service works. For reasons of security we will ask you to open the requisite ports and ensure they are locked down to specific destination IP addresses. The ports required are for services such as SIP traffic, time and date information and the provisioning of handsets.

What device do I need to connect to the Touch Technology portal?

Our portal interface is entirely browser based, this means that users can communicate and collaborate anytime, anywhere, from any device



How much bandwidth do I need?

This is proportional to the number of concurrent calls you intend to make or receive. A Voice over IP call uses about 100kbps. As a best practice, we recommend that you use a voice-only dedicated connectivity solution to your site or enable QoS (Quality of Service) on your shared connectivity, with bandwidth allocated for voice services.

We can also provide MPLS-enabled connections between your site and our service delivery platform (rather than via the public Internet) to assure call quality.

Service

Can I transfer my existing phone numbers to you?

Yes, provided that porting agreements are in place between our respective service providers. We check at the earliest possible stage whether there are likely to be any issues regarding porting.

What about Disaster Recovery?

We have redundant service delivery platforms in UK, North America and Asia. If any single platform fails, subsequent calls route via the nearest geographically-available instance. Each location also has resilience for its outbound calls with a primary and secondary carrier. For issues arising at any of your locations, you can route inbound calls to alternative locations, if necessary, and your staff can use the service from any location, too.

Who manages Touch Technology?

We manage the service delivery platform. Your administrator manages your end users, general service settings and assets, such as extensions, conference rooms and inbound number routing.

Your end users manage their own service profiles.

Who do I contact for help or support?

To raise an incident:

- Call 611 from a Touch Technology device
- If you are calling from an external device in the UK call: 0800 015 5989
- If you are calling from an external device outside the UK call: +44 207 339 1703
- For non-urgent enquiries, email: support@intercity.technology

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Contact Us

Enquire today on 08000 116 047

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With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercity.technology/accreditations](https://www.intercity.technology/accreditations)



Work together



Work anywhere



Work securely

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TECHNOLOGY

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