



RIGHT DIGITAL SOLUTIONS:

**Workplace communication
made simple**

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Unified Communication

Whether you are a growing business or an established multinational, the ability to communicate effectively is key to your continued success.

Moreover, it will only become more important as the new hybrid working model continues to influence the way we work, forcing us to be more agile and more virtual in terms of the way we communicate.

If your business is going to keep pace with this level of change, unified communication is something you really should consider.

But what is simplicity?

For us it means a single solution that can manage all your external and internal communications.

It means having a single supplier who can tailor the scope and cost of the solution to exactly what you need to maximise your operational efficiencies and keep your costs to a minimum.

It means being able to concentrate on your business, safe in the knowledge your provider will make sure you have access to the most up to date technology in the way that best meets your requirements and your budget.

However, as you already have the demands of our new working week to negotiate, the last thing you need is to have to piece together the increasingly complex and diverse range of technology, devices, packages, and tariffs on the market.

I'm sure you'll agree when it comes to making the switch to unified communication, success will ultimately come down to simplicity.



Why should you consider switching to a unified communication solution?

While every business will have their own reasons for looking at a unified communication solution, for simplicity we'd suggest the following 7 reasons will appeal to every business:

1

• Lower costs and improve scalability

Bringing all your systems under one umbrella will instantly introduce economies of scale regardless of how big your business is. When you couple that with the range of options to customise your delivery options and your payment plan to what works best for your business, it is easy to see where you'll make immediate savings.

And if your needs change as you grow, the extra resource you need can be easily added to your package because you won't need to purchase any hardware or modify your current technology. Everything will be taken care of by us.

2

• Manageable and more efficient

Communication with your customers and colleagues will automatically become more manageable and more efficient when you have one phone number that works across all devices, offers access to call optimisation features, and makes your contact information more accessible.

3

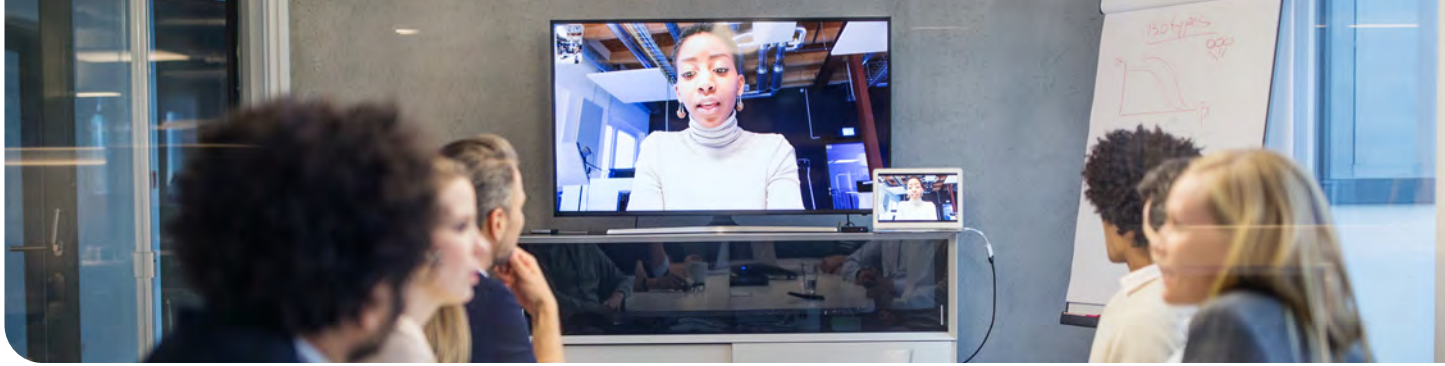
• Space-efficient

Operating from the Cloud means you have no equipment to store onsite. You can use that space more productively.

4

• Always connected

Whether you are using a phone, a mobile or smartphone, a computer, or a tablet your devices are always connected and ready to use. And if there's a problem, it will be rectified immediately at no extra cost.



5

● Increase response time

As you can answer from or transfer calls to any connected device at the touch of a button, you will be able to deal with any enquiry immediately, irrespective of where in the world it comes from.

This will not only save time; it will also improve your customer care which in turn will increase your repurchase and recommendation rates.

6

● Security

Your communications will become digital and delivered via an encrypted connection. This will make all your business communications – calls, emails, text messages – significantly more secure.

7

● Collaboration

Making better use of video conferencing and group messaging will reduce your reliance on traditional meetings. Over the year this will save you huge amounts of time (particularly as most of your staff will continue to work from multiple locations), time you can use more profitably.

IMPORTANT: Why you need to move to a unified communication solution.

In 2020 the UK began the process of shutting down its ISDN and PSTN networks. Future proofing your business against the effects of these shutdowns is essential. It is estimated that over 2 million local UK businesses will be impacted by the switch-off and the biggest impact will be felt by those still using landlines and fax machines.

If your business is going to avoid serious disruption, you will need to find an internet-based alternative to ensure your communications coverage is maintained.

Business telephony

Although the telephone has been around for decades, it has never been as vital to business.

As we continue to work from multiple and, most likely, continually changing locations, the telephone remains the most effective way to stay in constant contact with customers and colleagues.

Today telephones are about more than calls. Depending on your clients' preferences, our telephones have become the main hub for our emails, text messages and social media and we are sure that before long, the phone will provide even more ways to stay connected to our professional networks.

However, with so much at stake and with so much involved, simplicity is key.

You need to know all you need to do is flick a switch and your business will be able to operate from anywhere. You need to know that should you decide to close your physical office and replace it with a remote call centre, the change will be easy to make.

As with all our unified communication options, our only aim is to make telephony system as simple as possible. We will bring all your telephone systems under one roof.

Our team of personal account managers will manage all your telephony needs for you and ensure you enjoy the best possible value for money even if your needs or the available technology changes with no additional or hidden support costs.

Products and features:

- **Hosted VoIP**
- **'Soft phones' that allow you to make calls via the internet**
- **Click to dial**
- **Video conferencing**
- **Call recording (including compliant call recording which is admissible in court)**
- **3rd party CRM integration with extensive reporting capability**
- **The ability to remotely monitor a caller/ recipient's location and activity**
- **Inter office instant messaging**
- **The ability to collaborate by instantly sharing screens and documents**

Let us manage your Microsoft Teams integration and receive:

- **Total flexibility**
- **Maximum convenience (internally and externally)**
- **No need to onboard new software packages**
- **Easy integration with your existing team structures**

How does Right Digital Solutions improve your business communication?



TOTAL FLEXIBILITY

to make, receive and transfer calls to and from any landline number.



MULTIPLE OPTIONS

to support your agile and remote working requirements.



INTEGRATED SYSTEMS

that will allow you to answer calls from your phone, laptop/ computer, desk phone or the most suitable mobile app.



GREATER RELIABILITY

As your phone lines will be hosted and supported in the cloud and your information will be stored in the cloud, you will no longer be at the mercy of your local infrastructure.



INCREASED SECURITY

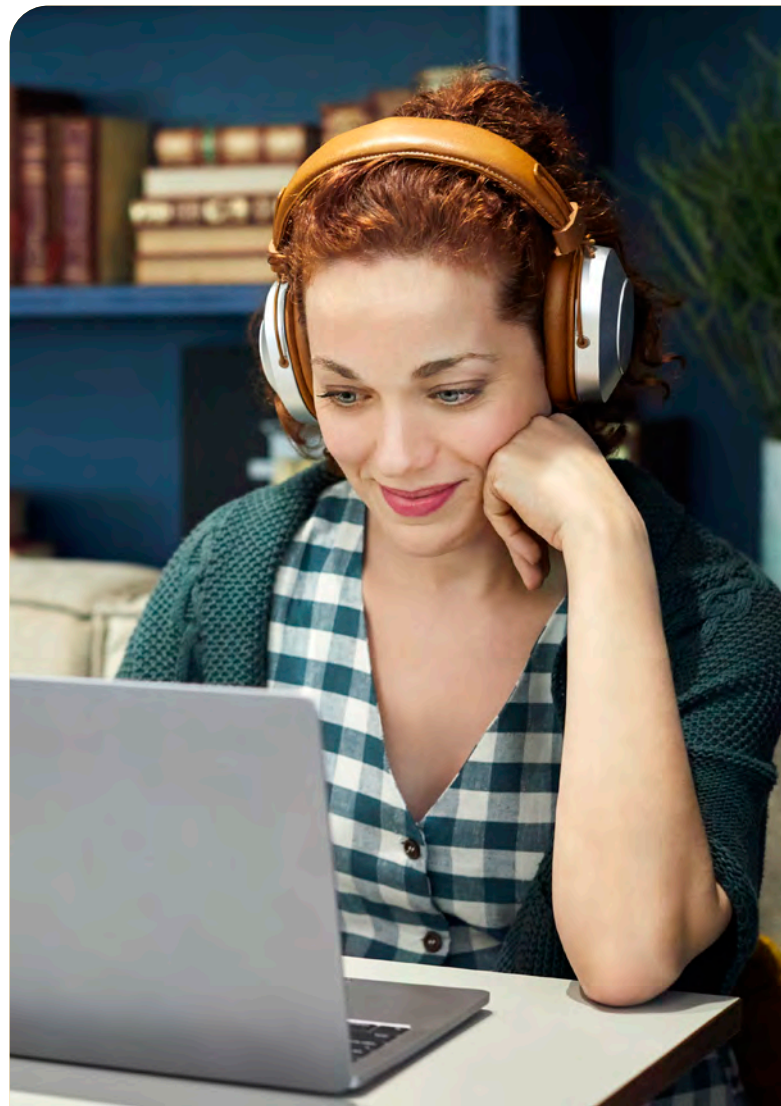
As all our systems and your calls are encrypted, you will enjoy a level of security traditional telephony systems simply can't match.

Microsoft Teams Integration

Microsoft Teams has been critical to the transformation to agile working. Its range of apps immediately enhances your customer-facing telephony capability by combining instant connectivity with instant access to all the information you have stored in Microsoft Office.

This combination makes it easy for colleagues and customers to communicate, regardless of where either is.

If you are yet to fully integrate Microsoft Teams, we will make the process as simple as possible so you can start to connect with all your Outlook contacts with a single click rather than having to schedule meetings.



Business mobile

Company mobile phones are one of the most important investments a business can make. The ability to access colleagues, emails, and messages on the move, remain on call for customers and set up and work wherever you are will only become more important as remote working continues to grow.

Your mobiles can also deliver a required return if you make the best choices in terms of technology, functionality, coverage, and cost.

When you work with Right Digital Solutions your personal account management service will make sure you make the best choices from the number of handsets to the best network and tariff (something we can negotiate in your favour given the high volume of business we give the networks).

And, for simplicity and efficiency, once you are up and running your account manager is the only person you'll ever need to deal with. We will never redirect you to the network. You are our client and therefore we will handle every enquiry personally.

Mobile products we offer:



**Mobile & tablet
handsets**



**Network
contracts**



**Data only
SIMs**



**Any network
SIMs**

Additional benefits:

WE WILL MANAGE YOUR UPGRADES

so you always have the latest tech.

WE WILL PROVIDE 'ANY NETWORK SIMS'

For teams that work in the field we ensure every user always has the best network coverage and the best connection to your customers.

WE OFFER TOTAL FLEXIBILITY

As opposed to a separate SIM contract, you can add to, reduce, or cancel devices at any time.

WE CAN REDUCE WASTED TIME & COST

and the potential of being hacked by controlling your team's access to social media and certain websites.

WE OFFER ENCRYPTED DEVICE SECURITY

so that, unlike 84% of UK businesses, the security of your devices is protected by much more than a pin code.

WE WILL REPLACE HANDSETS

If any device is lost or stolen, we will send a fully restored and backed up model to anywhere in the UK.

WE CARE ABOUT THE ENVIRONMENT

We will help you realise the value of your old handsets by exercising Apple and other manufacturers' environmentally friendly buy-back options on your behalf.

Why choose Right Digital Solutions?

The simple answer is we do things differently to other telecoms providers.

Having come from the hugely competitive and commoditised world of print and document services, we know the only way to be different is to consistently deliver the most innovative solutions with the highest and most personalised level of service.

Our Unified Communications Director has called on all his 17+ years' experience to replicate this level of innovation, customer focus and excellent service delivery in the way we approach workplace communication and business telephony.

This means that when you choose Right Digital Solutions to provide your communication and telephony solutions you have not only chosen the latest tech, the best coverage, and the most cost-effective tariff, you have also chosen:

- **A totally flexible service that can be adapted at any time, so you only receive (and pay for) what you need when you need it.**
- **Your own personal account management so you only ever speak to someone who knows you and understands what you need (and to save you being repeatedly bounced round call centres).**
- **The ability to contact your account manager in the way that suits you best, saving you from having to wait on hold for an age every time you have a question.**
- **Our promise we will be your primary point of contact and will deal with the networks any anyone else in the supply chain on your behalf.**



Find out more

Email: info@rightdigitalsolutions.com

Visit: rightdigitalsolutions.com

Or scan our QR code.

