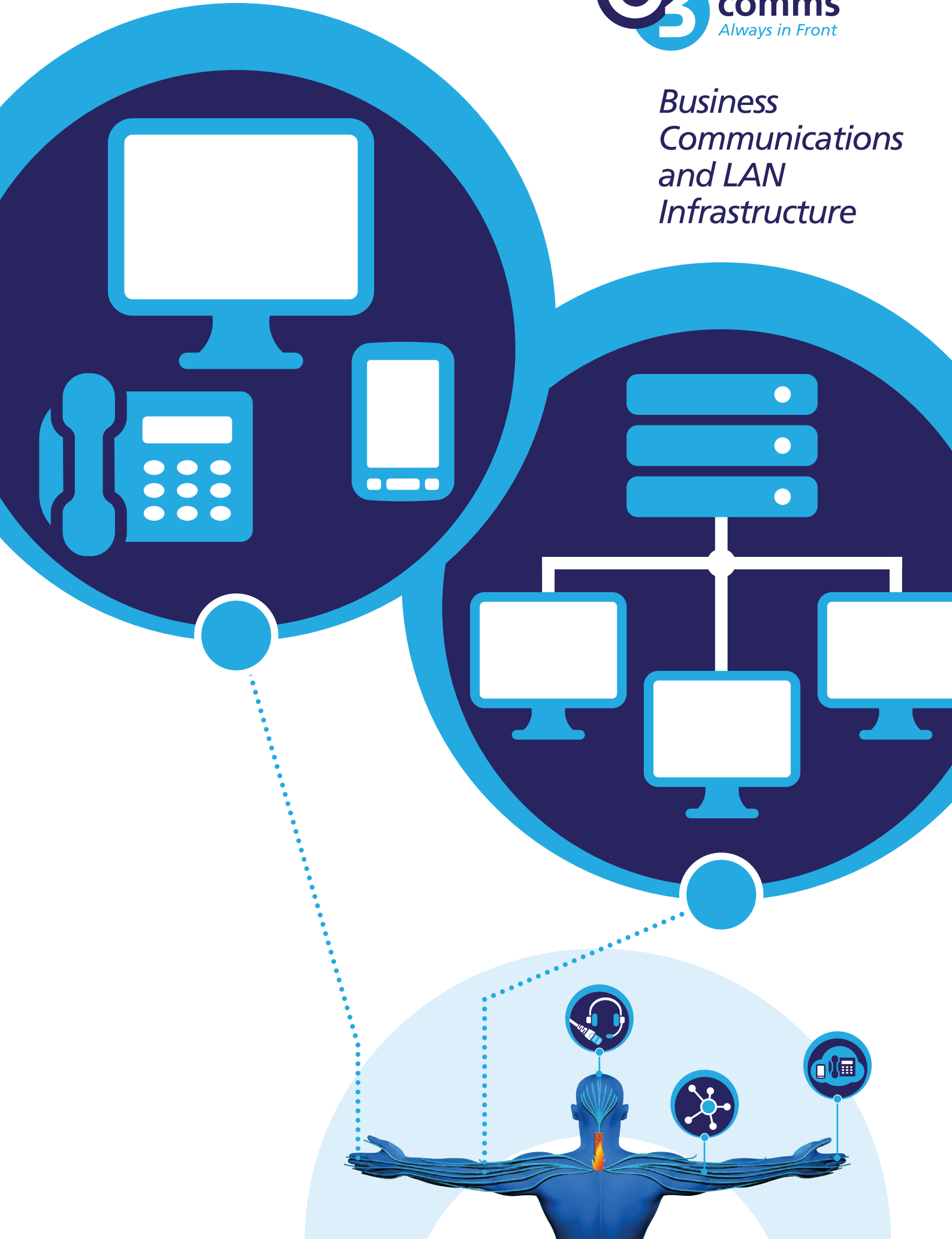


*Business
Communications
and LAN
Infrastructure*



Connect with *the best*

G3 plans, implements and manages converged communication solutions that help businesses work smoother, faster and smarter. Working in partnership with the world's most respected technology vendors including Avaya and industry-shaping specialist partners like Huawei, we help optimise the quality and capabilities of telecoms systems and network infrastructures so that our clients maximise return on their communications investment. Our experience, commitment to innovation and a proven ability to tightly integrate unified solutions with existing systems makes us provider of choice for leading businesses in the UK and beyond.



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Always in front

Market-leading enterprises depend on G3's specialist converged communication skills to reduce business risk and give them advantage. Accessed from a single contact point, our end-to-end expertise spans both sides of the firewall, giving clients the ability to design, implement and maintain their complex, mission-critical technology using one seamless service.

From global backbone networks to the devices at your fingertips, G3's award-winning integrated solutions lead the way. Our advanced network engineering capabilities, outstanding technical support and accredited partnerships with the world's most innovative technology vendors and network service providers enable us to stay in front - so we can put our customers first.

Unified Communications

Bringing your business world together

Today's business communication networks support multiple devices and multiple interfaces – from desk phones, smart phones and tablets to email clients, voice mail systems and conferencing solutions. Users have to manage multiple mailboxes and contact numbers, and customers and colleagues never know which number to call.

Unified communications (UC) harness the power of network convergence, creating a single platform to centrally manage and distribute all communications traffic. In the office or out, desk phone or mobile, users have one phone number, one message box and one common user interface.



SUMMARY

- We plan and deliver the latest UC technology, tailored to specific business needs, and have been implementing Avaya UC for many years
- Our solutions align the requirements of office workers, mobile workers and remote workers with the applications they need to communicate anytime, anywhere on any device
- Mobile client is an installed application on the smart phone or BlackBerry
- Improve productivity by enabling staff to communicate when they need to, how they want to
- Never miss a call - one number across all devices for making and receiving calls
- Streamline customer service and improve responsiveness
- Collaborate with colleagues, wherever they are
- Integrates with Microsoft OCS and IBM Lotus Sametime to enable click to call and view colleague availability
- One visual voicemail across all devices so no need to check every device
- Feature-rich desk phone functionality
- Corporate directory access
- Dial by extension
- Audio conferencing facilities
- Seamless call recording and logging from mobiles
- Web-based soft phone client accessed from any PC to control and manage telephony
- Softphone loaded on to the user's PC to manage the individual's telephone

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Converged Communications

Increase productivity, reduce administration, cut costs

Converged communications deliver IP voice and data services over a LAN and WAN. This results in a simplified, reliable infrastructure that's easier to manage and offers great flexibility and cost saving advantages. We have specialist expertise in planning, deploying and managing converged network solutions for IP telephony that help clients improve productivity and optimise business processes.

SUMMARY

- We work with the entire Avaya portfolio and our services include bespoke software development and systems integration, as well as network infrastructure build and management for LAN and WAN, working in partnership with vendors such as Huawei, Cisco, Extreme Networks, Juniper Networks and Microsoft
- Our solutions create a new range of opportunities for the control, distribution and management of voice traffic enabling calls to be directed across an organisation regardless of geographic location
- Improves productivity, enhances customer service and reduces staff costs
- We can integrate IP with traditional telephony to enable a low risk, low cost phased migration
- Scalable and future-proof, IP solutions allow new business sites, new users and remote workers to be easily added to your system without adding new lines
- Suitable for businesses of all types and sizes using a range of connectivity options
- Secure and resilient, IP networks enable business continuity as calls can easily be directed to alternative locations
- Enterprise-wide financial savings with reduced line rental charges, free calls between connected sites, reduced rates for other calls and lower infrastructure management costs



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Contact Centres

Make every contact count

The way you engage with customers defines the quality of your customer service and the strength of your customer relationships. Traditional voice-centric call centers compromise the customer experience because they are not equipped to deal with a multi-media world where email and SMS are as important as voice. With inbound and outbound capabilities, our state-of-the-art contact centre solutions enable businesses to respond quickly and efficiently to all forms of contact and maximise the value in every customer connection.



SUMMARY

- Multimedia capabilities allow communications to be routed by voice, email, SMS and more
- Intelligent software ensures contacts are prioritised and routed to the most appropriate agents
- Context preservation allows agents to better anticipate customer needs, improving first-contact resolution
- Simultaneously handle multiple contacts and quickly access customer information
- Balance in bound and outbound communications so that no one is left waiting
- Sophisticated management reporting capabilities to better understand customer needs and assess agent performance
- System allows for agent training during quieter periods
- Special features enable supervisors to monitor stress levels in agents' voices and helps deal with difficult calls
- Options to integrate social media applications to further improve services
- Secure, flexible, scalable and easily integrated into existing communications infrastructure

Collaboration

As good as being there

Our real-time collaboration solutions improve operational flexibility providing an integrated combination of audio, video, text and web conferencing that improves productivity and saves time and cost. Now you can use the functionality of familiar desktop interfaces on your office phone to instantly share documents, ideas and applications, rapidly progress projects and make informed business decisions wherever you are, wherever your colleagues, clients or suppliers are. Easily deployed, simple to use and compatible with the latest tablet devices, there's a collaboration solution to meet any requirement.



SUMMARY

- A family of real-time enterprise video communications and collaboration products and services that deliver a simpler, more compelling end-user experience
- A rich set of real-time conferencing and collaboration features enabling workers to be more responsive and productive
- Solutions range from desktop to multi-screen room systems, making high definition, low bandwidth video collaboration more accessible
- SIP-based unified communications architecture makes video calls and conferencing as easy as making a phone call
- Simple integration with other popular business systems and applications
- Easy to deploy and simple to use
- Compatible with the latest tablets for increased versatility

Voice Security

Leverage the power of SIP connectivity, without the worry of SIP security

Converged communications provide significant business advantages – but without adequate security for VoIP, SIP traffic can be intercepted and privacy compromised. Traditional data-focussed security systems are not able to cope with real-time VoIP traffic, leaving voice communications exposed. Hackers can eavesdrop on calls, access confidential information and route unauthorised calls through your network. Our voice security solutions incorporate sophisticated Session Border Controllers (SBC) to protect and manage SIP traffic. SBCs secure the IP border, preventing unauthorised access and malicious attacks, encrypting traffic and hiding the topology of an internal network from external view.

SUMMARY

- Without adequate protection, SIP traffic is vulnerable to hackers and external threats
- Security issues compounded by an increase in remote working, dispersed office locations, contact centre applications and BYOD (Bring-Your-Own-Device)
- Our SBC solutions help ensure high quality session delivery to all employees, inside the office and out, across multiple-vendor technology
- Solutions accommodate multiple users with multiple devices running on multiple platforms in multiple locations
- Supports voice, video, presence and instant messaging applications
- User, device and application authentication allows you to set privileges for any device and block traffic that falls outside the network access policy
- Helps you manage your telecoms with historic and real-time call reporting
- Essential addition to new systems and are easily incorporated within existing VoIP networks



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Integration and Software Development

Empowering business operations

New communications technology is changing the way we work, enabling businesses to operate with greater agility, more productively for less cost. Tight integration with central management systems is helping streamline key business processes and driving enterprise-wide improvement – from customer service to financial control. With the increasing complexity of converged networks and the move towards application-driven features running over IP networks, we offer specialist expertise in system integration and software development to ensure our clients continue to realise the benefits of the latest technology.

SUMMARY

- Specialist team of experts in systems integration, software development and operations management helps clients streamline business processes
- Skills to ensure businesses are able to realise enterprise-wide benefits of converged communications
- Deep understanding of network management and leaders in capitalising on the opportunities of mobile applications, software-as-a-service and cloud-based solutions
- Ability to undertake telecoms software development over a broad range of languages, protocols and operating systems
- Bespoke applications developed for iPhone and Android provide remote access to office phone features and contact centre operations
 - **Mobile EC500** – enables Avaya EC500 functionality on iPhone without the need of a separate mobility server
 - **Mobile DR-X** – works alongside Avaya Call Centre and allows you to activate different vectors remotely from iPhone.



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Network Infrastructure

End-to-end communication systems

We're specialists in ensuring that our clients realise the true value in their communication technology investment. Achieving the business benefits offered by today's converged systems and collaboration applications depends on the quality and capabilities of your network infrastructure. We have the expertise and experience to deliver your entire network solution – from data networks and IP telephony platform, to comms racks and UPS units.

SUMMARY

- End-to-end capabilities required to deliver total communication solutions
- Accredited by major manufacturers to design, install and maintain network infrastructures for LAN, WAN and wireless
- Skills to eliminate downtime and maintain voice quality
- Specialists in data network provisioning and security
- Ability to conduct network readiness testing to ensure network is able to operate with required hardware and applications



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Huawei

Sophisticated networking capabilities

We're proud to be Huawei's first Platinum Value Added Reseller and Four Star Certified Service Partner for the UK and Ireland. We are also the first company in the country to be equipped to offer full demonstration facilities from our London offices. Huawei, is the leading global ICT solutions provider and an expert in IP networking. With operations in more than 140 countries around the globe employing over 140,000 people, their sophisticated products continue to set the standard for quality and reliability and combine with our unique system engineering skills to offer clients affordable network solutions that are redefining enterprise communication capabilities.



SUMMARY

- Huawei Platinum Value Added Reseller and Four Star Certified Service Partner for the UK and Ireland
- Partners with the world's leading provider of IP networking products
- Capability to build network solutions using Huawei products and provide ongoing maintenance and support
- Full Huawei product demonstration facilities at our London offices
- Huawei networking products offer superior performance, built-in resilience, high density and energy-efficient design
- A commitment to innovation with around 40% of Huawei's employees directly involved in research and development
- Huawei has the second highest number of patent applications under the World Intellectual Property Organization



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