

*Voice and
Data Services*



Open up *new opportunities*

G3's world-class hosted, virtual and cloud-based communication services create a new range of opportunities for businesses to work more intelligently, more productively and more efficiently. Flexible and fully featured, our state-of-the-art Contact Centre, UC and storage solutions are straightforward to deploy and designed to capitalise on the latest network connectivity to take business and customer service capabilities to new levels. Together with a comprehensive and affordable range of managed voice and data services that offer outstanding versatility and value, G3 can help you transform the way you interact with your business world.

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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.

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Fixed Line Voice

Worldwide coverage, world-beating rates

We can significantly reduce the cost of your lines and calls using least cost routing (LCR) or carrier pre-selection (CPS) to ensure calls are captured and billed through us. We work with leading Tier 1 carriers like BT, Cable & Wireless and Talk-Talk and Colt to provide UK, European and global connectivity. Our services are backed by award-winning customer support and technical competence.



SUMMARY

- UK and global connectivity with competitive pricing and tariff monitoring
- We manage the entire provisioning process and handle any technical issues to ensure seamless service transition
- One service provider, one contract, one bill – so telecoms management is simplified and administration dramatically reduced
- Account managers and regular client meetings
- Proactive first-line technical support
- Online Help Desk and ticket management
- Consolidated billing supported by management reporting including detailed call breakdown and cost analysis
- Direct access to WLR3 advanced network monitoring for streamlined order processing, line transfer and fault management
- Reports can also be accessed through our online WebaBILlityPro management information system and customer portal
- Opportunity to add Select Services that can block, answer and share calls

SIP Trunking

Simplify your communications

SIP trunks provide a flexible, scalable solution for inbound and outbound voice access to a PBX. SIP also allows convergence of voice and data across a QoS enabled network, eliminating the need for ISDN access and associated costs, and improving resilience, security and repair times. The simpler connectivity of a converged network means there are less interfaces, reduced hardware costs, better efficiency and increased reliability.



SUMMARY

- Complements or replaces existing ISDN lines to deliver the cost savings and flexibility of VoIP over ASDL or SDSL
- Brings enterprise-grade IP telephony to small and medium sized businesses at an affordable price
- Option to retain legacy telecoms equipment and optimise existing communications infrastructure
- Provides scalability allowing new users at connected sites or remote users to be easily added as required
- Free calls between SIP connected sites
- Links to current PBX using an IP enabled PBX or media gateway so calls can be routed through the PBX and out using the SIP Trunk instead of costly traditional phone lines
- Calls can be routed to your current data provider or with a direct connection to Crisp, our innovative global network infrastructure delivering affordable end-to-end connectivity and guaranteed QoS from a single SLA
- Can normally be enabled within 10 days, unlike ISDN lines
- Reduces infrastructure maintenance requirements and maximises available bandwidth allowing voice, data and video to be carried efficiently across the network using a single connection

Mobile Voice and Data

Coverage you can depend on, service you can rely on

Our exclusive agreement with Vodafone means business mobile customers benefit from excellent UK coverage for calls, SMS and mobile broadband, along with low rates and the reassurance of our end-to-end, award-winning customer support. With access to all Vodafone tariffs, billing information and management reporting tools, we're able to plan, implement and manage the best mobile solutions for your business.



SUMMARY

- Simplified telecoms management for combined fixed line and mobile services with one provider, one contact and one bill
- Excellent coverage provided by the Vodafone network
- Best price plans and tariffs tailored to your specific business needs
- Dedicated account managers and regular client meetings
- Streamlined administration with online billing and detailed management reporting and call analysis available through our customer portal
- First line specialist technical support
- Instant access to our online Help Desk and advanced ticket management system for rapid fault resolution
- Fast, responsive, award-winning customer service
- Seamless transition from your existing mobile provider



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Network Provisioning

Personal telecoms management

We remove the frustration of dealing with unresponsive network providers and improve your tariffs at the same time. As an accredited BT Wholesale Partner, we can take over the management of your BT services to give better prices and better support services – all from a single point of contact. Switching to our network is simple and seamless and clients immediately benefit from our highly personal service and front-line commercial and technical support.



SUMMARY

- We handle individual or entire service requirements and can assist in terminating an existing BT contract to avoid penalties
- Keep your calls on the BT network but transfer your contract and billing to benefit from our lower call rates and superior customer service
- Services delivered personally or online providing a single point of contact for billing, maintenance, systems and network support
- Management reporting, call analysis and alerts
- Rapid, responsive customer support with online Help Desk and ticket management system
- Regular contact and support from a dedicated account manager
- All transfers to our network are assigned a project manager who will keep you updated on progress
- If a request for 'migration of service' is required by your incumbent provider, we'll provide you with a template migration letter
- Lead times for line transfer range from 5 days to more than 30 days for large multiple-line sites

APPROXIMATE LEAD TIMES WORKING DAYS

ISDN 30e	20-25 days
ISDN 2e	10-12 days
ISDN Transfers	10 days
Analogue	5-7 days
Analogue Transfer	10 days

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Unified Billing

Real-time cost control

We make it easier to control your telecoms costs by consolidating the management and billing of multiple sites, multiple services and multiple providers. With a single point of contact for all services, we use advanced systems and technology to simplify processes, reduce administration time and deliver the detailed information required to manage your communications infrastructure more efficiently. WebaBILLity Pro, the market-leading online telecoms billing and reporting platform, provides you with direct access to real-time billing information, call analysis and management reports.

STANDARD REPORTS

- Call analysis
- Call type breakdown
- Recurring charges
- Itemised call statement
- Line breakdown
- 30 longest duration calls
- 30 most expensive calls
- 30 most frequently dialled numbers
- 30 most expensive dialled numbers

EXTENSION REPORTS

- Extension billing
- Extension analysis
- Departmental analysis



SUMMARY

- Secure online access to invoices, call detail, recurring charges and other real-time data
- Intuitive web interface with comprehensive online user guidance
- Removes the need for paper billing and provides 24/7 access to information
- Makes invoices easy to analyse - simply drill down for a complete analysis broken down to individual call level
- Provides a range of management reports that can be produced in to help pdf, excel or csv formats
- Identify trends and misuse by interrogating calls based on user-defined criteria such as cost, duration, number dialled or time of day
- Set-up and store eAlerts to monitor usage against the criteria you set
- Allocate user names to extensions and departments to help manage and allocate costs
- View Caller Line Identifications and add descriptions to assist in identifying costs

WLR3 Support

Advanced network management

Direct 24/7 access to WLR3, the advanced network management platform used by Openreach, means we can provide you with a more responsive, more informative service across key processes in BT network management – including appointment setting, order processing, line configuration, network availability and fault management.

SUMMARY

- Rapid response to enquiries with the ability to deliver previously unavailable information
- Regular update messages to keep you informed about job progression, fault resolution and any changes to original orders
- Capability to test ISDN30 and analogue lines as faults are reported enabling immediate identification of the nature and location of problems
- Ability to pre-qualify orders, ensuring smooth processing and saving time
- Minimises the delay in transferring lines from other network providers with the facility to instantly check your line installation inventory
- Checks contents of the last point of entry into your premises to assess connection capacity and identify any new cabling requirements
- Ongoing updates throughout the order process from the moment an order has been accepted to the time it's been complete
- Immediate direct access to the Openreach engineering workbook to allow cancelled appointments to be instantly rearranged



Non-geographic Numbers

Creating the right impression

A non-geographic number (NGN) is a telephone number that diverts or translates calls to your chosen fixed line or mobile number, without the caller knowing. It's an ideal, low cost service for businesses that want to create a local, national or international presence – without incurring substantial overheads. Our NGN numbers are easy to set up and provide the flexibility to offer your customers free or flat rate calls – and if you move offices you can take your NGN numbers with you.

SUMMARY

- Create a local, national or international presence without having to set up new offices
- Control where and when you receive calls
- Trade from anywhere in the world and make it easy for your customers to contact you
- Reduce the cost of calls for your customers when they contact you
- Monitor the effectiveness of your advertising by using different NGN numbers
- Select additional options such as call queuing, call recording, caller greetings, message playback, pre-connection messages, ratio plans and voicemail facilities
- Use NGN numbers as part of your business continuity plans
- Provides a cost efficient way to offer phone-based customer support with the opportunity to generate revenue from inbound calls
- Take your NGN numbers with you if you relocate

OPTIONS

- Call 0800 / 0808** – free unless calling from a mobile
- 03**** – charged at standard geographic landline rates
- 0844** – charged at a flat rate at all times and can generate business income
- 0845 / 0870 / 0871** – charged at rates subject to carrier's tariff and can generate business income
- Area Call** – trade from anywhere with a specific local landline number that diverts to any landline or mobile
- International Freephone** – free for international callers allowing you to do business in the countries you choose, without the need for a physical presence



Voice Maintenance and Service Levels

Structured to deliver

We aim to resolve all faults and problems quickly and with minimal downtime or business disruption. As a basic commitment, during normal working hours we'll assign a fault to one of our technicians within 10 minutes of it being reported. Alternatively, you can choose from a range of maintenance agreements tailored to business requirements.

SERVICE MAINTENANCE LEVEL	FAULT REPORTING AND SLA TIMES	ENGINEERING WORKING TIMES	EXAMPLES
SERVICE LEVEL 1	Clear by end of next working day + 1 or the day of the appointment where later	Monday – Friday (excl public holidays) 08:00–18:00	Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Thursday
SERVICE LEVEL 2	Clear by end of next working day or the day of the appointment where later	Monday – Saturday (excl public holidays) 08:00–18:00	Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday
SERVICE LEVEL 3	Reported by 13.00 – clear midnight same day or the day of the appointment where later	Monday – Sunday (inc public holidays) 07:00–21:00 Mon–Fri 08:00–18:00 Sat–Sun	Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)*
SERVICE LEVEL 4	6hr fix round the clock, 365 days a year*	Monday – Sunday (inc public holidays) 24/7	

*Compensation: If Openreach fails the service level, it will pay one months line rental for each day or part day. ISDN30 operates on a per affected channel basis. If Openreach fails the service level for expediate repair, it will charge the customer a reducing amount.

BUSINESS CONTINUITY PLANS

- ISDN30 site assurance**
 - ISDN30 calls are re-routed to an alternative site if the usual site is unusable
- Alternative routing**
 - Provides connection to usual serving exchange over two different routes with different cables, ducts or building entry points
- Diverse routing**
 - Provides connection to a second exchange in addition to that for the usual service over two different routes with different cables, ducts or building entry points
- DDI dual parenting**
 - Enables operation of ISDN 30DDI if the local exchange fails with connections to two separate local exchanges

Technical Support

Taking care of your business communications

Over the years, we've earned a reputation for setting the standard in expert customer support. With direct access to qualified engineers our Help Desk team uses hosted, ITIL compliant software to deliver the best in fault handling management and problem resolution. You can now also benefit from the latest innovation in proactive network management – G3://4D.



SUMMARY

- 24/7 single point access to fully trained and accredited engineers able to advise on faults, issues and general network queries
- Full WLR3 assurance
- Vivantio system logs all your equipment, software and services and records our response to support requests against SLAs
- Transparent, reliable, consistent issue management with automated ticket system and escalation procedures
- Regular SMS and email updates and 24 hour access to a dedicated web portal to track progress
- Tracks history and generates HelpDesk performance reports and statistics
- Issue prioritisation and referral to engineering teams for remote or onsite fault resolution
- Support for TAPI screen popping
- Option to select from a range of next generation, proactive network management services with G3://4D

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Inbound Call Management

Feature-rich functionality that puts you in control

We offer a wide range of innovative, interactive inbound call management solutions designed to improve customer service, simplify operational processes and increase productivity. With 24/7 online access to our Inbound Call Manager platform, it's easy to instantly change settings and ensure that customer waiting time is managed and calls routed to their correct destinations. From one touch call recording to conversation archiving, Inbound Call Manager puts you in control of your communications.



SUMMARY

- **Auto Attendant** – routes calls to the right people in the right departments
- **Call Centre** – ensures contacts are routed to the correct destinations
- **Call Recording** – legislation-compliant inbound call recording
- **Missed Call SMS** – SMS text notification when you miss a call
- **Fax to Email** – allows you to receive a fax as a pdf file to your email address
- **Follow Me** – allows calls to be diverted between multiple destinations
- **One to Fax** – allows a call to be routed to a destination to receive a fax
- **One to Many** – allows a call to be routed to multiple destinations
- **One to One** – allows a call to be routed to a single destination
- **Outgoing Record** – on-demand outbound call recording
- **Ratio Divert Plan** – allows calls to be diverted according to the ratio set between multiple destinations
- **Time of Day** – allows calls to be diverted according to time or day
- **Voice to Email** – capture audio and dtmf input from callers and deliver to email
- **Area Plan** – allows the caller to dial one number by recognising the callers STD

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Inbound Call Tracking

Make informed marketing decisions with call, SMS and email response tracking

Inbound Call Tracking is an intelligent call, SMS, email and web tracking solution for advertising response monitoring, incorporating a feature-rich dashboard that displays all the real-time metrics you need to make informed decisions about marketing and promotional activities. Its modules seamlessly integrate with your existing business systems, providing the tools and data necessary to measure advertising effectiveness and calculate RoI, improve operational processes, and build stronger customer relationships.



SUMMARY

- **Call Tracker**
A unique freephone, local, national or premium rate call tracking number added to your advertisements allows Call Tracker to process responses, identify where they originated and instantly route them to your designated fixed line or mobile. Calls can also be recorded if required
- **Email Tracker**
Unique email tracking addresses added to your online or offline promotional materials enable Email Tracker to process customer enquiries, identify where they originated and route them to your existing email account
- **Web Tracker**
Follows a lead from a search engine, portal or social media network to the point of contact, identifying where a lead came from and how they found you. Web Tracker dynamically changes your website contact details, so you know which campaign they generated each response
- **SMS Tracker**
Tracks sent and received SMS text messages and can be linked to Call Tracker to provide a log of all telephone call responses
- **Results based CRM**
Importing your leads and customer data into our Inbound Call Tracking system associates a customer's spend to a campaign, tells you the cost of generating the enquiry and the income generated so you can calculate an accurate RoI.

Business Continuity Planning

Planning for unplanned events

We're specialists in planning bespoke business continuity systems that ensure telecommunications availability during business interruptions and in emergency situations. Using a combination of inbound call management systems, mobile communications and non-geographic numbers, we can provide a simple, low cost disaster recovery system requiring no hardware, no redundant office space and minimal administration.

SUMMARY

- Low cost, simple solutions based on a detailed assessment of specific business requirements
- Easy to deploy and administer, and no need for new hardware or capital expenditure
- Intelligent call routing technology automatically diverts inbound calls away from areas of the business affected by critical incidents
- Calls are routed to other parts of the organisation, remote workers or an auto-attendant service so that customer relationships and essential communications are maintained



Hosted UC

Accessible enterprise-grade communications

Our hosted VoIP solution provides all the fully featured benefits of the latest unified communications technology without capital expenditure or any of the costs associated with managing and maintaining a complex telecoms infrastructure. There's no easier or more cost efficient way to connect multiple business sites, multiple devices and multiple applications. All services are securely delivered over dedicated data circuits without the need for BT lines – you simply pay for the services you use, as you need them. With a range of sophisticated telephone applications, a single number and mail box for desktop and mobile phones, and simple plug-in and go scalability, enterprise-grade telephony has never been more accessible.



SUMMARY

- All the advantages of fully featured converged communications
- No capital expenditure or infrastructure maintenance costs – simply pay for the services you use
- Eliminate the cost of BT lines – all services are delivered over a resilient WAN data connection
- SIP-based technology using open-standards and allowing use of existing handsets from different systems – or choose from a range of new advanced IP handsets
- Easy to manage changes, additions and modifications in real-time through our Uboss online portal
- New users simply plug-in and go providing ultimate scalability
- One resilient network connects multiple users in multiple locations using multiple devices
- Improve productivity, customer service and operational efficiency with one number and one mail box for desktop and mobile
- Intelligent functionality, including hosted call recording, hunt groups, auto attendant, call routing and conference calling
- Highly available, geographically redundant network with no dependencies

DELIVERED
By
GENIUS



Genius Partners is an exclusive group of specialists with the capabilities to deliver the full benefits of innovative, global connectivity solutions from Genius Networks. Powered by a revolutionary core routing infrastructure, Genius gives you direct connection to affordable, end-to-end voice and data services with guaranteed Quality of Service from a single SLA. With Genius, the communication possibilities are endless.

Virtual Data Centre

Public cloud capabilities with private cloud security

Our Virtual Data Centre service (VDC) is an enterprise-class Infrastructure as a Service (IaaS) solution providing on-demand computing, storage and applications that integrate seamlessly with your existing systems. Cost efficient, flexible and truly scalable, VDC offers any-to-any access and when provisioned using Genius!, delivers a highly secure solution with guaranteed quality of service from a single end-to-end service level agreement. VDC combines public cloud capabilities with private cloud resilience and replaces the need to invest in new equipment and networks. Easily managed and controlled from an online portal, it's possible to provision the compute, storage and network resources for an entire communications solution at the click of a button.



SUMMARY

- On demand, truly scalable utility-based cloud computing solution
- Easily integrates into any connectivity or networking solution
- Public cloud capability but with private cloud security
- VDC replaces the need to build a data centre or co-location infrastructure
- Provisioned with Genius! VDC delivers a highly secure solution with guaranteed quality of service from a single end-to-end service level agreement
- Easily controlled and monitored using an online portal - choose how much capacity you need and deploy how you want
- Service are based on a multiple partitioned platform, managed by software-based allocation business rules and policies so that IaaS virtualised resource pools can be shared by multiple users or dedicated to single enterprise
- Open standards-based, ensuring that as technology changes VDC can change with your business
- Meets European privacy and compliance legislation



G3://3C Cloud Contact Centre

The intelligent way to engage your customers

In-house or outsourced, our Cloud Contact Centre (G3://3C) solutions transform the way organisations approach pro-active customer contact. Versatile, intelligent, secure and with a rich feature set of agile applications, you can uplift your full customer journey by accessing on-demand services that are easy to pay for, flexible and available from anywhere. Provisioned using Genius!, 3C delivers a highly secure solution with guaranteed quality of service from a single end-to-end service level agreement. Improve performance, increase revenues, drive down costs and enhance competitive advantage by achieving more from existing resources with less local technology.



SUMMARY

- Web-based architecture, platform and database independent
- Flexible configurations enable tailoring to precise business needs
- Able to meet the full scope of requirements – from CRM to contact management
- Available anywhere, location independent with no expensive local infrastructure support required
- Enables multi-site and remote workers, simply
- Provisioned with Genius! CCC delivers a highly secure solution with guaranteed quality of service from a single end-to-end service level agreement
- Full multimedia capabilities – seamlessly integrate email and SMS into customer contact, auto trigger outbound targeted email and SMS communication, react instantly to key word recognition in both email and SMS
- Intelligent feature set including flexible dialling options, real-time management, live data prioritisation and agent prioritization
- Intelligent assistance helps identify reason for the communication, control call flow and capture information
- Intelligent call routing based on customer data, customer answers and agent input
- Workflow automation and live caseload management
- Comprehensive document storage and management facility
- Full quality management and reporting systems
- Control costs and budgets with simple pay-as-you-use pricing
- Compliant processes with resilience and protection provided by world-class data centres



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