

# Workforce Productivity

## Business Benefits

- Increase employee productivity
- Attract / retain top talent
- Reduce operating costs

## Solutions

- Unified collaboration
- Team based working
- Anywhere access to documents & analytics

## Products – key benefits:

### 1. Hosted telephony

A study by Rittenhouse found that companies with flexible technologies like VoIP for remote workers, experienced a 20% increase in productivity.

- All branches and remote workers are on the same telephone network so you can easily route calls between branches, divert numbers at the touch of a button and transfer calls internally for free.
- One number reach on all devices.
- No longer tied to a desk phone or a branch, answer calls from wherever you are.
- Option to bundle the services with a mobile carrier network so you are not reliant on a wi-fi connection.
- Employee availability status, skills-based searching options.
- Link to an internal Customer Relationship Management (CRM) system so your customer's record is made available to the agent as the customer calls in.

### 2. Office 365

- Skype for Business is an easy-to-use interface that allows users to communicate through instant messaging, voice calls, video calls and online meetings. In its basic form it's simply a business grade version of Skype that integrates with Outlook. With extra licensing however, it can become a fully functional business telephone system that allows you to make and receive external calls. Video and audio conferencing, desktop sharing and collaboration are also features of Skype for Business however Microsoft are gradually moving Skype for Business into Teams to streamline the number of applications you need to work in.
- Teams - is Microsoft's new go to application for collaboration. It brings together the functionality of Skype for Business with File Sharing, Instant Messaging and Video Conferencing into one, easy to use platform. Teams can be created for anything from bringing together existing teams (e.g. Finance, HR) to creating bespoke project teams that can include an external contact, for specific pieces of work. It means that everyone in a team is always up to speed with what is going in and has access to all the relevant files to do their work.

# About Us

## Helping our partners add value to their business

inTec Business Solutions brings together the worlds of Information Technology (IT) and Communications for our customers. We take the complexity out of understanding and bridging these converging technology areas enabling customers to grow and streamline their businesses through tangible outcomes including:



Improved Business Optimisation



Increased Workforce Productivity



Understanding Security & Risk



Maximised User Adoption



Improved Business Continuity

Our customers from a number of different industries have turned to inTec when:

- looking to realise the benefits from existing technology investments;
- trying to understand how the latest technology trends can save them money;
- seeing how they can make their employees more productive both in and out of the office;
- needing to invest in business applications but without having the in-house skills for evaluation or procurement;
- needing to free up their teams from being tied to the desk to focus on the things that matter most to their business.

Our mantra of “Improving Business through Technology” underpins what we do as a company, and being vendor and product agnostic allows us to provide a world class solution based on the latest platforms, tailored for your business without the large costs historically associated with such transformation programs.

### Contact us:

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