



Solutions Overview

G Cloud 13 Framework



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Why FourNet?

FourNet has more than fifteen years' experience delivering communications, collaboration and contact centre solutions for some of the most secure, critical and commercially driven organisations in the UK.

Consistently recognised for our innovation and service excellence; we build long term, collaborative relationships with our customers to help them deliver brilliant customer experiences.

FourNet was established with a vision of delivering world class customer service and market leading technical innovation; this is underpinned by our fundamental goal of being a place where people want to work.



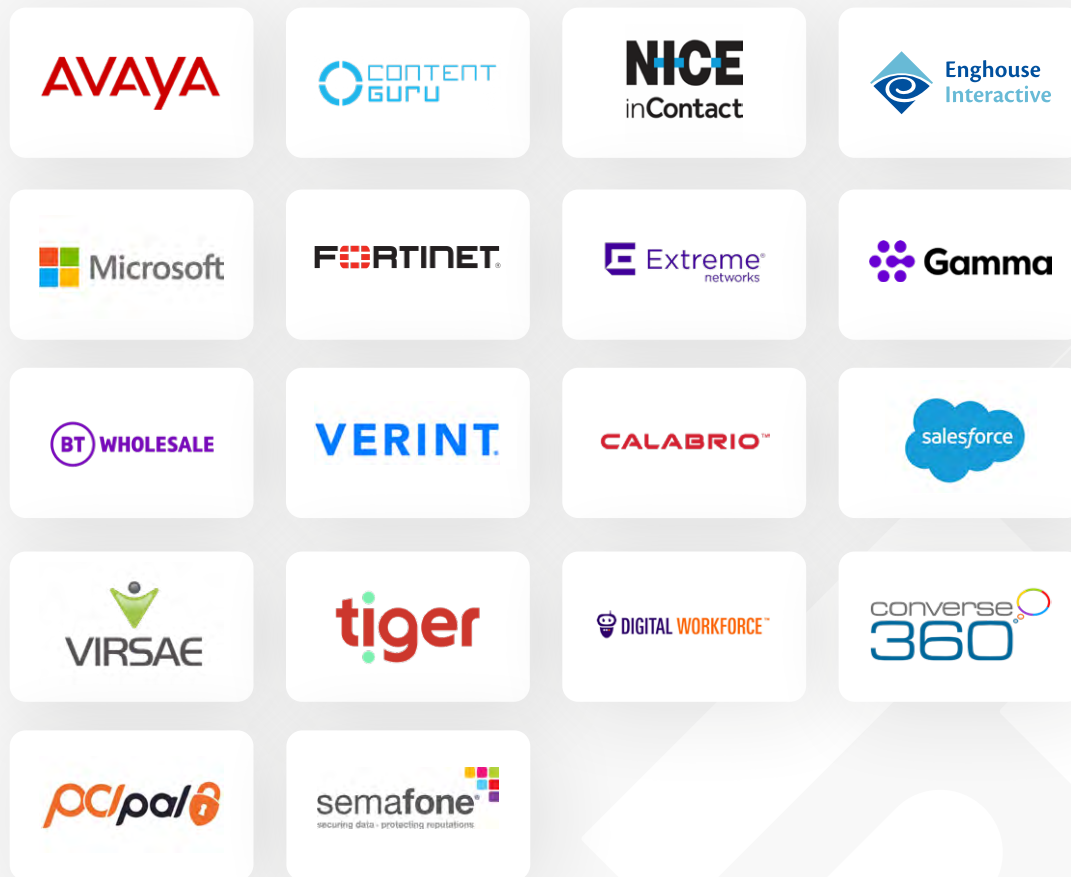


Partners & accreditations

Our choice of partners plays a key role in the solutions we deliver.

FourNet partners with best-of-breed technology vendors and manufacturers to deliver world-class solutions to our clients.

[Learn more](#)



Accredited

Being accredited is important to us and it means our customers can be assured about the quality, safety and consistency of the solutions and services that we provide.





FourNet Difference

Our consultative approach focuses on your departmental strategies and communications objectives. Our highly experienced team of consultants have many decades of experience in helping our customers achieve their goals using transformative digital technologies.

We bring expertise in communication and customer experience design, analytical tools, flexible delivery models and risk averse commercial models. As trusted advisors, you can count on us to deliver the services needed to drive digital transformation across your organisation.





Our Process



Business Discovery

Every engagement starts with a detailed discovery phase to understand the existing ecosystem and key business objectives. The analysis of these findings then identifies opportunities and sets a benchmark of how the improvements they bring can be measured. The subsequent roadmap will prioritise options and open the way for a commercial proposal.



Solution Design

Our extremely capable team of solution architects work with our customers to gather their requirements and build out designs across the full spectrum of communication technologies. The team will work with you to run workshops and create detailed documentation to ensure that the technologies proposed and implemented are fit for purpose. The team has many years experience in digital transformation, migrating to cloud, artificial intelligence & automation, and secure infrastructure.



Project Implementation

Your project will be handled by our highly experienced full time Project Management Office (PMO). Our professionally qualified and experienced team delivers all FourNet customer facing projects and our Project Managers are certified in Prince2 Practitioner, Agile Foundation and Association for Project Manager Professional. The team handle all stages of the project methodology and will propose suitable project documentation to ensure a successful delivery and transition into Managed Service.

See page 7



Ongoing Management

Once the service is fully deployed, our dedicated service desk takes over responsibility for ongoing service. Manned 24:7:365 the level of service delivered to customers is second to none. The service desk utilises the latest automated tools to monitor services, utilisation, capacity, network availability and hardware performance. This proactive monitoring of customers' networks and services ensure issues are resolved before they can impact on service quality.

See page 8



Benefits of a full time and professionally qualified PMO



Structured Project Delivery



FourNet PMO can interface with any Customer Project Team & Customer Methodology



Better Risk Management



Uniform Approach to Project Delivery



Enhanced Customer Satisfaction



Repeatable Quality experience for the end customer



Aligned with Customer Expectations of a Professional approach

Certifications

FourNet Project Managers are certified in Prince2 Practitioner, Agile Foundation and Association for Project Manager Professional.



Project Quality

The FourNet Project Agile Project Methodology ensures a quality approach by adopting the following principles.

ISO9001

Each FourNet team are delivering within the business and on the Project within their own teams ISO9001 processes.

Project Change Approval Board

Both new FourNet Customer Go-Lives and existing in-Service Customer upgrades are each subjected to FourNet Intelligent Managed Services CAB process to avoid any unplanned losses in service.

Senior Stakeholder Updates

FourNet will establish a Senior Stakeholder peer to peer call periodically for the Customer to feedback to FourNet on the Project team performance and interworking between teams. These sessions also support the escalation path with relationships already in place.

Customer Satisfaction Survey

Standard FourNet Project Methodology facilitates an End Project Questionnaire to be issued after the successful completion of a Project.



Intelligent Managed Services

Freeing you to adapt quickly to changing ways of working & increasing customer expectations

- Increased resources, resilience and uptime
- Improved responsiveness, capabilities & future proofing
- Reduced time, effort & headaches

Proactive monitoring, problem management, service desk, back up, disaster recovery and more. All delivered to standard SLAs and available 24:7.

[Learn more](#)

Introducing FourNet Intelligent Managed Services

Digital transformation projects have increased the rate of technology adoption – but relevant skills and experience remain in short supply. If your existing support and service resource cannot keep up with the pace of change, or fully achieve strategic goals, it's time to consider an alternative. And this is where Intelligent Managed Services from FourNet can make all the difference.

At the heart of every FourNet Intelligent Managed Service package is our 24:7:365 service desk, our team of experienced engineers and our dedicated Service Delivery Managers.

Benefits



Improved Service Coverage



Proactive Maintenance



Access to the latest skills



The right level of support



Responsible Business is Good Business

Ensuring long-term resilience and success while positively contributing toward the economy, society and the environment.

FourNet is committed to maximising our positive environmental and social impacts and championing transparency in all our business operations.

Environmental, Social Governance (ESG) issues are of increasing importance to our customers, employees, and wider stakeholders. This has been brought into greater focus by the need to face the global challenges of climate change and recovering from the pandemic, to more local challenges faced by sections of our community every day.

At FourNet we realise that taking a pro-active approach to our ESG responsibilities not only enhances our operations but creates value for all our stakeholders.

[Learn more](#)





Cloud Transition

Customer Challenges and FourNet Solutions





Cloud Transition

[Learn more](#)

Customer Challenges

As many organisations seek to adopt a 'cloud first' approach, they are re-platforming their core applications to run on the public cloud. However, some caution is required, as risk and complexity often negate the sought-for advantages of scale and agility that are associated with the public cloud. So, many organisations are veering to a hybrid world of cloud and on-premises systems and applications.



Innovation and introducing new services

Since the pandemic, flexibility, agility and scalability have proved to be key business drivers. A cloud-based infrastructure allows organisations to be more flexible and agile, enabling swifter innovation as needs change and evolve.



Security & privacy

With cyber-threats more prominent and data protection an increasing global concern, a robust and secure infrastructure is essential. Cloud based technology gives greater across the board security, with updates simple to roll out.



Uneven workloads

Cloud technology allows an organisation to better accurately forecast the changes within your business, allowing resources to be managed better and workloads to be streamlined.



Legacy technology

Moving to the cloud does not mean having to rip and replace with added environmental impact. Legacy technology can be connected to cloud solutions. Savings in IT support and hardware allow affordable investment elsewhere, improving competitiveness.



Multi-cloud environments

There's no one-size fits all approach. Some organisations will be better suited, or require, hybrid solutions, while many will go all in for private, hosted or public cloud.



Interoperability

With flexible working and a hybrid workforce, systems need to work with other systems and offer third party and partner integration.



Cloud Transition

[Learn more](#)

FourNet Solutions

1

Agile Cloud

Our Agile Cloud combines the performance, security and feature rich functionality of a private cloud solution, with the scalability, simplicity and 'Pay as you Go' commercial model of a traditional public cloud deployment.

2

ANTENNA

Our award-winning highly secure community cloud-based communications service for central government offers a highly secure, cost-effective solution for more than 40,000 users. ANTENNA provides voice, mobile, contact centre and collaboration services to dozens of departments across Whitehall.

3

Public Private or Hybrid Clouds

Unlike pure-play cloud providers, FourNet's cloud solutions offer the right blend of on-premise versus cloud hosted, and private versus public cloud solutions. These are tailor made to our customers' requirements depending on need and suitability.

4

Network Infrastructure

FourNet's highly secure network infrastructure is trusted for the UK's most critical communications, where security, reliability and resilience really matter. We provide single point of call for all your connectivity requirements, voice, wireless, mobile, LAN, WAN and software defined networking (SD-WAN)

5

Secure

Our expertise in transitioning our customers to the cloud extends to all layers of the tech stack. From networking and infrastructure through to the application layer our expertise is making it all work together.

6

Community Cloud

FourNet's Community Cloud platform addresses the challenges of reduced budgets and increasing citizen expectations, making access to new communications technologies more affordable and less risky for the public sector.

Read more about **Cloud Transition** on our website

<http://www.fournet.co.uk/solutions-and-services>



Collaboration

Customer Challenges and FourNet Solutions





Collaboration

[Learn more](#)

Customer Challenges

The move to a much more flexible global workforce and hybrid working practices has encouraged the growth in collaborative tools. Our Unified Communications and Collaboration solutions allow individuals and teams to work together, securely, in real time wherever they are.



Managing a hybrid workforce

The pandemic turbo-charged the move towards remote working, and as the world got back to business, hybrid working practices have stuck. Managing a diverse workforce requires flexible solutions which enable collaboration across locations, while remaining safe and secure for your organisation and customers.



Aligning front and back-office employees

Integrated collaboration tools can seamlessly enable back-office support for your front-line assistants. This means quicker response times for your customers, providing the best resolution available for each customer enquiry no matter what the channel of communication, lowering operational cost and improving efficiency.



Collaborating with partners and other stakeholders

As partnerships become ever more important to business growth and success, collaborative tools which allow sharing of documents, compliant data, and analytics are key. Video conferencing tools and virtual meeting solutions which are optimised for face-to-face and remote attendees are an everyday requirement.



Complex, competing systems

Legacy systems, on-premise and cloud infrastructure, and competing technologies can hinder workforce collaboration and performance. Integrated systems and collaborative tools which allow office-based and remote employees to work on shared documents and projects in real time, maximise productivity and efficiencies.



Document management & control

A flexible hybrid workforce working from anywhere, anytime, requires tools which permit employees to collaborate together in real time. This means businesses require document management and control solutions which are compliant, safe and resilient.



Management Information

Whether it's analytics on agent performance, sickness, network security or call quality, information is key. Quality management and monitoring tools can let you see what is happening, in real time, allowing you to forecast better, invest appropriately and tackle inefficiencies.



Collaboration

[Learn more](#)

FourNet Solutions

1

Leading Collaboration Partners

FourNet's agile Unified Communication and Collaboration solutions will consolidate your organisation's communications channels into one simple, secure, integrated solution that works as well for your office-based employees as those working remotely.

2

Teams meeting rooms

Teams Meeting Rooms offer collaborative experiences no matter where you are working. With our solutions you can combine virtual and face to face meetings to create a rich, collaborative experience for everyone, enabling everyone to fully participate wherever they are.

3

Teams into the contact centre

Increase operational effectiveness and improve customer experience by integrating teams into your contact centre. Intelligently manage all customer interactions – phone, voice, email, SMS, webchat, and social media through FourNet's Teams integrated multi-channel contact centre.

4

Team Analytics

View your most important metrics across a range of dashboards, optimising your channels, improving efficiency and saving money. With FourNet's Teams analytics you'll have your finger on every pulse, whether your employees are working from home or office, allowing you to monitor, analyse and forecast better.

5

Knowledge Management

Use all the data at your fingertips. Utilise best-in-class Knowledge Management solutions which mean that all the relevant information is at the fingertips of those who need it, providing efficient collaboration, as well as enabling customer self-service.

6

Teams Direct Routing

Never miss an important call. With FourNet's Microsoft Teams direct routing, collaboration between your internal teams becomes even more streamlined. With one number routed to desktop, laptop or to your mobile, employees can be contacted anywhere, anytime, which means you and your customers can get hold of whoever they need to, whenever they need to via voice call or video.

Read more about **Collaboration** on our website

<http://www.fournet.co.uk/solutions-and-services>



Customer Experience

Customer Challenges and FourNet Solutions





Customer Experience

[Learn more](#)

Customer Challenges

Customers demand immediate responses 24/7 and want to use their own contact channel of choice, while organisations want to maximise first call resolution. FourNet's solutions streamline the customer journey, enable multiple self-service options and offer integrated multi-channel contact centre solutions to enable you to offer that outstanding Customer Experience.



Digital channel shift

The pandemic rapidly accelerated the adoption of digital channels. The post pandemic world has seen a shift in attitudes, from simply digitising the existing customer experience to entirely reimagining it from a digital first perspective.



Front office & back-office alignment

Customers are demanding that their issue be resolved at first contact but many customer engagements need to harness back-office subject matter experts to resolve their queries.



Increasing customer expectations

Consumer and citizen expectations have been influenced by their engagement with world leading CX brands like Apple, Amazon and John Lewis and they expect the same levels of excellence from their interactions with every organisation.



Diverse systems

A customer doesn't care that their details are stored in multiple different internal systems, they expect an integrated customer experience based on a complete history of their interactions with your organisation.



Multiple channels

Customer channels of choice continue to expand and proliferate. Customers want different channels for different types of engagement, and they expect to be remembered across all channels.



Uneven and increased demand

Peaks and troughs in customer demand can make it difficult to properly resource your customer facing teams with enough capacity to offer great experience during busy periods, but without resources lying idle when demand falls.



Customer Experience

[Learn more](#)

FourNet Solutions

1

Omnichannel contact centre solutions

Our omnichannel contact centre solutions make it easier for customers to get in touch by their preferred channel of choice: phone, email, webchat or social media. Our integrated solutions mean that all customer information is in one place thereby empowering your agents to give a personalised experience

2

Chatbots

Our AI powered chatbots enable customers to get immediate answers to their queries and can be delivered across multiple channels: web portal, browser, mobile app, WhatsApp, Facebook Messenger, SMS or IVR. Whatever channel the customer chooses to engage with you, they can easily self-serve.

3

Microsoft Teams integration into the contact centre

Our Teams' contact centre integrations empower your agents to manage all channels of customer contact – voice, email, SMS, web chat, social media – and engage directly with back-office experts to answer customer queries. All in a single, fully integrated interface.

4

Single pane of glass

Our omnichannel contact centre solutions and integration expertise means that information held in multiple back-office systems can be presented to customer facing agents through one integrated interface. This reduces time spent switching between screens or entering data multiple times, thereby streamlining the customer and agent experience.

5

Knowledge Management

Our Knowledge Management solutions give customers a quick and easy way to access help. They understand what customers are looking for and provide superior customer experience at a lower cost, freeing your agents to focus on adding value to the customer experience. Agents are also armed with the latest information and see relevant knowledge without having to search for it.

6

Robotic Process Automation

From customer self-service and AI powered agent assistance technologies, through to fully AI enabled contact centre solutions and Robotic Process Automation, we have a full range of solutions to help our customers increase efficiency and improve both the customer and employee experience. Our solutions can free agents from dull and repetitive tasks and enable them to focus on delivering an outstanding customer experience.

Read more about **Customer Experience** on our website

<http://www.fournet.co.uk/solutions-and-services>



Digital Transformation

Customer Challenges and FourNet Solutions





Digital Transformation

[Learn more](#)

Customer Challenges

There are many drivers of Digital Transformation; whether your aim is to enhance customer service, improve employee productivity, streamline operations, address compliance issues or accelerate innovation, FourNet can help. We are experts at transitioning legacy processes and technology and can turbocharge your digital transformation journey.



Enhance customer service

Customer expectations are constantly on the rise. COVID has rapidly accelerated customers' adoption of digital channels and radically changed how consumers act and what they expect when they get in touch via multiple channels 24/7.



Accelerate innovation

On-premise technology and legacy systems are often rigid and expensive to run, affecting productivity and competitiveness. Transforming your technology and moving to cloud can help to accelerate advancements, hybrid working practices and customer experience.



Streamline operations

Optimising the customer journey while removing repetitive mundane tasks from employees can improve organisational efficiency. Many organisations are turning to AI and robotic process automation (RPA) to streamline how they respond to increasing customer demands, freeing agents to add value to the customer experience.



Address compliance

With a myriad of privacy and compliance regulations, regulatory and commercial boundaries are ever-changing. Rules affect how organisations engage with customers, process personal data and archive records.



Increase employee productivity

Employee productivity and workforce job satisfaction is crucial to the success of any organisation. Technology can help to remove repetitive tasks from agents, while intelligent automation and integrated systems help to optimise your processes and reduce employee time-wasted switching between screens and systems.



Speed to market

New technologies and channels of communication are constantly emerging, meaning customers expect more immediate service than ever before. Organisations which lag behind on features, functionality and favourable working practices, become less competitive, less popular and less profitable.



Digital Transformation

[Learn more](#)

FourNet Solutions

1

Cloud Solution

Cloud technology increases efficiency, flexibility, security, competitiveness and optimises hybrid working for organisations and contact centres. It gives greater control over resources, is easily scaled up or down and future-proofs your business.

2

Analytics

Know how your organisation is performing and use analytics to drive your business decisions. Monitor activity, utilisation, performance and adoption of your tools, giving you the insight to fully capitalise on your investments and deliver further enhancements where required.

3

RPA

Dramatically improve agent efficiency using a digital workforce or 'robots' to handle repetitive rules-based tasks, with high accuracy and consistency. RPA supports agents to assist customers by optimising the agent desktop, and helping them navigate between applications, even during a call.

4

Chatbots

AI powered chatbots, or virtual assistants, make it simple to automate your customer service interactions, delivering a faster, more personalised experience for customers 24/7. Whether through speech, messaging or visual interfaces, chatbots connect customers with the answers they need through embedded knowledge bases, business applications and employees.

5

Collaboration

Consolidate your organisation's communications channels into one simple, integrated solution. Whether you choose Microsoft Teams, Avaya Spaces, Skype for Business or other leading partners, our solutions give your employees the ability to collaborate seamlessly on any device, from anywhere, optimising hybrid working.

6

Security

Build security and resilience into your business, protecting your data and mobile network infrastructure, via physical and virtual security measures. Encryption, session border controllers and fraud management solutions ensure maximum security of your phone system, mobile and data systems, protecting your organisation at all times.

Read more about **Digital Transformation** on our website

<http://www.fournet.co.uk/solutions-and-services>



Employee Engagement

Customer Challenges and FourNet Solutions





Employee Engagement

[Learn more](#)

Challenges

The new hybrid world of work caused by the pandemic means growing numbers of employees want to be able, or demand, to work from home at least some of the week. Many employees see this is a crucial policy in order to attract and retain the best staff. So what are the best technology solutions to ensure operational efficiency and employee engagement?



The Great Resignation

If your employees aren't happy or they aren't being allowed to work flexibly, many organisations are finding that they simply get up and leave. New working practices, new policies and new perks are part and parcel of ensuring that staff don't quit and move to a more flexible employer.



Career growth

Workforce retention is a growing issue, particularly for organisations such as contact centres which insist that agents must be in the office rather than working from home. Enabling and empowering staff using best in class quality management tools can improve retention and career growth options.



Work/ life balance

Many workers discovered during the pandemic, that a life less commuting was a life more pleasant. Employers are having to ensure operational efficiencies while handling a workforce which seeks a better work/life balance, with more flexible benefits and less time spent in the office.



Wellbeing

With a growing focus on employee wellbeing, organisations are having to improve working conditions, practices and processes in order to retain staff. Call recording technology can be used to ensure the wellbeing of customers as well as staff.



Hybrid working

The world of work has changed. Hybrid working requires better technology to maximise workforce engagement, productivity and collaboration, and which allow virtual and face to face meetings to take place without impacting outcomes.



Communication

New technologies and channels of communication are constantly emerging, meaning customers expect more immediate service than ever before. Organisations which lag behind on features, functionality and favourable working practices, become less competitive, less popular and less profitable.



Employee Engagement

[Learn more](#)

FourNet Solutions

1

RPA

Robotic Process Automation can dramatically reduce the number of employee-hours required to complete repetitive digital tasks. It can help with employee retention by eradicating the most mundane agent tasks, thereby enabling your agents to focus on more complex tasks and delivering a value-added customer experience.

2

Chatbots

AI-powered chatbots empower customers to self-serve and access instant assistance, whether via speech, text messaging, social media or visual interfaces, improving the customer experience and freeing up agent time to focus on more complex queries.

3

WFM

Workforce Management solutions help to improve workforce efficiency, which can cut costs by ensuring you have the right amount of resource at any given time, removing the risk of over-allocating resource. Forecasting, shift planning, scheduling and intelligence reporting all feature in FourNet's solutions.

4

Quality Management

Maximise your agents' performance with our Quality Management tools. Our solutions lets you to incorporate existing KPIs onto a scorecard based evaluation system that will help you determine individual agent's strengths and highlight any areas for improvement.

5

Collaboration

Consolidate your organisation's communications channels into one simple, integrated solution. Whether you choose Microsoft Teams, Avaya Spaces, Skype for Business or other leading partners, our solutions give your employees the ability to collaborate seamlessly on any device, from anywhere, optimising hybrid working.

6

Agent Assist Tools

Artificial intelligence solutions can use intelligent automation to suggest responses to agents which can include relevant cross-selling or upselling options, while a call is in progress – enhancing your operational efficiency and sales.

Read more about **Employee Engagement** on our website

<http://www.fournet.co.uk/solutions-and-services>



Operational Efficiency

Customer Challenges and FourNet Solutions





Operational Efficiency

[Learn more](#)

Challenges

Many organisations seek, or require, to do more with less, while also offering value for money to their customers and citizens in addition to streamlining modern ways of working. FourNet's range of best-in-class solutions can help automate non value-added processes, enable self-service options and improve process efficiency across your organisation.



Automate repeatable work

Identify, prioritise and automate the most resource-heavy, repetitive tasks in the contact centre and back office to free up employee time using Robotic Process Automation.



Direct queries to right place first time

Increase First Call Resolution with AI-powered Intelligent Call Routing to direct incoming calls from voice, social, or digital channels to agents who are best suited to resolve these issues.



Enable customer self-service

Empower customers to quickly and easily self-serve via their channel of choice using AI powered knowledge bases, voice IVR and digital chatbots.



Resource allocation

Empower employees and avoid under or over-resourcing: Workforce Management solutions deliver scheduling efficiency by precisely forecasting demand while offering greater employee flexibility



Assist agents & back office

Ensure your agents and employees have all the information they require without the need to switch between systems, with AI powered virtual assistants based on integrated CRM and knowledge bases.



Facilitate cross department collaboration

Seamlessly enable back-office support for customer-facing employees with one integrated collaboration solution ensuring quicker response times for customers and exceptional efficiency gains.



Operational Efficiency

[Learn more](#)

FourNet Solutions

1

Chatbots

AI-powered chatbots empower customers to self-serve and access instant assistance, whether via speech, text messaging, social media or visual interfaces, improving the customer experience and freeing up agent time to focus on more complex queries.

2

Robotic Process Automation

FourNet's RPA solutions can dramatically reduce the number of employee-hours required to complete repetitive digital tasks thereby enabling your most valuable resource, your employees, to focus their time on delivering a great customer experience.

3

Contact Centre as a Service

Digitally-enable every channel to give a great customer experience with FourNet's cutting-edge, AI-powered cloud contact centre capabilities. These full-service solutions are the next generation in customer experience solutions driving efficiency and a perfectly optimised customer journey.

4

Workforce Management

Our intelligent workforce management solutions enable you to avoid over-staffing and overtime. Plan and manage your operations with advanced forecasting, dynamic scheduling and intelligent automation, while also providing employee empowerment tools for scheduling and learning.

5

Agent Assist Tools

Virtual Assistants work side-by-side with your agents. These sit on agent desktops to guide them through complex processes and automate repetitive and mundane work. Perfect for new starters, remote workers or in areas where processes, policies and regulation are frequently changing.

6

Collaboration

Our Microsoft Teams' contact centre integrations manage all contact interaction types – voice, email, SMS, web chat, social media – in a single, fully integrated solution. For customers it means quicker response times, with lower operational costs and exceptional efficiency gains for your organisation.

Read more about **Operational Efficiency** on our website

<http://www.fournet.co.uk/solutions-and-services>



Resilience

Customer Challenges and FourNet Solutions



**Resilience**[Learn more](#)

Customer Challenges

The fundamental task of IT is to provide the infrastructure that enables agility and resilience – and ensures trust and security across the entire network architecture.



Business continuity

How prepared your organisation is for threats and operational risks will decide how equipped you and your staff are for the unexpected. Cloud-based solutions will ensure that your employees can work wherever and whenever you need them, ensuring optimal business continuity when something goes wrong.



Fluctuating customer demand

As the pandemic proved, fluctuating demand can have a major impact on the operational efficiency of a business. It can impact customer experience, if organisations aren't prepared. Flexible and agile working and technology can ensure smooth working when necessary, depending on demand.



Employee turnover and absence

Staff retention and recruitment has been impacted by the pandemic. Employees can now choose to work for an organisation which allows them to work flexibly, over one which is more restrictive. Hybrid working solutions and intelligent automation tools can build resilience into your operations.



Enhance cyber security

Hackers and phishers are omni-present, trying to get into your systems and your customers bank accounts. Flexible working has introduced an additional risk, as employees work from home, creating more chinks in organisational security.



Enabling agile operations

Flexibility and agility became the watchwords during the pandemic as businesses struggled to keep up with the times. These have also become key for a modern, hybrid workforce.



Work from anywhere

Hybrid-working is here to stay. Workers have voted with their feet and many choose not to commute to the office five days a week. Offering flexible access to your network anytime, anywhere, can mean enhanced organisational efficiency, better customer experience and improved staff retention.

**Resilience**[Learn more](#)

FourNet Solutions

1**Security**

FourNet can help you build an efficient, managed, network infrastructure to protect from the risks of financial losses, reputational damage and unreliable service.

2**Networking**

Secure network infrastructure for voice and data connectivity which delivers increased resilience, reduced costs, and improved security, responsiveness and real time visibility.

3**Managed Services**

FourNet's 24/7:365 service desk offers proactive monitoring, problem management, service desk, backup, disaster recovery and more, allowing you time to focus on your customers and your business.

4**Cloud Solutions**

Our highly secure, resilient, cost-effective cloud solutions are tailor-made to your organisation and your budget, and can be hybrid, private, community or public cloud.

5**WFM**

Help promote a better work life balance for your employees, better analytics for your managers, permit flexible scheduling and better forecasting with our workforce management tools, enabling you to shift resources from manual monitoring to higher value activities.

6**Collaboration**

Enabling your workforce to work flexibly, remote or in the office, requires efficient, organisational day to day collaboration tools. FourNet works with best-in-class world leaders to unite all the tools your employees need to connect, share and work together via one streamlined interface.

Read more about **Resilience** on our website

<http://www.fournet.co.uk/solutions-and-services>



Security

Customer Challenges and FourNet Solutions



**Security**[Learn more](#)

Customer Challenges

Digital innovation and changing work patterns are creating opportunities but also causing increased risk. FourNet's security solutions offer an integrated solution with one point of call for cyber-security across the whole technology stack: from infrastructure to applications.



Expanding attack surface

Traditional cyber-security focused on enterprise perimeters. The proliferation of applications and connected devices has expanded the perimeter and created billions of new edges that have to be managed and protected.



Constantly evolving threats

Breaches and ransomware threats continue to grow. Malicious attacks are growing increasingly sophisticated and networks are increasingly vulnerable due to a proliferation of end points and employees' lack of cybersecurity awareness.



Support distributed workforce

Hybrid working means that networks have grown more distributed, and workers become more dependent on cloud applications and environments to do their work. This can leave remote workers dependent on conventional VPN-only solutions to gain network access.



Complex, multi-vendor management

Many organisations are trying to manage alerts from multiple different systems and vendors that don't communicate with each other and have no ability to create automated workflows and policy changes across solutions leading to manual and slow responses to threats.



Protect reputation

Cybersecurity breaches often have a material financial impact in the short term but they can also cause incalculable damage to an organisations reputation. Consumer confidence to engage digitally can be impossible to win-back.



Scarce cyber security skills

Cyber security skills gaps and skills shortages continue to pose a major challenge for UK organisations. COVID-19 and the rapid shift to remote working has intensified demand for cloud cyber-security skills leaving organisations struggling to recruit.



Security

[Learn more](#)

FourNet Solutions

1

Secure Infrastructure

FourNet's expertise in transitioning our customers to the cloud extends to all layers of the tech stack. From networking and infrastructure through to the application layer, our expertise is making it all work together.

2

Secure Fabric

FourNet's Secure Fabric solutions incorporate access & endpoint security, secure networking, cloud security, network operations and security operations into one common operating system and management framework. Our managed security services offer centralised management, deep analytics and automated remediation to keep your network, infrastructure and applications secure.

3

Next Generation WAN

Our network is software defined from core to edge with all major network changes fully automated which means our deployments are quicker than any other provider in the market. We offer a full range of connectivity options, from fibre or copper to 4G & 5G and can offer public, private or hybrid cloud solutions.

4

Intelligent Managed Services

There is no need to manage multiple vendors with FourNet's integrated security solutions that provide a single point of contact for security across the whole technology stack.

5

Networking

Our security-driven networking solutions tightly integrates your network infrastructure and security architecture, enabling your network to scale and change without compromising security.

6

World Class Technology Partners

FourNet partners with best-of-breed technology vendors and manufacturers to deliver world-class solutions to our clients. We have developed trusted, long-term business partnerships with many of the global market-leading technology vendors, including Extreme and Fortinet.

Read more about **Security** on our website

<http://www.fournet.co.uk/solutions-and-services>



Service Definitions



Call Centre Solutions

Redefine your customer experience

In this new digital age where customer experience is the only real differentiator; empower your employees and agents to make the difference with FourNet's award-winning contact centre solutions.

[Learn more](#)

FourNet's omnichannel contact centre solutions

Whenever and however your customers choose to get in touch – whether it's by phone, email, webchat or social media, during the day or late at night, they'll enjoy the same seamless experience.

FourNet's award-winning contact centre solutions enable agents to easily access a customer's previous history, allows employees to effectively manage their time and provides managers with the tools they need to keep your contact centre up and running.

Our solutions provide unified access to applications and information across your organisation to quickly resolve customer queries across different channels.

Integrating best-of-breed technology partners

Benefits



Single Customer View



Agile, Flexible Working



Omnichannel
Contact Centre



Regulatory Compliance



Analysis & Reporting



Delivered in the cloud



Unified Communications & Collaboration

Simplify the world of work. With FourNet's help, choosing the right Unified Communications and Collaboration platform will unite all the tools your employees need to connect, share and work together via the same streamlined interface.

That means all voice calls, voicemail, video, presence and instant messaging can be accessed from the same screen. It also allows scheduling and conferencing, as well as screen and document sharing.

[Learn more](#)

One simple integrated solution for communication

Technology has developed so fast that the sheer number of communication tools available is enough to overwhelm any employee or IT team. FourNet's Unified Communication and Collaboration solutions will consolidate your organisation's communications channels into one simple, integrated solution.

FourNet solutions give you the ability to set up teams who can collaborate seamlessly on any device, from anywhere.

Integrating best-of-breed technology partners

Benefits



Collaborative Working



Any device, anywhere



Employee Productivity



Business Continuity



Management Information



Ready for the future



PCI DSS compliant solutions from FourNet

FourNet utilises the industry leading solution PCI Pal to offer secure payment solutions for Cardholder Not Present payments. 24/7 support from our dedicated FourNet service desk and 99.999% uptime.

[Learn more](#)

Secure cloud payment solutions

PCI DSS compliant solutions from FourNet. We work with the industry leading secure cloud payment and data protection providers to offer secure payment solutions for Cardholder Not Present payments. Customisable, scalable and reliable, with 24/7 support from our dedicated service desk. Our range of solutions enable you to take citizen or customer payments securely by phone, by IVR or by any digital channel; whether your agents are working from the contact centre or from home.

Our solutions provide organisations with a secure way of handling payments by phone, IVR or digital without bringing their environments in scope of PCI DSS. Our solutions integrate with all payment solutions providers.

Benefits



Phone Payments



IVR payments



Digital Payments



AI Powered Chatbots

AI powered chatbots are transforming customer service across every industry sector, delivering considerable cost savings with payback periods within a matter of months. Rolling out customer service chatbots can save thousands of agent hours by enabling customer self-service, increasing First Contact Resolution and reducing Average Handle Time. Contact Centre agents are freed from repetitive, non-value-added tasks to focus on delivering a great customer experience.

[Learn more](#)

Convenience is the new loyalty

Automate customer service interactions and deliver a faster, more effortless personalised experience than ever before. AI powered chatbots empower customers to easily interact with organisations via speech, messaging and visual interfaces.

FourNet work with the world's leading experts in enterprise-grade Artificial Intelligence to transform your Customer Experience. We've partnered with the UK's most advanced and agile chatbot sector specialists to ensure your adoption of AI is streamlined and efficient and delivers a fast return on your investment.

Benefits



Significant Cost Reduction



Enable Self Service



Save Agent Time



Channel of Choice



Always Available



Compliant and Scalable



Conferencing

From simple, but secure, audio-conferencing via dedicated dial in numbers to our full suite of audio and video conferencing capabilities; FourNet has the right conferencing solution for any organisation, regardless of size and complexity.

Fully integrated conferencing capabilities

Many organisations have multiple different solutions for different types of conferencing. They might have an audio conferencing service that they use to support large meetings, they typically have a web conferencing application that they use for webinars with screen and application sharing, they might have a separate infrastructure for video conferencing room systems, and yet another system or service for streaming large scale events. These all might be called unified communications, but it's not particularly unified in any way – and all these separate solutions don't necessarily work well together. Our conferencing solutions bring everything together.

Benefits



FourNet Conferencing

FourNet's full suite of conferencing capabilities delivers an all-in-one platform supporting all the different modes of conferencing. Audio, robust web collaboration with an extensive feature set, rich HD video that's multi-vendor room system interoperable, and event streaming to 500 users in an all-in-one cloud service.

FourNet Conferencing provides an HD audio and video experience perfect for ad-hoc meetings or meetings that require extensive in meeting collaboration including moderator controls, a whiteboard, recording and playback, and video room system integration. Also, WebRTC makes it easy for anyone to join without a download, creating a frictionless experience – especially for guests.



Seamless user experience

FourNet conferencing is available through both a browser and the FourNet App. Users do not need to download a web plug-in or app and can connect directly from Chrome or Firefox with WebRTC, since installing plugins is a huge pain point for end users – especially when inviting guests or casual users to a meeting.



Workforce Engagement Management (WEM) solutions from FourNet

Regardless of the size of your contact centre or back office, effectively managing your workforce is a huge challenge. Ensuring you have the right level of resource available without having employees sat idle is a delicate balancing act. Contact centre agent availability and effectiveness will directly impact the customer experience you deliver. Back-office resourcing and capacity can have an even greater impact on the bottom line. Workforce Management tools from FourNet enable you to ensure that the right people are scheduled at the right time.

[Learn more](#)

Manage increased customer and employee expectations

The rising expectations of both customers and employees has made the task of forecasting and scheduling your workforce exponentially harder. Workforce Management tools from FourNet give you the ability to give your employees a solution that enables them to balance their work responsibilities with the rest of their busy lives whilst ensuring you are appropriately resourced to deliver great customer experience.

Benefits



Backlog and Ageing

Our WFM systems account for volume and age of work in the backlog to prioritise how employees spend their time



Activity-Based Scheduling

Back office scheduling focuses resources on specific production activities for blocks of time that align with work arrivals, volumes and deadlines.



Robust Employee Scheduling and Location Planning

Branch offices and distributed service centres must factor in many role types, regional float pools and roaming specialists who cover multiple locations..



Secure Infrastructure

FourNet's Secure Infrastructure solution ensures that your business connectivity is always available, prioritises user experience and application performance and protects against cyber-security threats.

Our expertise in transitioning our customers to the cloud extends to all layers of the tech stack. From networking and infrastructure through to the application layer our expertise is making it all work together.

Our service keeps everybody secure and productive, with the flexibility to respond quickly to changing work patterns.

[Learn more](#)









Changing ways of working

Organisations need a modern network infrastructure that provides the secure, flexible foundation to power their next stage of growth.

Employees can now work from anywhere, on any device, using applications that are distributed across enterprise data centres and many different types of cloud. This means your critical data now traverses many 'network edges' which introduces new ways that threats can access the IT estate. Traditional security solutions cannot keep up as they can only deal with a single network perimeter.



Benefits

| | | |
|---|---|---|
|  Secure Every End Point |  Application Intelligence |  4G/5G Rapid Deployment |
|  Network Optimisation |  Centralised Management |  Analytics and Reporting |
|  Optimise your SaaS Apps |  Managed Service Flexibility | |



Blue Light SIP Services

FourNet have successfully been delivering SIP services into Blue Light / Public Safety organisations since 2017. Our SIP service supports the delivery of life critical calls, whether they are 999, 111 or 101, to your control room. Our service is vendor agnostic which means it can be connected into any telephony, contact centre or control room platform. Our service will work with vendors including Avaya, Cisco, Unify, Mitel, Alcatel and even Microsoft Teams.



Our service is already in use at a number of control rooms across the UK, with the FourNet service delivering Enhanced Information Service for Emergency Calls (EISEC) and Advanced Mobile Location (AML) information to the relevant Integrated Communications Control Systems (ICCS) and even Computer Aided Dispatch (CAD) solution.

Our SIP service is extremely flexible, we can dedicate channels for specific inbound routes or delivery numbers e.g. 999 calls will never use the same channels as 101/111 and vice versa, ensuring that citizens or patients always have channels available to make contact with the appropriate team or department within the organisation. The same design principles apply to back-office calls whereby these would have their own dedicated channels to ensure the ability to make and receive calls isn't compromised during a major incident.

The SIP service is supported by a dedicated team of individuals within our UK Network Operations Centre who hold the relevant security certificates, such as NPPV3 for Police customers.





**Delivering
innovative,
integrated,
instant solutions
to the new
realities of 2022
and beyond.**



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