

NODE4

G-Cloud 15 Service Description

**Webex Contact Centre
(WxCC)**



ABOUT THE SERVICE

Webex Contact Centre (WxCC) is a comprehensive, cloud-based platform that revolutionises customer service. It offers omnichannel support for various modes of communication including voice, email, chat, and social media interactions. The platform features intelligent routing, which quickly directs customers to the most suitable agent, and provides real-time and historical analytics for informed decision-making and optimisation.

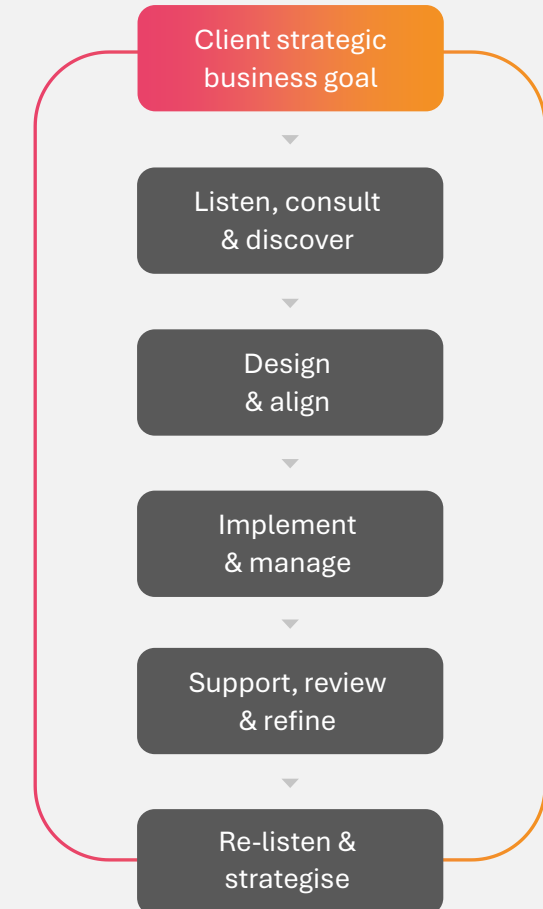
WxCC integrates with CRM and third-party applications to personalise customer interactions and offers a customisable Interactive Voice Response (IVR) for efficient self-service options. It also includes workforce optimisation tools to manage and improve agent performance. The cloud-based architecture ensures scalability and flexibility for businesses of any size.

Advanced security features protect customer data and ensure compliance, while AI-powered insights and assistance enhance customer service. The platform also integrates seamlessly with Webex Teams for internal collaboration and support.

The benefits of WxCC include delivering a seamless customer experience across all communication channels, reducing wait times and improving resolution rates with intelligent routing. It enhances operational efficiency with analytics-driven insights and workforce optimisation and personalises customer interactions by leveraging integration with CRM systems.

WxCC enables rapid scalability to meet changing business and customer needs and ensures high security and compliance standards for customer data protection. It empowers agents with AI tools for better decision-making and support, facilitates collaboration among support teams for quicker issue resolution, and lowers total cost of ownership with a cloud-based solution. Ultimately, it improves customer satisfaction and loyalty through efficient, personalised service.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

MODERN WORK

Analysis and Strategy

Employee Experience
Architectural Design
Session

Modern
Communication
Architectural Design
Session

Identity and Access
Management Review
and Recommendations

Modern Desktop
Architectural Design
Session

Information
Architecture
Architectural Design
Session

Modern Work (Microsoft
365) Assessment and
Deployment Strategy

Mergers & Acquisitions
Architectural Design
Session

Modern Work Security
Review and
Recommendations

Plan and Implement

Application Packaging

Microsoft Teams
Telephony Planning
and Implementation

Modern Work-as-a-
Service

Microsoft Endpoint
Manager Mobile Device
Management
Accelerator

Modern Work
Planning and
Implementation

Modernise
Communication

Identity and Access
Management Planning
and Implementation

Modern Work
Security Planning
and Implementation

Mergers & Acquisitions

Information
Architecture

Modern Desktop

Windows 10/11 Pilot
and Managed
Deployment

Microsoft 365 Platform
Services

Employee
Experience

Windows Autopilot
Accelerator

Microsoft 365 Adoption

Cisco Webex Contact
Centre

Run and Evolve

Employee Experience
Health Check

Information
Architecture Health
Check

Modern Desktop Health
Check

Microsoft 365 License
Optimisation

Microsoft 365 Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone

First Response

take care of your finance

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

FIRST RESPONSE FINANCE MIGRATES VOICE, DATA AND CALL CENTRE FUNCTIONS TO THE CLOUD WITH NODE4'S HOSTED AND MANAGED UNIFIED COMMUNICATIONS PLATFORM.

With the cloud migration completed, Node4 helped First Response Finance transition to one of Cisco's cloud-based unified communications environments.

At the same time, Node4 upgraded the company's contact centre and Quality Management Suite. The entire solution, which also included cost-saving SIP Trunks, is now hosted and managed by Node4.

"For me, personally, Node4's technical knowledge and experience are unsurpassed. They have Master Service Provider designation for Cisco Powered Infrastructure as a Service and Cisco Powered Disaster Recovery as a Service, which inspired great confidence as the project got underway. Today, Node4 has an excellent reputation throughout the company and, in particular, amongst our senior executives, who acknowledge the positive impact that Node4 has had on our operations," comments James.

He continues: "The quality and reliability of our voice and data communications are incomparable to our last supplier. But if you'd expect this to come at an increased cost, you'd be wrong: We have saved roughly £9,000 per year by using a cloud-based hosted environment and not having to invest capital on IT infrastructure."

“

We always try and support local businesses and use their services where we can – we're based in Nottingham and Node4 is a Derby-based business with a significant national presence. This makes their success with us doubly pleasing as we're able to fully endorse a local business and encourage others, further afield, to try their services for themselves.

DARREN GREEN
HEAD OF IT

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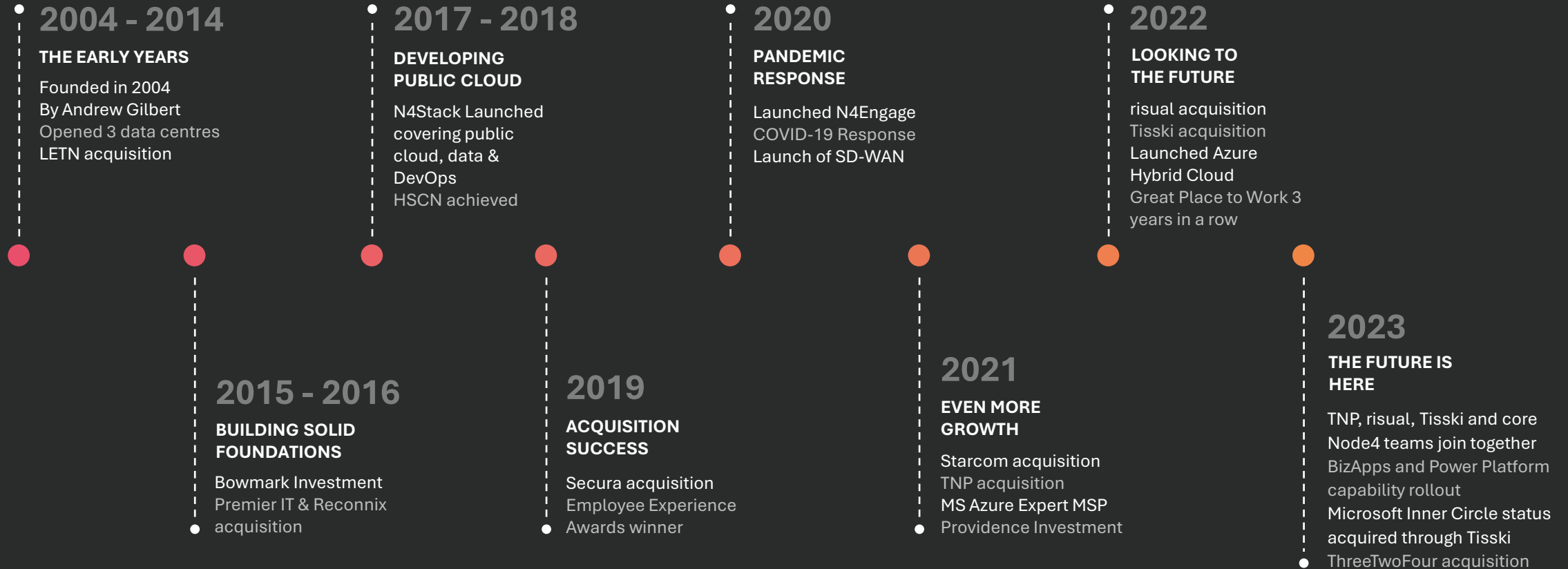
CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

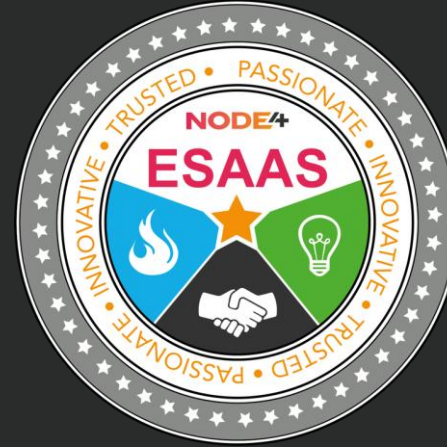
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...



IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

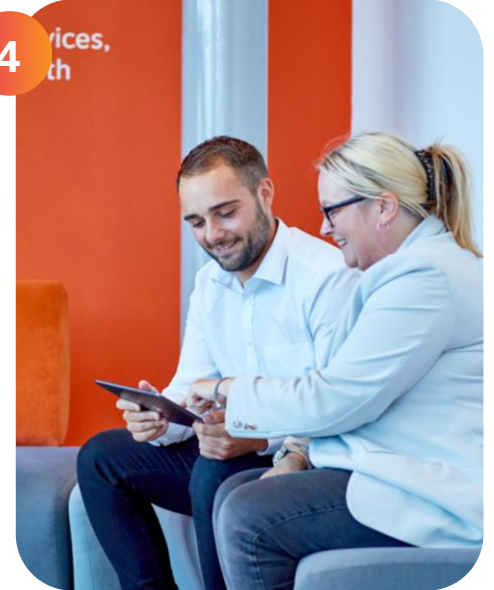
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

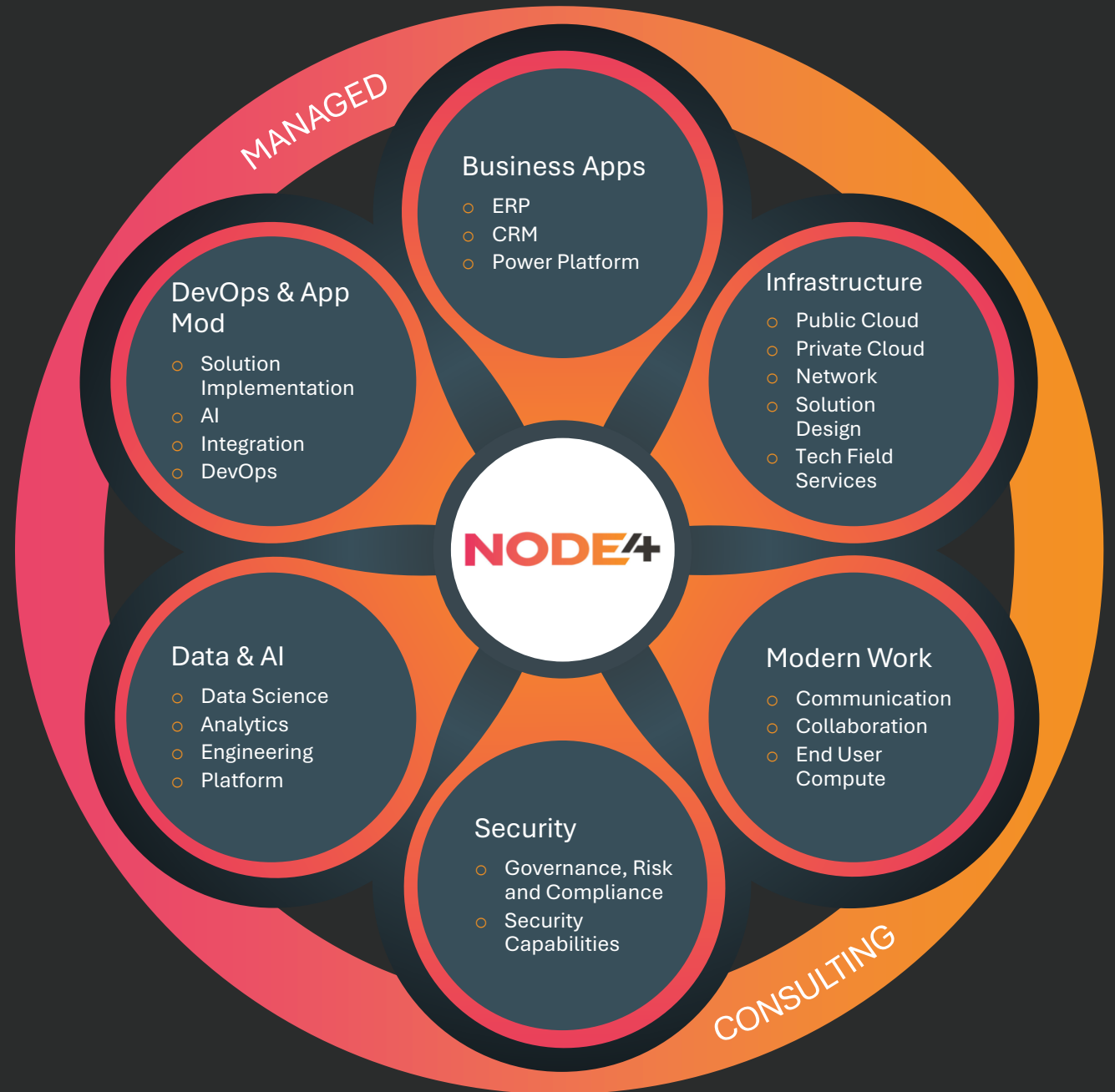
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+