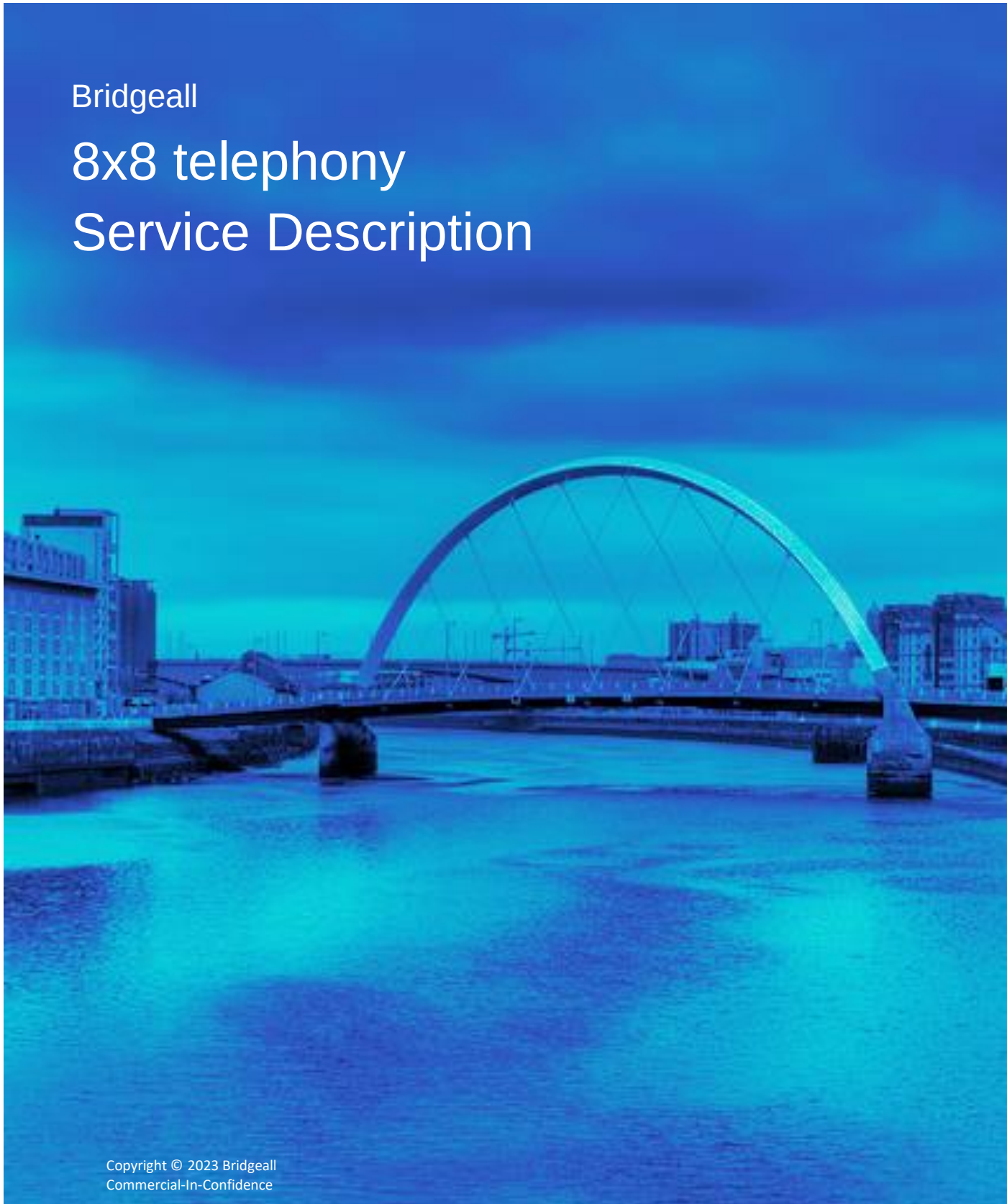




Bridgeall

8x8 telephony Service Description



Contents

1. Service Description	3
2. About Bridgeall	4
3. Contact Us	6

1. Service Description

In today's rapidly evolving business landscape, effective communication methods are the cornerstone of success and growth. Bridgeall have partnered with industry leading cloud communications provider 8x8 to offer customers a revolutionised communication platform that will change the way you communicate with your customers, colleagues, and partners.

8x8's proprietary cloud-based software, including softphone, eliminates the need for physical hardware, allowing your users true flexibility for working locations.

Reliability: 8x8 sets a new industry standard for its communication platform reliability, with a financially backed 99.999% SLA across all its unified communications as a service (UCaaS) and Contact Centre as a Service (CCaaS) solutions. Utilising public cloud infrastructure with data centres located across the world you can rest assured that your communications will remain uninterrupted, even in the face of unexpected failures.

Seamless Integration: 8x8 seamlessly integrates with over 50 services including popular Microsoft applications including Teams, Dynamics, Outlook, and Entra ID. These integrations allow a cohesive and efficient workflow, allowing you to leverage the power of your existing business eco system while embracing the benefits of the 8x8's advanced communication capabilities.

Call Management and Queuing: With 8x8's ring groups and call queues you can effectively manage incoming calls by routing them with enhanced flexibility and precision. 8x8 allows you to customise greetings, messages, hold music and prioritise calls based on skill sets and availability. Comprehensive reporting and analytics will provide you with insights into your call management operations.

Customer Engagement: Take your customer experience to new levels with 8x8's omnichannel capabilities. As well as having unparalleled voice communications, 8x8 enables seamless web chat integration, allowing you to offer live agent support to your customers via a web chat. You can customise chat windows and leverage knowledge bases for a truly personalised and engaging customer experience.

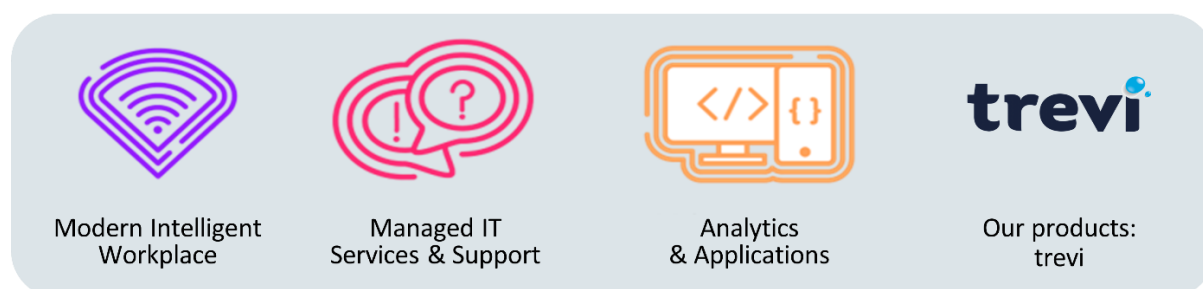
Secure and Compliant: Prioritising the security and compliance of your communications 8x8 utilises robust encryption and immutable data protection and adheres to various regulatory standards including HIPAA, FERPA and GDPR. With 8x8 you can be assured that your sensitive information is safe guarded against ransomware, accidental deletion, and unauthorised access. In addition, 8x8's secure pay solution ensures PCI compliance when taking card payments.

As a trusted Cloud Services Provider, we are committed to providing customers with the best cloud communication solutions to drive business success. We can help you learn more about how 8x8 can transform your business communications. Providing a full range of advisory, implementation and support services.

2. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Managed IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Data & AI

Azure Infrastructure

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

3. Contact Us

tenders@bridgeall.com

0141 212 6400

www.bridgeall.com

Document Properties

FIELD	DATA
Version	0.1
Date	[Publish Date]
Author	Author
Owner	
Client	Bridgeall
Document Location	

Revisions

REVISION DATE	RELEASE	CHANGE SUMMARY	CHANGED BY

Approvals

NAME	TITLE	VERSION

Distribution

NAME	TITLE	COMPANY