



Future proof your business with a transformed ICT strategy.

Improve your business communications, technology and performance with our world-class solutions.



HOSTED TELEPHONY



IT SERVICES



DATA CONNECTIVITY



BUSINESS MOBILES



BUSINESS ENERGY

Leading providers of technology to business for over two decades

Global 4 is one of the UK's most effective independent technology providers supporting businesses of all shapes and sizes all over the UK.

For over two decades we have specialised in working with clients in a wide variety of sectors to deliver tailored technology solutions supplying market-leading hosted telephony, IT services, data connectivity, mobile phones, energy savings.

Our approach is to work closely with you to define the best possible solutions for your business. This involves a four- step process to ensure you benefit from day one, and for the long-term.



Hosted Telephony

Transform how you work with our hosted telephony and omnichannel platforms.



IT Services

A fully managed service, increasing IT security, uptime and boost productivity.



Data Connectivity

Dependable internet and faster connectivity with our business broadband solutions.



Business Mobiles

Empower your business with our reliable and efficient mobile solutions.



Business Energy

Cut the cost of energy bills by benefiting from economies of scale across locations.



Business CCTV

Enhance your business security with our state-of-the-art CCTV solutions.





Transform the way you, and your business Work

Global 4 partners with 8x8 to provide world-class voice, video and chat communications – integrated with your business, hosted securely in the Cloud.

The 8x8 Communications Cloud is a class-leading cloud-hosted telephony and communication platform for small, medium and large-scale businesses. Whether you are operating a dental clinic, MOT centre or a multi-site organisation supported with a large contact centre, 8x8 offers a detailed licencing structure that flexibly caters to your requirements. Our field and remote engineering suite are fully trained to deploy, diagnose and define your immediate and future requirements as a business.

Call Analytics

Trying to understand information from multiple communications tools means making data-driven decisions is time-consuming and resource-intensive. 8x8's single platform provides clear, aggregated analytics across all of your cloud communications. Giving you the time back to focus on what the data means to your team.

Accessibility

Access the 8x8 solution from a plethora of device options from PCs, Macs, Mobile devices alongside your traditional handsets.

Virtual Meetings

8x8's Virtual meeting software provides you with a flexible, online conferencing solution so that you can turn phone calls into productive meetings for up to 100 participants with end-to-end security and offers a call recording facility too.

Communicate

Utilise the built-in Instant Messaging function to share conversations, messages and key documentation with colleagues.

Benefits

- Reduce your total cost of ownership by giving each user the exact features needed for the job.
- A single administration tool for system setup, with user and data management.
- Eliminate silos with full analytics and collaboration between contact centre agents and functional area experts.
- Combine call, directory, video conferencing, chat and contact centre in a single license.
- Fully encrypted and secure with a large number of compliance certifications



Contact centre, certified with Microsoft

8x8 are one of few organisations to have been certified by Microsoft for use with their products.

Global 4 will support you with your migration over to 8x8's Gartner-recognised Contact Centre solution and take you through the journey to establishing the most appropriate licencing strategy based upon the features achievable. Whether you are looking for a voice-channel based deployment, an omni-channel solution or even speech analytics, PCI compliance, workforce management and natural voice recognition; 8x8's Contact Centre solution has all bases covered.

Voice

Operate your contact centre from anywhere with 8x8's intuitive agent interface and facility to deliver telephone calls to any telephone number.

Omni-Channel

Deliver e-mail, web chat with translation, social media and other interactions to your agents alongside the traditional voice communication.

Analyse

Benefit from advanced contact centre analysis that will transcribe all your call recordings and even denote caller emotion based upon pitch & tone for more advanced quality management.

Report and Present

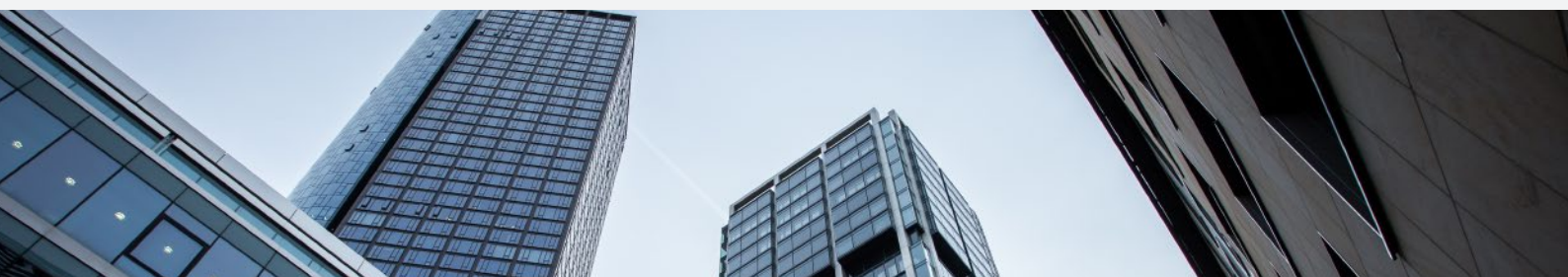
Enjoy a wealth of options for the presentation of statistics alongside access to 8x8's suite of APIs for the extraction and presentation of data on wall boards across the business. Couple this with the extensive reporting capabilities to truly keep a handle on agent performance.

Improve your Customer Journey

Take control of your customer journey by viewing the steps they take when reaching you. Make decisions on menu options based upon the route of the masses and enable them to reach you more quickly and effectively.

Benefits

- Supports single channel and omni channel environments with a series of licencing options
- Detailed analytics and APIs for a completely custom experience
- Key partnership for true PCI compliance where required
- Blend your contact centre with the rest of your business, built under the same tenant
- Empower your workforce to operate from anywhere with the facility to handle and support interactions on any device





Unified Communications, built for you.

CallSwitch is a market-leading hosted telephony platform, delivering the full suite of Unified Communications features, integrations, and fully supported hardware to mobilise your workforce in an affordable, efficient way.

The solution delivers an evolving range of advanced call handling and management features through an intuitive interface.

Communicator Soft Client

The Communicator soft client is your window into the CallSwitch platform, enabling your employees to communicate and collaborate however they wish, on any device, and from wherever they're working.

Communicator is available for desktop (Windows and Mac OS), and mobile (iOS and Android), delivering a host of communication and collaboration features within a single, intuitive pane:

- ✓ Softphone
- ✓ Video
- ✓ Instant messaging
- ✓ Group conferencing
- ✓ Screen sharing
- ✓ Document sharing
- ✓ Click-to-dial

CallSwitch For Teams

Leverage our powerful UCaaS infrastructure and features to provide an enhanced voice solution for your Microsoft Teams users. For businesses who use Microsoft 365 for productivity and collaboration, CallSwitch for Teams allows your employees to use Teams desktop and mobile applications to make and receive voice calls without clicking out to other consoles, giving the productivity benefit of having a single application to handle all channels of communication.

Best of all, Teams users sit within your CallSwitch solution seamlessly alongside users who prefer to make use of our Communicator applications or desk phones – meaning genuine endpoint flexibility

Desk Phones

CallSwitch is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets. This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

Yealink**Gigaset****Jabra****poly****EPOS**
SENNHEISER



Intelligent Intregation

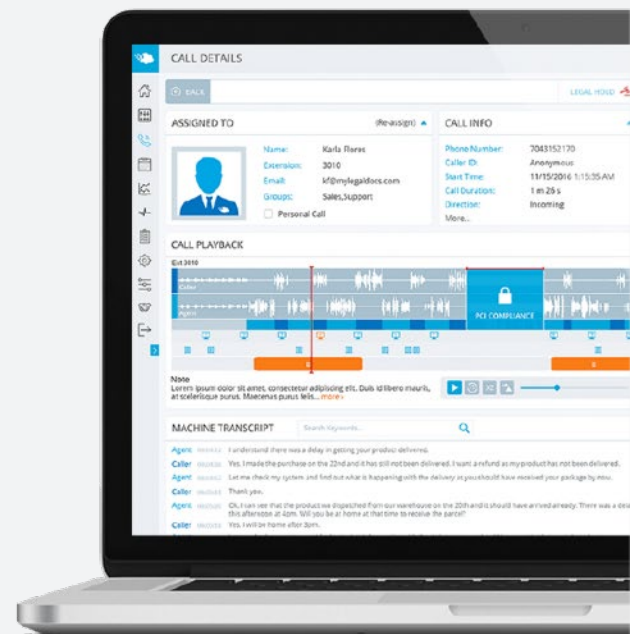
Key to any Unified Communications solution is integration with other critical services, improving both productivity and accuracy. Our platform is plug-and-play ready for integration with Salesforce, Microsoft Dynamics, Sugar CRM, Hubspot, Zendesk, Bullhorn, Pipedrive, Suite CRM, Zoho and Vtiger, with new integrations coming on-stream regularly. Less common, web-based, CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality.

CallSwitch also integrates with Microsoft Teams, offering a cost-effective and resilient solution for voice in a Microsoft world.

Call Recording

CallSwitch Business can be enabled for native cloud-based call recording, offering a 90 day rolling archive of your calls, complete with secure data centre storage. Should you need to retain copies of call recordings beyond the previous 90 days, the platform enables you to archive recordings to your own Amazon S3, Google Drive, or Dropbox storage solution.

If you're operating in a regulated industry and need to adhere to strict compliance requirements, such as MiFID II or PCI, we also offer a fully compliant, cloud based call recording and analytics platform – Atmos. The Atmos platform comes complete with advanced search and retrieval, 256 bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.



Wallboards

Wallboards can provide teams with live insight into how they are meeting customer needs and internal quotas, while enabling department heads to identify areas of increased demand that could require additional resource.

CallSwitch wallboards display a host of live call statistics across your deployment, enabling you to monitor activity and respond to any performance issues promptly. Statistics can be displayed on any webenabled and connected device.

Administration Portal

Our secure, web-based portal enables you to perform a wide range of administrative duties from anywhere.

Add extensions and hunt groups, make configuration changes to call routing, control end-user features, maintain centralised contact directories, and far more can be centrally configured, deployed, and managed instantly.



Your trusted IT partner for business growth

The conventional approach to IT support is now inadequate for addressing the requirements of your customers, staff, and technology platforms.

IT support that is purely reactive poses a risk to sensitive data through inadequate security management, impacts profits with avoidable downtime, and stifles innovation by under-utilizing available tools. That's why we have crafted a fully managed service tailored specifically to your needs.

Our service is designed to enhance IT security, increase network uptime, alleviate compliance challenges, and boost user productivity.

What do we offer?

Support Desk

A quick response support desk for resolution of IT issues with evening and weekend cover. Our engineers are skilled across multiple services including Microsoft cloud and widely used applications. Our average issues response time is less than 10 minutes, and we strive to fix issues on first contact.

A Fully Managed Service

We provide IT as a fully managed service, this means that we go beyond the provision of a support desk by supplying and maintaining supporting functions. These include managed anti-virus, web protection, Microsoft Cloud security, email protection, machine updates and communication with supporting service provides on your behalf.

Proactive Monitoring and Insightful Reporting

We monitor core network services to ensure that issues are identified by our team and proactively investigated. Metrics such as internet status, hard drive capacity and predictive errors will be automatically fed into our service desk for remediation, all as standard. We also utilise human expertise to examine your ongoing support usage, this enables us to identify areas for improvement by collating areas of commonality between issues, specific end user challenges and general areas for improvement by overseeing your service demand.



You Hold Sensitive Data, We Protect It

Our information protection services bolster our baseline anti-virus, email and web protection to further enhance data security. Features include data loss prevention to restrict the sending or leaking of personal information via email, data backup to include local files/servers, cloud-based emails and files including Microsoft and Google services. Data is stored on an unlimited size, version, and retention basis with no restriction on the amount of data restores that can take place.

Co-managed Services

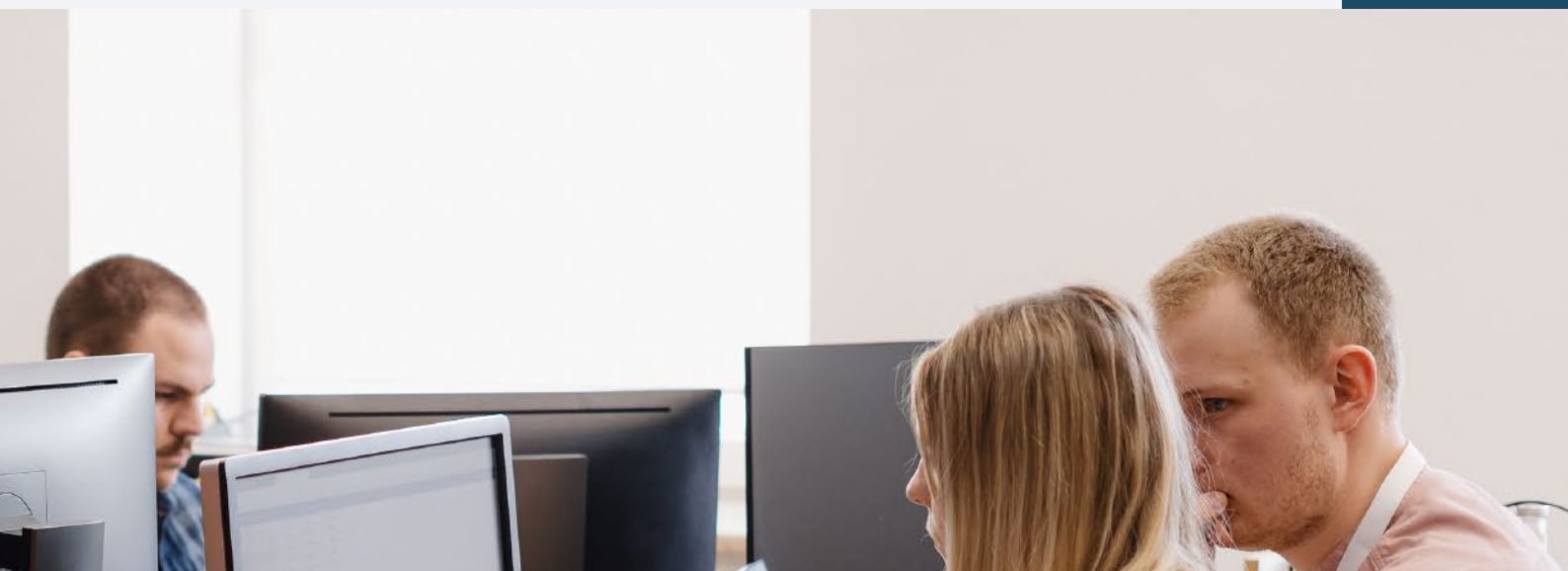
Are you running a number of sites or operating with an in-house IT department? Ask us about our unique co-managed IT service offering which is designed to empower your resources by taking on the tasks that you don't have the time, skills, desire or geographical reach to accomplish. What's more, we extend our next-generation reporting, ticketing, documentation, automation, live network monitoring, remote access and asset management tools to you for mutual use.

Looking to obtain Cyber Essentials certification or Cyber Insurance?

We have the expertise to help our clients navigate the prerequisites and understand where the gaps may lie in their current IT estate.

Microsoft Specialists

Are you running a number of practices or operating with an in-house IT department? Ask us about our unique co-managed IT service offering which is designed to empower your resources by taking on the tasks that you don't have the time, skills, desire or geographical reach to accomplish. What's more, we extend our next-generation reporting, ticketing, documentation, automation, live network monitoring, remote access and asset management tools to you for mutual use.





Better connectivity for your business

Global 4 provides dependable internet connectivity with our business broadband solutions.

With access to the UK's most sophisticated broadband network infrastructure, Global 4 offers a range of high-speed business broadband and IP services to meet your business needs.

We know that things change, and your business needs to be dynamic. That's why we provide a lot more flexibility than many of our competitors.

Why Global 4?

- You decide upfront what bandwidth you need, and that's all you pay for.
- Change your bandwidth to suit your demand.
- If your business is more about uploading data, increase upload bandwidth and vice versa.
- Choose the resilience option to suit the demands of your business.

Network Access

Ethernet provides a dedicated high speed bandwidth solution accessing the largest UK network using either copper or fibre, giving you access where you need it.

Network Value

Ethernet provides flexible bandwidth that is reliable, easy to scale, manage and trouble shoot and is the most cost-effective price per Mb service in the UK. It is not distance dependent or require any upfront investment. Ethernet usage is fully uncapped, and pricing is entirely bespoke based upon availability and your exact location.

Network Flexibility

Ethernet technology offers 'pay-as-you-grow' options giving your business flexibility for increasing bandwidths when you need it most.

Network Reliability

From VoIP to video conferencing our Ethernet is delivered via BT's 21st Century Network giving you high quality and peace of mind.

“Global 4 have been brilliant, we wanted a consultative partnership from our supplier. From project management and guidance to regular catchups with our account manager , Global 4 have ticked all the boxes for us, and we would recommend them without hesitation.





Mobile hardware and tariffs designed to suit your needs

Transform the way you communicate with our cutting-edge mobile phone solutions, designed to keep you connected with your colleagues and your team wherever you go.

Revolutionize your professional communication with our advanced mobile phone solutions, crafted to help you stay connected with your customers and colleagues on-the-go. Whether you run a small or large business, seamless call and conference capabilities are crucial. We understand that you require a dependable and robust system, while also seeking a cost-effective plan. That's why we've partnered with the top three networks - O2, EE, and Vodafone - to provide you with options and ensure you receive the best possible rate based on your specific requirements.

Mobile technology offers an efficient and convenient way for professionals to communicate with customers, colleagues, and staff. Our solutions go beyond the basic functions of making and receiving calls and texts. Experience a transformation in the way you work with our state-of-the-art mobile phone solutions, designed to keep you connected wherever you are.



Dedicated Account Management

At Global 4 we understand the need to manage your telecoms effectively. That is why each of our business accounts has a dedicated and experienced Account Manager to help with the day-to-day running and maintenance of the account.

Anything from SIM swaps to new lines and hardware. We take care of everything all under one roof. You won't need to wait on hold to a network ever again.



Hardware & Accessories

Modern handsets are far more personal than ever before and we find ourselves using them more often with every year that passes.

At Global 4 we can provide all the main manufacturers, and the majority of our devices come with a 24 month warranty with next working day swap for faulty devices.

We can deliver anywhere in the UK and delivery from point of order is next working day.

“I would recommend Global 4 to anyone within the dental industry, they’ve been superb and really supported our operation in its entirety.”



Voice & Data Tariffs

Global 4 offer a wide range of services to meet the needs of your business.

We can offer anything from 30 day rolling SIM only contracts to complex multi-tariff 24 month business solutions.

Whether it be shared minutes and texts, to shared data with unlimited minutes we can tailor a solution for you.



Mobile Device Management

Mobile device management (MDM) is a security software allowing you to monitor, manage and secure your employees mobile devices and can be deployed across the company infrastructure whilst being managed all in one place.

At Global 4 we can guide you through allowing you total control to remotely manage apps as well as devices that have got sensitive and critical business data, you will be able to remotely remove the data from the device if it was to be lost or stolen.



Make the stress of your energy, a thing of the past

Our energy team will review your current costs and take any hassle involved in changing your provider away.

Global 4 can offer even more benefits to businesses that operate over multiple sites. We can help you align your contract end dates and your energy suppliers so that all your energy contracts can be renewed at the same time. We can then start to leverage your buying power by combining your gas and power consumption and searching the market for the best possible deal. Achieving the lowest business gas and electricity prices can make a significant difference to your bottom line.

Switching your provider has never been so easy, many of our existing customers simply sent us over their last energy bill and started benefitting straight away.



Usage Assessments

We will run an assessment of your current energy contract, usage and pricing.



Impartial Comparison

Impartial comparison service of top energy suppliers including green energy options.



Accuracy Checks

Accuracy checks for your first bill to guarantee you are receiving the best rates.



Contract Monitoring

Keeping an eye on contract end dates to ensure you continue to receive the best rates.



Forward Contracting

Make sure you continue to receive the best price by offering forward contracting of up to five years.





Surveillance simplified, security amplified.

Investing in our high-quality CCTV solutions is a smart decision for your business.

Our advanced surveillance systems provide 24/7 monitoring, giving you a watchful eye on your premises at all times. Our state-of-the-art cameras capture crystal-clear footage, providing invaluable evidence in case of incidents or disputes.

With remote access capabilities, you can monitor your business from anywhere, at any time, ensuring peace of mind and allowing you to focus on what matters most - running your business. Our professional installation and maintenance services ensure seamless operation, maximizing the effectiveness of your security measures. Protect your assets, deter theft, and enhance the safety of your employees and customers with our reliable and comprehensive CCTV solutions.



Enhanced Security

CCTV cameras act as a powerful deterrent against theft, vandalism, and other crimes. The presence of visible cameras can deter potential criminals and prevent incidents from occurring, helping to protect your business assets, employees, and customers.



Peace of Mind

Knowing that your business is being monitored by a reliable CCTV system provides peace of mind to business owners, allowing them to focus on their core operations without worrying about security threats.



Remote Monitoring

Monitor your business from anywhere, at any time, using a mobile device or a computer. This provides flexibility and convenience, enabling you to keep an eye on your business even when you are away.

Why choose Global 4?

Eliminate the hassle of managing your CCTV setup with Global 4's comprehensive managed service approach.

Our dedicated team will actively monitor and promptly respond to alarm alerts, providing 24/7 surveillance for your peace of mind. Our advanced monitoring system significantly reduces false alarms by approximately 80% compared to traditional motion triggered CCTV setups.

Furthermore, our remote access and support services ensure quick and efficient changes and maintenance by our trained experts in most cases. If an on-site visit is required, our team of skilled engineers is readily available to provide field support.

Partner with Global 4 to optimize the performance of your CCTV system while minimizing the burden of maintenance.

We are industry specialists

As a leading industry specialist managed service provider, we bring unparalleled expertise and experience to your business.

With deep knowledge of many industry's unique requirements, we offer tailored solutions to streamline your operations, optimize your IT infrastructure, and boost your overall performance.



Pharmacies

When people call a pharmacy, they usually require a quick response. Using our solutions we supply local pharmacies, franchises and national groups such as; Numark, Norchem, and Knights by improving their telephony solutions, allowing for a smoother experience for their customers.



Non-profit Organisations

We supply leading charities around the UK, providing simple and low-cost solutions with the flexibility to move locations. Some of the charity's we supply include; Debra, Salvation Army and Age UK.



Dentistry

A dentist's requirements will vary depending on the branch. That's why all of our systems that we deploy are planned bespoke for each site. A variety of dentists around the country rely on us for their telephony. We also look after the largest dental group in Scotland, Clyde Munro Dental Group.



Estate Agents

A variety of regional, national and independent Estate Agency chains all rely on using our services. These include groups such as; Connells, Your Move and SDL Group.



Veterinary Practices

We specialise in tailored telecoms solutions for the veterinary industry, which has led us to be the preferred supplier for lots of veterinary groups across the UK. We have a proven track record of installing VoIP solutions and delivering quality customer service.

Our tried and tested approach

Refined over the past 25 years, our 4-step approach always centres on how we can best satisfy the needs of the end-user.

This method results in an architecture that's built around meeting user objectives in the most effective and efficient way.

01

Discover

Our team of experts will work with you to discover which functions will best support your business moving forward. We will tailor a proposition with you that will achieve commercial desirables, supported by best-in-class technology.

02

Define

We then define the parameters of successful implementation, highlighting any consideration points and other options available to allow an informed decision to be reached based upon all the facts.

03

Design

Our team of dedicated Solution Delivery Partners will then plan and co-ordinate with you the key timescales and deliverables in a final design that will be mutually agreed in advance of service delivery.

04

Deliver

Once the solution is designed, it's now time to deliver it. We'll undergo installing your new solution, as well as begin training for every user to ensure that you get the most out of your system.



Proven expertise, proven results, proven improvements.

We have already helped hundreds of businesses all over the UK modernise their technology solutions and make huge costs savings. From a small on-site system to a centrally-hosted solution serving your wider multi-site network, let us help your business to work better, smarter and more efficiently.





Global 4 have been able to move us over to a central telephone system that operates both in the offices and secondly anywhere in the world using mobile application. They look after our mobiles too and ensure these are operational globally and have always been on hand to support us with any queries or even ad-hoc training we need as we operate on a day-to-day basis.

We offer no hesitation in recommending Global 4 to anyone that may be looking to update their system.

Emma Faure | Openroom Events



As with many businesses, the forefront of our communication to our customers is via a phone call. Global 4 spent plenty of time communicating with me to fully understand my needs and proposed the upgrade to the industry leading 8x8 system along with an extremely competitive proposal.

I would highly recommend Global 4 to any business interested in reviewing their telecom set up, you would receive a very honest and professional service.

Panny Ellinas | Equity Sales and Lettings



Global 4 were able to seamlessly deliver our new telephone system a lot quicker than planned.

As our move coincided with the UK lock down to combat Covid 19 our install became critical. Our install was surprisingly seamless.

I would not hesitate to recommend Global 4 Communications.

Roger Bradshaw | astudio



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