



Unified communications, built for you.

Market-leading Unified Communications and compliance solutions, built, deployed, and supported by one of the UK's fastest-growing SaaS companies, and available for white-labelling by channel resellers.



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.



Making your business communications effortless.

CallSwitch is an innovative hosted communications platform, designed to be intuitive and simple, making communication effortless from installation through to operation.

CallSwitch comes in three varieties depending on the end user requirement, and all of our solutions are designed with end user needs in mind, offering our partners a clear and easy way to understand proposition for prospects of any size.



CallSwitch Business is our comprehensive, full feature set platform providing advanced call function capabilities to all. It allows CRM integration and includes the CallSwitch Desktop and Mobile App. CallSwitch Business offers state-of-the-art hardware and a very generous call bundle



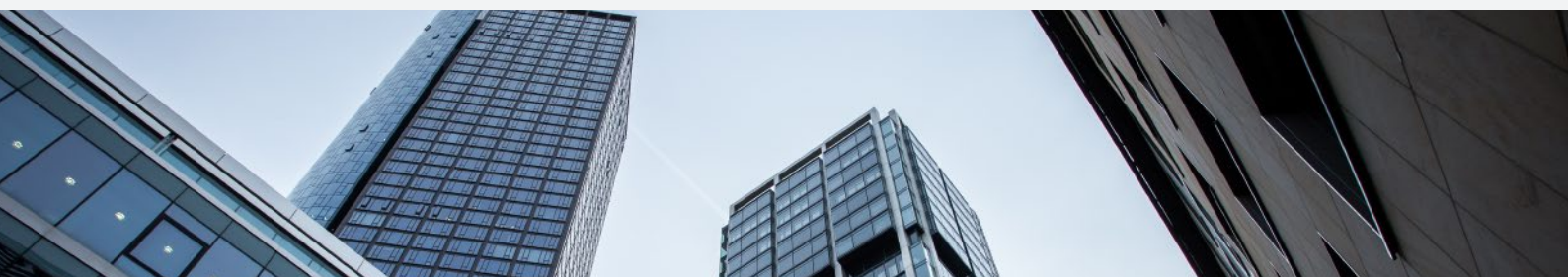
CallSwitch Lite

CallSwitch Lite is a scaled down version of CallSwitch Business, built for small business who want quality and ease of use without paying for features they do not need. Using exactly the same technology as CallSwitch Business, Lite has streamlined functionality and accessibility. It only includes the Mobile App for iOS and Android so users can always be reached.



CallSwitch Contact Centre

CallSwitch Contact Centre uses standard call routing features from the main CallSwitch product but with additional levels of management and control to produce complex and measurable call handling and agent performance data. It offers users exceptional levels of customer service at the same time as enhancing agent productivity.



Innovative platform, intuitive design.



CallSwitch Business is our comprehensive, full feature set platform providing advanced call function capabilities to all.

CallSwitch Business allows for CRM integration and includes the CallSwitch Desktop and Mobile App for iOS and Android. Our CallSwitch product offers a strong set of business telephony features that are essential to any Unified Communications solution. From simple “find me/follow me” functionality that will simultaneously ring, to fixed mobile convergence applications, to making and receiving business calls on personal mobile devices.

All our calling features are tied directly to the business dial plan. CallSwitch integrates seamlessly with advanced telephony features including Contact Centre and ACD, as well as front office applications like Auto Attendant and Receptionist. Our provisioning servers allow you to provision your customers quickly and easily, even when mobile working.

The Key Differentiators

- Mobile & Desktop App' [IOS and Android] Instant Messaging, Video & Group Chat Included.
- Full CRM Integration with Leading CRM Platforms
- Call Recording with No Charges for Storage
- Voicemail to Email with Transcription & Fax to Email
- Click-to-dial & Hot Desking Capability
- Skype for Business & Outlook Integration
- 246 Party Conference Bridge
- Full Gigaset IP Dect Facility

CallSwitch Communicator App

Our Powerful desktop and mobile applications are specifically designed to take your business communications to a whole new level. Their main purpose is to enhance and simplify customers' day-to-day communications experience.

CallSwitch Communicator Desktop

The CallSwitch Communicator App is designed to be used in conjunction with the core CallSwitch services. It includes soft phone, instant messaging, presence and management of your customers' existing CallSwitch accounts.

CallSwitch Communicator Mobile

The CallSwitch Communicator Mobile App has been specifically designed to enhance your day-to-day communications experience. It allows users to utilise their smartphones as a CallSwitch extension, including video calling, call recorder, detailed call history and call forwarding & waiting.



Key Features

Our CallSwitch Business product comes with an extensive range of advanced call handling and management features, all operated through an easy-to-use interface. The full list of features is exhaustive, but the most regularly used are:

	Hot Desking Switch desks in shared office environment		Conference Calling Set up a private virtual conference room with external dial ins		CRM Integration Integration with different CRM solutions
	Instant Messaging Send messages to your contacts with our App		Call Centre Level up your customer service and agent productivity		Auto Attendant Handle calls professionally and Efficiently
	Call Queueing Never lose a customer when you've got them on hold		User Managed Portal The main access point to your relationship with CallSwitch		Click to Dial Initiate calls straight from your computer
	Call Parking Park calls to a specific location		Mobile Client Use our App to make telephone calls from your devices		

CRM Integration

Our seamless integration with different CRM solutions and browsers brings together the functionality and features of your CallSwitch phone solution and inserts it into the applications that your customers use on a daily basis.

The average work day is full of managing customer calls and records using various sales and support programs. By integrating CallSwitch with your CRM system or browser, you can not only improve the speed and accuracy of working, but can also dynamically pull up customer records and information at a time when you need them most.

Our platform is plug-and-play ready for integration via RESTAPI with Salesforce, Microsoft Dynamics, Sugar CRM, Bullhorn, Zendesk, ZOHO, VTiger Pipedrive and Suite CRM. The CRM functionality provides screen popping of the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

CallSwitch CRM integrates with leading Customer Relations Management platforms:

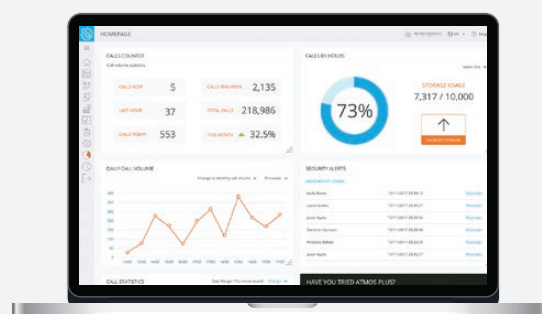
CallSwitch Compliant

CallSwitch Compliant is an add-on to CallSwitch Business. It allows your customers to see how employees are communicating with customers. When selling telephony solutions for financial institutions or companies who record calls and take payments over the phone, you can provide the perfect compliance ready solution.

CallSwitch Compliant gives your clients a 360 degree view of their customer touch points and allows them to track how employees handle specific customer situations, interactions and day-to-day activities, all from one screen. Fully MIFID II and PCI Compliant, CallSwitch Compliant is designed to be operational in minutes. An intuitive web interface makes it easy to navigate through calls and playback, with features available from a single screen. With just a simple tutorial, your customers can be up and running without losing valuable staff time to training.

An all-in-one Customer Experience

- Voice Recording
- Screen Capture
- Employee Evaluation Employee Training
- Employee and Supervisor Notes Compliance Support
- Call Tagging
- Call Detail Information Payment platform integration API



CallSwitch Compliant Benefits

- 360 degree view of the customer experience.
- Improve customer service and loyalty.
- Create measurable employee performance incentives.
- Resolve customer issues quickly and effectively.
- Gauge employee performance through interaction management.
- Create an employee training program.
- Adherence to PCI Compliance Low cost, pay-as-you-grow!



A heavyweight punch.



CallSwitch Lite is a scaled down version of CallSwitch Business, with limits on functionality and accessibility. It includes a Mobile App for both iOS and Android so users can always be reached.

CallSwitch Lite is a slimmed down version of the CallSwitch Business solution, which has been built with small businesses in mind. While it retains the core functionality of the main CallSwitch Business product, features that are unnecessary in a smaller business environment have been taken out. Importantly, however, it still uses exactly the same technology as the business version and the quality of service remains exactly the same.

Unlike other 'seat only' solutions, CallSwitch Lite is not a build-it-yourself solution – we have done all the hard work for you so that Lite is ready for your customers now. It includes all the essentials, a handset, an attractive call bundle and those business critical features which you can see below, such as conference calling and voicemail.

The Key Differentiators

- Competitively priced solutions
- Mobile application (IOS and Android)
- Handset included with the pack
- 500 Minutes of 01, 02, 03 and 07.
- Amortised hardware upgrade options
- Optional call recording
- Optional additional auto-attendants.

Key Features

Our CallSwitch Business product comes with an extensive range of advanced call handling and management features, all operated through an easy-to-use interface. The full list of features is exhaustive, but the most regularly used are:



Extension

Reach people in 3 or 4 digits, wherever you are



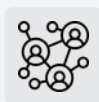
Conference Calling

Set up a private virtual conference room with external dial ins



Unified Voicemail

Pick up all your voice-mail from any device, anywhere



Call Groups

Directs call super effectively and never miss a call



Mobile Pairing

Sync your mobile with your office handset never miss a call



Auto Attendant

Handle calls professionally and Efficiently



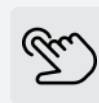
Call Queueing

Never lose a customer when you've got them on hold



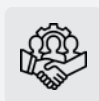
Mobile Apps

Manage the whole phone system from your smartphone



Speakerphone Paging

Call out to all extensions



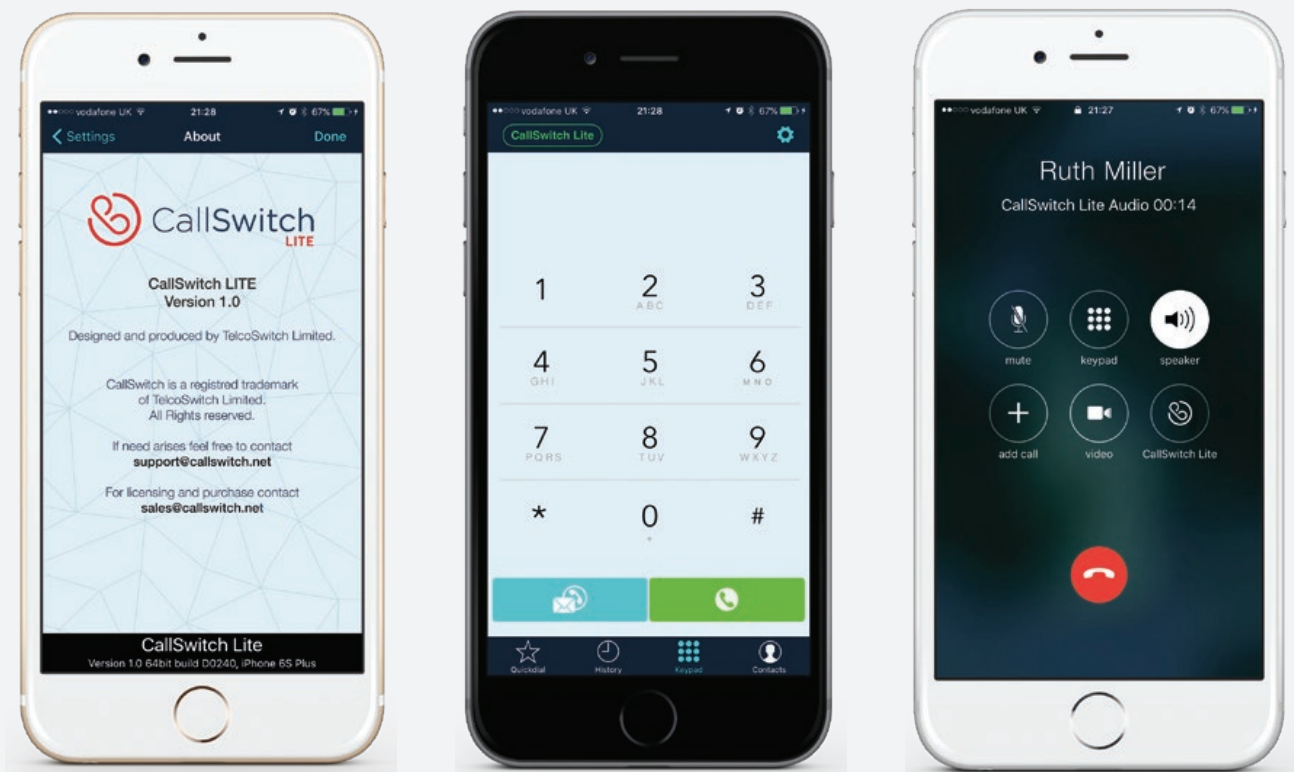
All Management

Top-of-the-range features that make call-handling a breeze



CallSwitch Lite App

Our CallSwitch Lite mobile application is specifically designed to take your customer's business communications to a whole new level. Its main purpose is to enhance and simplify your day-to-day communications experience.



It allows users to utilise their smartphones as a CallSwitch extension, including video calling, call recorder, detailed call history and call forwarding & waiting. It is available on all iOS and Android smart phone devices.



High performance call centre solution



Contact Centre offers users exceptional levels of customer service at the same time as enhancing Agent productivity.

Fully scalable, it offers real-time monitoring and queue stats at the same time as providing additional levels of management and administrator control.



Our Call Centre Toolkit uses the standard call routing features from the main CallSwitch product but with additional levels of management and control to produce complex and measurable call handling and Agent performance.

Key Features

Our CallSwitch Business product comes with an extensive range of advanced call handling and management features, all operated through an easy-to-use interface. The full list of features is exhaustive, but the most regularly used are:

- | | | | | | |
|---|--|---|--|---|--|
|  | Unlimited ACD Queues
A sophisticated queuing solution to help keep customers on the line |  | Call Agents
Responsible for handling specific services efficiently |  | Comprehensive Reporting
Improve campaign success with reporting and analysis |
|  | Realtime Queue Stats
View what is happening in real time to improve your call strategy |  | Realtime Monitoring
Act on real time information during every call |  | Softphone
Adopt desk phone or softphone or toggle between both |
|  | Wallboard
Provide targeted updates for all your Agents in seconds |  | Managed Control
Control of agent behaviour and supervisor intervention |  | Scalability
Fully scalable according to size and complexity |

CallSwitch Communicator Editions

With Contact Centre, CallSwitch Communicator is offered in two varieties: Supervisor Edition and Agent Edition. They are designed to maximise workflow and efficiency of both call centre Supervisors and Agents.

The Supervisor Edition

CallSwitch Communicator Supervisor Edition is a real-time hub for monitoring and managing calls and agents. It displays real time call and agent status and allows the supervisor to 'enable' and monitor agents. The supervisor can receive alerts from agents seeking assistance and then monitor or intervene on the call. Also, multiple supervisor roles can be allocated and a supervisor can toggle their access to Agent Edition.

The Agent Edition

On CallSwitch Communicator Agent Edition, agents sign to become active in a queue. An agent may set Pause Status, giving a 'pause' reason. The Agent Edition also displays the status of other selected agents in their group and calls waiting in the associated queues.

Wallboards

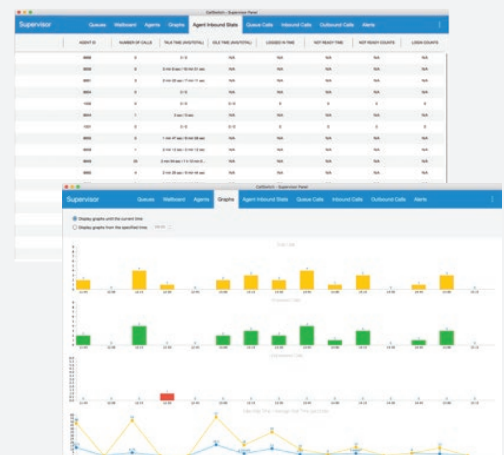
CallSwitch Contact Centre's wallboard provide simple, targeted information of all of your agents in seconds. They help keep supervisors up to date with situations as they develop, while allowing agents to remain focussed on the job at hand. The Supervisor Edition provides a detailed personal wallboard on the user's desktop. The data presented can be selected and the screen will scroll to show multiple queues. Multiple supervisor roles are also available, which can be allocated by the supervisor and toggle their access to the Agent Edition.



Real Time Agent Monitoring

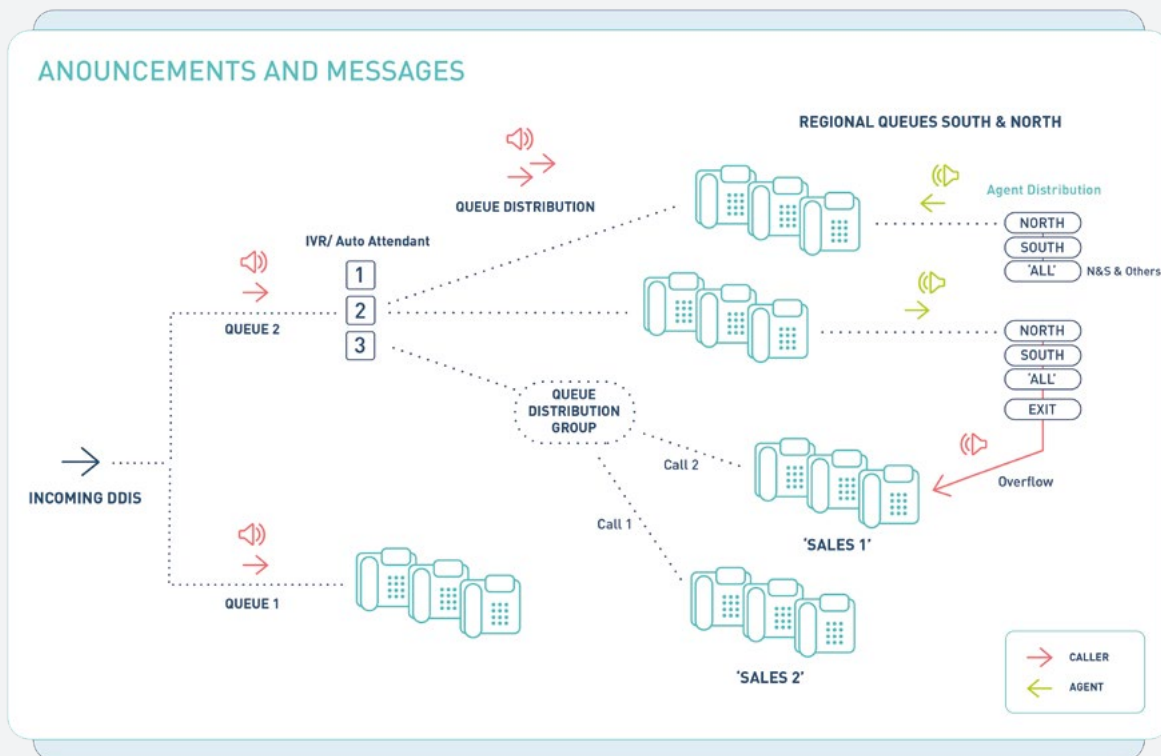
This feature help managers to oversee and track agent calls as they are carried out, so they can act on real time information during every call. Analytics are used to track agent attainment, oversee calls between customers and agents, and deliver fast, efficient performance feedback. The supervisor can receive alerts from agents seeking assistance and then monitor or intervene on the call.

A rolling graph shows accumulated call and agent performance, for the day. It includes functionality to monitor and manage calls and performance, plus allows supervisors to receive escalated calls.



Contact Centre Builds

The Contact Centre Toolkit links standard call routing options to form integrated blocks of functionality.



CRM Integration

CallSwitch Contact Centre is plug-and-play ready for integration via RESTAPI with Salesforce, Microsoft Dynamics, Sugar CRM, Bullhorn, Zendesk, ZOHO, VTiger Pipedrive and Suite CRM.



Our Network

A New Standard of Provision

The backbone of every modern business is its network. But now, the drive for extra capacity and capability demand a leap ahead in network provision – and that's where we come in. We understand what your customers expect from their business network and combine top level technologies with extensive experience to deliver a network capable of meeting their evolving needs.

A Network You Can Rely On

With our first class credentials, you can focus on your growing business safe in the knowledge that your customers will be using a network infrastructure that is robust, secure and resilient.

What's more, we offer comprehensive 24x7x365 access to technical support. Helping you deploy, manage, and support all the solutions you sell to your customers.

Quality is Key

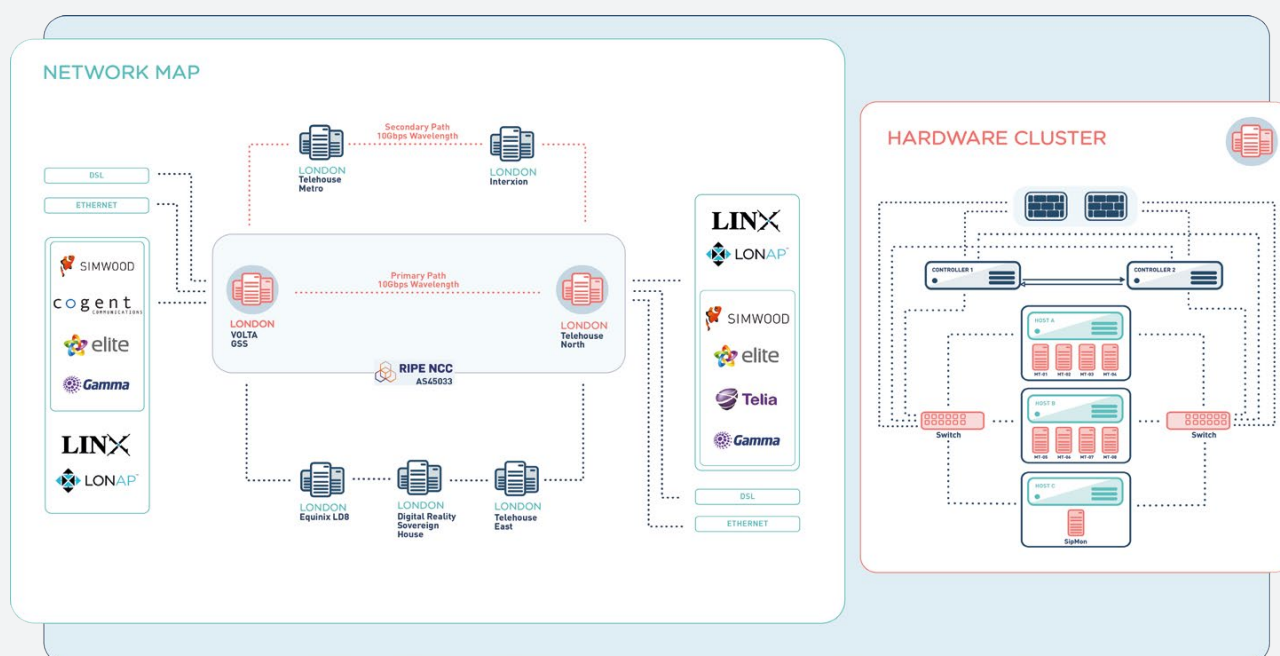
We recognise that there are many choices in the VoIP market – to stay ahead of the pack we have to provide our clients with the latest innovative telephony solutions combined with the best network. We focus on the 3Qs – the criteria that make a real difference to our clients:

- > Quality of Support
- > Quality of Service
- > Quality of Infrastructure

How does it work?

The CallSwitch platform is built on Asterisk – an open-source framework for building communications applications. Our network and servers have been built to the highest level of resilience.

We are connected into the UK's only true voice network, and our advanced Linux Based Dell server clusters are located across two data centres. Our main data centre offers industry-leading resilience, benefiting from two separate 33kV supplies, from two independent grid substations. In each cluster we run load balanced controllers and hosts, to provide further back-up. We connect to the PSTN using direct SS7. Our IP traffic flows directly over uncontended links to our peers and we peer extensively over LINX and LonAP as well as privately, to ensure that traffic is handed to other ISPs locally wherever possible.



24/7 Operation

Our powerful desktop and mobile applications are specifically designed to take your customers' business communications to a whole new level. Their main purpose is to enhance and simplify customers' day-to-day communications experience.

Inside Understanding

We understand the ISP business inside out, having had the experience of building our own network infrastructure and doing so to a standard we can be proud of. This means we are confident to support our clients with a full range of services, with an intuitive understanding of their needs.

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.





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