

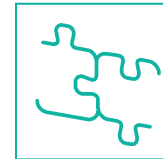
CONNECTIVITY SERVICES

AS A WORKSPACE COMPANY, WE BELIEVE THAT ICT MUST BE DRIVEN BY THE NEEDS OF THE INDIVIDUAL MEMBERS OF THE WORKFORCE. AS AN ICT DECISION-MAKER, HOW CAN YOU HELP PEOPLE BECOME MORE PRODUCTIVE - MAKING IT EASIER FOR THEM TO COLLABORATE, WHEREVER THEY ARE, SECURELY AND COST-EFFECTIVELY?

WE CAN HELP YOU CREATE AND MANAGE AN EXCEPTIONAL WORKSPACE ENVIRONMENT. WE OFFER FOUR COMPLEMENTARY SERVICE SPECIALTIES.



WORKSPACE
• Collaboration
• Devices
• Support



CONNECTIVITY
• Personal
• Enterprise
• Client Interaction



DATACENTER
• Systems
• Security
• Availability



CONSULTING

CONNECTIVITY SERVICES - providing your organisation with the means for effective modern communication between employees, customers and partners.

Communication is everything. Digital communication defines modern business - joining colleagues, customers and partners. **Connecting people** to each other and to the information and tools they need is business-critical.

Getronics Connectivity Services keep communication buzzing **wherever and whenever** people need to work together.

But how has the communications landscape changed? The barriers are down as people combine home and mobile working with traditional location-based job-styles.

Today's information workers expect to be able to hook up with **colleagues, applications and information** sources at the time and place that suits them.

They demand versatility and integration too. **Voice and data belong together** - but how do you arrange a one-to-many

work session with voice, video and shared documents so that it is as easy to set-up and manage as a traditional phone call?

Your connectivity needs are highly dynamic. You need to be able to **scale both up and down**, as the topography and volume of business changes. But not everything is negotiable - **network performance and security** cannot be compromised.

We will work with you to draw the complete picture - always putting the requirements of your workforce first. We will examine your connectivity requirement and strategy against current ICT technology and cultural maturity. We will ask when it makes sense for us to assume **full responsibility** and how best to define the **flexible service levels** you demand.

We will look at cost with clinical precision. We will ask how to drive expense out of your business model, leveraging convergence to save money and improve performance.

Our communications experts balance experience with creativity. We will work with you to optimise connectivity for the workforce at a **personal** level, across the **enterprise**, and in all your **client interactions**.

PERSONAL

Mobile

- Mobile Executive

Unified Communication

- E-mail and Unified Messaging
- IP Telephony
- Instant Messaging and Presence
- Web Conferencing

People increasingly expect anytime anyplace access to mail, messaging and internet. Our **mobile executive** solutions deliver full **collaboration and support** to people on the move.

Both fixed and mobile workers are also benefiting increasingly from the **productivity gains** delivered through **unified communications**.

This is as much about **culture** as about **technology**. We put your workforce needs first as we help you explore the practical business application of web conferencing, instant messaging, click-to-call and other newly emerging functions.

From a technical and business perspective, we are critically aware of the need to both **manage integration** and to **protect your current investments**, as you extend into these new working practices.

We will make it easy for you to **experiment and explore**, helping you exploit our experience while you remain focused on your own business development.

ENTERPRISE

Networking Infrastructure

- Managed WAN
- Managed LAN & Wireless LAN
- Connectivity Hardware Resale

ICT Building Infrastructures

- Structured Cabling
- Intelligent Buildings

How do you ensure that your network infrastructure is continually **reviewed, refreshed and managed** across the enterprise – always keeping it a step ahead of business need?

Your organisation will increasingly exploit the potential of online meetings, Voice over IP and remote access to applications. All this has a direct impact on network performance and requirements.

We will **future-proof your network**, ensuring that it can safely carry the full load of new media-rich demand. We will build intelligently on your existing resources, taking as much responsibility as you choose to give us.

We are equipped to serve all enterprise networking needs, from **design** and **procurement** right through to the full **delivery** and **management** of intelligent building control systems.

All this is backed by comprehensive **monitoring** and clear and relevant **reporting**.

CLIENT INTERACTION

Contact Center

- Contact Center Deployment
- Usage Monitoring, Analysis and Support

Your clients live in a world of digital communication. Their loyalty to you will depend on how easily and effectively you can communicate with each other.

How can you guarantee the digital connectivity, so essential to **winning, building and sustaining good client relationships**?

Client contact centers are a **crucial component** in building the customer relationship. Working with our partners, we help both public and private sector organisations get the most from their contact centers.

Our experience is end-to-end: from initial **consultancy** and **analysis** through **implementation** to ongoing **management** and **support**.

We will help you plan and prepare for changing throughput levels and to implement IVR systems that lead to genuine **client satisfaction**.

We are particularly eager to be involved in monitoring and analysing usage. By understanding current trends, we can help you optimise usage and anticipate future requirement.