

# Network Connect Ltd

Customer Update

Issue No. 008

## Additional Customer Services



## WELCOME

It's been a while since we sent you our 7<sup>th</sup> Customer Update, so we are very pleased to welcome you to our 8<sup>th</sup> issue. We have a whole range of improvements about which we feel sure you would want to know, such as our new relationship with BT that can help to save you money (and reduce your stress levels!), the Avaya IP Office and how this can be used in conjunction with your existing INDeX system, and our new online collaboration facility for improved communication between ourselves.

We are striving constantly to improve the service and support we provide to our customers, if you have any suggestions to help us in this aim, or if you would like to discuss any of the items contained within this Customer Update, please do not hesitate to contact me by telephone or e-mail.

Kind regards

**Mark Maden - Managing Director**  
**Network Connect Ltd**  
Direct Line: 0161 214 2002  
e-mail [m.maden@networkconnect.co.uk](mailto:m.maden@networkconnect.co.uk).

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## **BT AND NETWORK CONNECT IN PARTNERSHIP**

The days when BT was the sole network provider of telephony services have long since gone. There are now numerous companies from which to choose, some with their own switching exchanges and 'cables in the ground' and some which simply resell the BT network. Our aim at Network Connect is to find the right network provider for you. In our relationships with COLT and Your Communications we have found companies with whom we can partner to provide you with a competitive and reliable service, each company having their merits dependant on your particular application. However, there are many services which can only be supplied by BT, or services where BT is now actually more competitively priced than its rivals, so from now on:

### ***Think BT, think Network Connect***

We are proud to announce that Network Connect is now a fully authorised BT Indirect Channel partner and, as a result, we can provide solutions for all your BT-related requirements. This means you will never have to call BT again, unless you want to, of course! Communicating with BT for the provision of lines and other services, or for dealing with faults, can be a daunting task. As a fully accredited partner of BT, Network Connect can act as your sole point of contact for all BT issues – allowing you to benefit from the vast range of services offered by BT and yet still deal with the support team here at Network Connect, where you will receive our usual level of a personal, informative and friendly service. Currently, we manage the deployment of BT lines for connection to our customers telephone systems and we are now extending our service to all BT provision, including:

- Analogue and digital line provision
- Broadband
- Private voice and data circuits
- Virtual Private circuits
- Frame Relay

In addition to the above, we are now in a position to 'manage' the vast array of call packages and plans offered by BT on behalf of our customers, enabling our clients to focus on their core business, safe in the knowledge that they are taking advantage of the most cost effective and efficient network provision package for their business.

### ***Try our free BT cost analysis***

As part of our new partnership with BT, we would like to offer all of our customers the opportunity to have their recent BT charges, from the previous 6 week period, analysed by us. Then we will provide you with a full report which will show you the best possible package for your business and how much you would have saved had you been using the package during that period of time. If you would like us to do this for you, please contact your Account Manager or send an e-mail to [sales@networkconnect.co.uk](mailto:sales@networkconnect.co.uk).



## THE AVAYA IP OFFICE

IP Office is Avaya's new all-in-one solution, and it has been specially designed for home office, small office or a medium enterprise environment. Many of the core functionality has been developed from the INDeX, making it ideal to use in conjunction with existing INDeX systems for branch offices, remote workers and small call centres. Owing to the fact it uses the latest enhancements in converged voice and data technology, your company will benefit from the kind of high-end capabilities you would normally expect to find in much more complex, and far more expensive, systems.

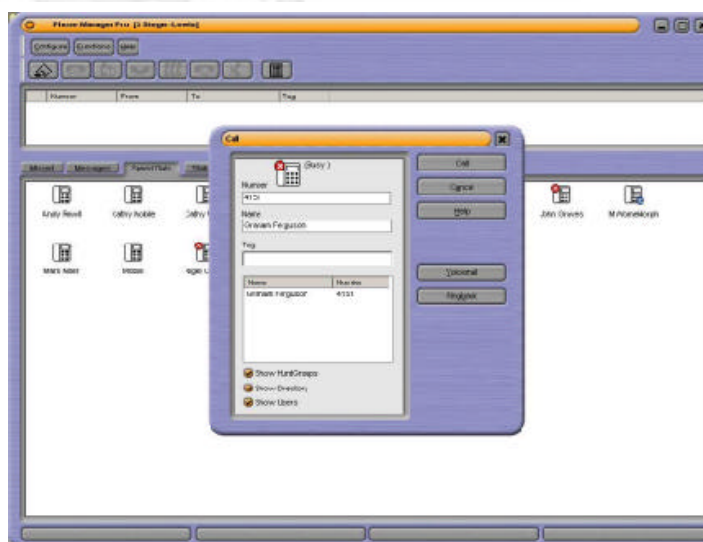
The IP Office is a stackable solution which is able to integrate with INDeX straight out of the box, and is available in the right size for your business. Its expansion modules provide the correct type of connectivity needed for your particular requirements, such as ISDN, analogue trunks, digital handsets, wide area networking (WAN) etc. Also the IP Office offers a number of sophisticated IP-enabled applications which can really enhance your business communications capability, including voice mail, auto attendant, integrated messaging, management tools and contact centre capability.

### *Networking*

The IP Office can deliver feature-rich voice and data networking functionality over ISDN voice lines or private circuits.

### *Call centres*

The IP Office call centre solutions are ideal for call centres of 75 agents or less. The core application software has exactly the same functionality as the equivalent INDeX software but with the added benefit of supporting IP Softphone Agents. Softphone Agents are computer based applications which replace the core functionality of the desk top telephone, allowing basic telephones to be deployed, thus reducing the overall cost.



### *Home working*

Many companies today have employees who work either, all or part of their time, from home. These employees need to function as efficiently as if they were sat at a desk in the office. The IP Office provides the functionality to make this possible. Working together with the INDeX, the IP Office ensures that employees have the same familiar communications resources available to them from wherever they choose to work.

To find out more about IP Office and how this would benefit your business, in conjunction with your INDeX system, please contact your Account Manager or email [sales@networkconnect.co.uk](mailto:sales@networkconnect.co.uk).

## TRAINING FACILITIES

We offer a full range of options which can take place at your premises or at our excellent training and demonstration facilities in Egret Mill, Ashton under Lyne. Also we offer online training sessions, as a more cost-effective option, using our new Sametime online collaborative meeting facility. Details of this are outlined fully in the next section of this Customer Update.

### *Training - the way you want it*

The key to all of our training provision is that we run the sessions you want. We do not just publish a series of courses that may or may not be relevant, or run a workshop that is two days long with the vital section that you need being buried in the middle. Instead we run bespoke training sessions tailored to your needs which will allow you to make more effective use of your communications system.

To give you an example, one of our most commonly requested workshops is for a System Manager course, where we ensure you develop the ability to make changes to your system to suit your own requirements. This takes the form of a one-day course for System Managers, System Administrators and Support Staff and enables delegates to achieve a clear understanding of:

- The INDeX and/or IP Office telephone systems
- The capabilities of the system and how it can benefit your organization
- The different types of lines and handsets
- Your system as it is currently programmed

Also during these sessions you will be able to take the opportunity to look at new levels of software and possible tailored upgrades for your existing system. Further information on our full range of INDeX and IP Office course options is available on request.



## IMPROVED COLLABORATION

At Network Connect we continually seek ways in which we can improve the support we provide to you, our customer. Our aim is to be the best in the industry. In keeping with this goal we are pleased to announce the launch of our new online collaboration facility - [www.instant.networkconnect.co.uk](http://www.instant.networkconnect.co.uk). This facility will allow you and our partners to connect to a secure area of our web site to attend 'meetings' across the Internet. Using the new system, two or more people can get together to discuss business issues, undertake training or view and update documentation collaboratively.

You can take advantage of the facility using a normal telephone whilst viewing images and documentation on-screen, or if you have a web-cam and microphone available the system provides full video and audio conferencing capabilities. Other facilities available during an instant meeting include screen sharing, instant messaging and white-boarding, i.e. the ability to draw on-screen to communicate more effectively.

Using the applications sharing facility, applications on your PC, such as INDeX Voice Mail Manager and INDeX Programming Console, can be viewed at Network Connect by a member of our support team. This will allow us to assist you with programming changes or simply coach you through aspects of the system administration - with assistance similar to that which you would experience during a site visit, but within a fraction of the time.

As outlined in the previous section of this Customer Update, we can also offer online system administration training by sharing documents and presentations across the Internet in real time. These sessions would be booked and scheduled in exactly the same way as a face-to-face training session, but would take place online instead – saving time and money that would normally be spent on travelling and accommodation expenses. These courses would be offered at a cheaper rate than our normal office based or client-site based courses.

Naturally any savings that we make in time and travel expenses through using our new online collaboration facility, whilst managing our relationship with you, will be passed on to you.



## CISCO PARTNERSHIP

As well as our new partnership with BT, we are also pleased to announce our partnership with Cisco Systems Inc, a company which is recognised as the Global leader in networking for the Internet. We have developed this partnership to give us the ability to support your network infrastructure in the same way we currently support your telecoms systems. Network Connect has been chosen as one of only 45 Cisco SME\* partners throughout the UK. We have been chosen because we focus on what is important to your business - improving efficiency whilst reducing costs. As an SME partner, we have access to various promotions targeted at small to medium businesses, such as offers on network switches, Internet routers and secure firewalls.

If you are interested in how Network Connect can improve the speed, reliability, flexibility and security of your data network, or you have any specific projects on which you feel we can assist, please contact your Account Manager or email [sales@networkconnect.co.uk](mailto:sales@networkconnect.co.uk).

\* SME – Cisco definition: Small to Medium Enterprise, companies with sub-1000 user networks.

## INVITATION

The refurbishment of our Ashton Under Lyne premises is now nearing completion. We have invested heavily in our new training and demonstration facilities and would like to extend an open invitation to you to visit our premises, at any time, for an informal demonstration of some of the leading communication technologies available on the market.

## PREVIOUS CUSTOMER UPDATES

The following Network Connect Customer Updates are available on request.

Issued

- 001 - New INDeX Software Releases from 6.1 to 8.1 Jan 2000
- 002 - INDeX Hardware Releases June 1996 to Feb 1999 July 2000
- 003 - X Processor and Level 9.0 Software Nov 2000
- 004 - Recent Hardware Releases May 2001
- 005 - 9.2 Software and Recent Hardware Releases March 2002
- 006 - 10.0 Software - INDeX IP Jan 2003
- 007 - 10.1 Software, CCM 4 & INDeX IP Softphone July 2003

*For further information on this Customer Update or for any other advice please contact Samantha Luty  
Tel Number 0161 214 2009  
Fax Number 0161 214 2001  
E-Mail [s.luty@networkconnect.co.uk](mailto:s.luty@networkconnect.co.uk)*