



ON-DEMAND VOICE AND COMMUNICATION SERVICES TO **ACCELERATE YOUR BUSINESS' COLLABORATION CAPABILITIES**

Business communication and collaboration has taken a significant shift over the past few years, moving away from the traditional chair-and-desk workspaces and hardwired phones. More organisations are embracing Unified Communications as a Service (UCaaS) platforms, especially in light of the work-from-home trend that has been gaining increasing momentum globally. As a value-yielding alternative for a more flexible and agile way of getting in touch and working, it has considerable potential in supporting business growth.

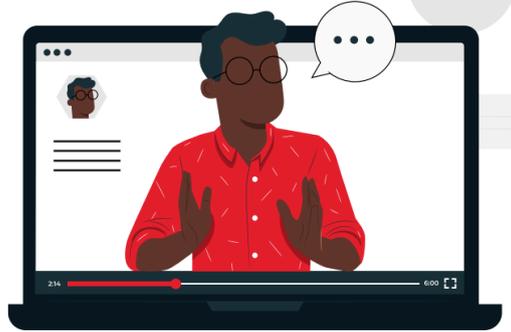
UNIFIED COMMUNICATIONS SOLUTIONS: **WHAT YOU OUGHT TO KNOW**

\$34 billion 
[around over R506 billion] a year – the amount of revenue lost to businesses as a result of poor conference calls.¹

86% 
the proportion of business owners who consider workplace issues to be a direct result of inadequate communication tools.²

36% 
of IT budgets at \$3,878 billion [R57 billion] – the total worth that communications will account for globally in 2020.³

25-30% 
the percentage of the global workforce that will be working-from-home multiple days a week by the end of 2021.⁴



PUTTING YOUR BUSINESS ON **THE CUTTING EDGE OF COLLABORATION**

BCX managed Hosted Collaboration Solutions leverages Cisco's advanced technologies to offer industry-leading features and capabilities to your business in a premium integrated voice and collaboration solution.

WHAT OUR HOSTED COLLABORATION SOLUTION BRINGS TO YOUR BUSINESS?



- 01.** Collaboration services on demand, any time any where.
- 02.** Integrated, end to end managed service.
- 03.** Free on-net calls.
- 04.** Savings on monthly rental and SBC charges.
- 05.** Access to the platform regardless of time and location without having to be logged on to a corporate network.
- 06.** Seamless integration between your front and back office.*
- 07.** Value Added Compliant Call Recording between different parties, including calls between your customer and contact centre agents or extension to extension calls [back office].*
- 08.** Improved end-user experiences and improved productivity.
- 09.** Better external and internal customer service.
- 10.** Increased IT agility and scalability.
- 11.** Optimised expenditure.

AT BCX, OUR MOST IMPORTANT CUTOMER IS YOURS.

1. <https://callharbor.com/2020/09/29/the-unified-communications-industry-in-2020-facts-stats/>
 2. <https://callharbor.com/2020/09/29/the-unified-communications-industry-in-2020-facts-stats/>
 3. <https://www.uctoday.com/unified-communications/unified-communications-statistics/>
 4. <https://gomindsight.com/insights/blog/collaboration-technology-trends-for-2020/>

*Optional features

The Hosted Collaboration Solution is available nationwide. For more information, contact your Account Manager.