

A one stop solution for a more effective, productive and enjoyable homeworking experience.

The COVID Pandemic has highlighted the critical importance of digital transformation and Cloud-based solutions for the future of all companies.

The home-working environment has already become the 'New-Normal'. While things have gone relatively smoothly for most companies, there is still plenty to do and think about strategically moving forward.

COVID has been the enabler for all businesses to realise:

1. Home-Working is effective; the business still operates.
2. Employee flexible working enables higher efficiency and output.
3. Huge savings on T&E (Travel & Entertainment) expenditure has been a real eye-opener.

The 'New-Normal' for business will be more of a distributed workforce with smaller 'hot-desk' based offices in locations that staff will attend for strategic use such as workshops, collaboration events, major project kick-off's and of course customer-facing meetings. The 'Home-Office' of the future will be a secured extension of the corporate enterprise. It will need the same level of IT Service support and application user experience as you'd expect from the modern office of today.

## More than just a Technology Solution

HomePOINT™ is a managed service offering designed by Intergence that addresses all of the problems associated with business home-working.

HomePOINT™ maximises the availability of business-critical applications to home-office workers, irrespective of service provider or access technology. It accomplishes this by maintaining a secure overlay network, over which your corporate resources can be delivered, providing your staff the same corporate office productivity and effectiveness.



**Virtual Networking** - Pre-Built SD-Overlay Networks with secured compliant connectivity to on-prem, cloud and SaaS based application services, with application prioritisation features for delivery assurance of time-sensitive services, for example, VoIP & Video. 4/5G Resilient Backup Option available.



**Contact Centre as a Service (CCaaS)** - We partner with the best cloud-based CCaaS provider Five9 - Recognised as a Leader in the Gartner Magic Quadrant. For many companies wanting to offer their agents flexible home-working, or to flex-up agent availability during busy periods, then this service can be provisioned and included with your HomePOINT™ service.



**Virtual Network**



**Contact Centre as a Service**



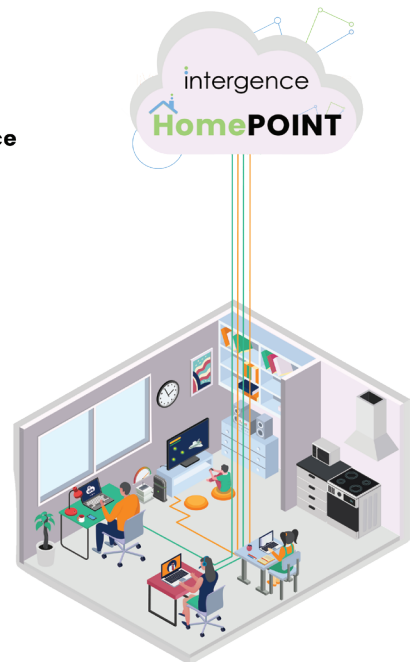
**24x7 Managed Support**



**Proactive Monitoring**



**Processes, Tools, Insights**





**IT Service Support** - 24/7 Service Desk Support with Tier1-3 support options available and 24/7/365 service monitoring with end-user experience dashboards through Stratiam™ Insights.



**Proactive Monitoring** - Stratiam™ Insights provides automated proactive management 24/7/365 with path-state monitoring and predicative analytics alerting our support and customer teams to potential issues, >90% of which are fixed before the end-user even notices.

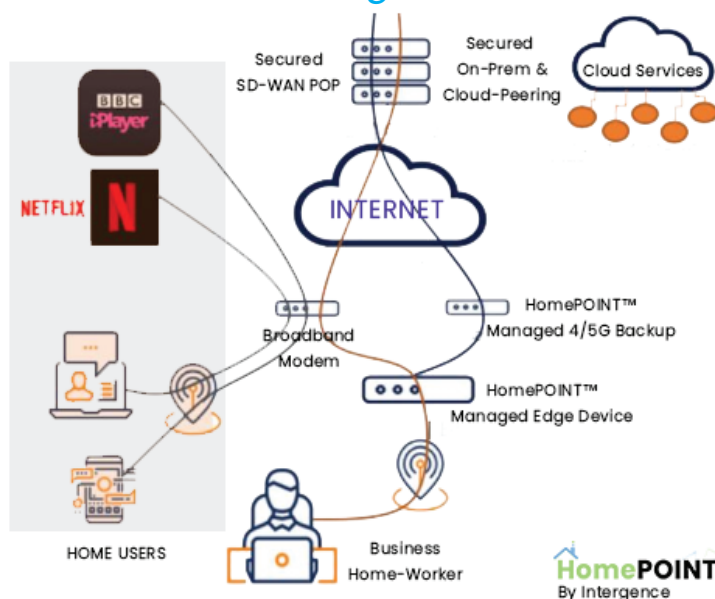


**Processes, Tools, Insights** - In order to ensure that your home workers are happy, engaged and productive, we can help you with assessments and solutions to improve the efficiency of your home working environments and provide your remote workers with access to useful services, such as anonymous advice and support on their mental health and well being. We have also developed a range of helpful tools and processes designed to encourage behaviours, which increase teamwork, communication and the collaboration of your virtual teams.

### HomePOINT™ Service Options

#	Managed Service Option	Description
1	HomePOINT™ Edge	Managed Secured Business Access
2	HomePOINT™ Switch	Manged Home-Switch
3	HomePOINT™ Backup	Manged 4/5G Backup
4	HomePOINT™ WiFi	Managed WiFi AP
5	HomePOINT™ Print	Managed Printer
6	HomePOINT™ Agent	Managed CCaaS
7	HomePOINT™ Health	Ergonomics & Wellbeing Services

### Service-Connect Right out of the Box



### HomePOINT Service Support Levels at a Glance

99.99%

AVAILABILITY

15min Response

4hr Fix

24x7

SERVICE  
SUPPORT

### OUR PARTNERS



HM Government  
**G-Cloud**



**CYBER  
ESSENTIALS**

intergence

The Old Coach House, Brewery Road,  
Pampisford, Cambridge CB22 3HG

Tel: +44 (0)845 226 4167

Email: [contact@intergence.com](mailto:contact@intergence.com)