

onecom

# OneCloud

Take your business to the next level with an all-in-one digital enablement platform



# Introducing OneCloud

OneCloud is an accessible, cloud-based platform that brings together all your modern digital services in a single, consolidated view.

Hosted on the Google Cloud Platform, OneCloud gives you access to best-of-breed tools from leading providers, like Vodafone, Mitel, Five9, 8x8, and Microsoft, plus many more. Combined with our people-first approach to digital transformation, you have everything you need to build a connected workforce and deliver simply brilliant customer experiences without worrying about costs, infrastructure, or licences.

Our cutting-edge solution features four key offerings that make up a complete modern business solution:



## OneConnect

Everything you need to keep your people and your customers connected – from one-click integrations to cloud telephony and collaboration tools.



## OneContact

Smart contact centre solutions at your fingertips. Leverage cognitive services and AI that help you deliver exceptional customer experiences and empower your people.



## OneCompute

Reduce the cost and complexity of data archiving in your business. Access leading cloud providers to quickly store, backup, and recover your data.



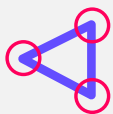
## OneConsult

Expert strategic support when you need it most. Learn how to create industry-leading customer experiences and scalable communications infrastructures.

### ONECOM PARTNERS







# OneConnect

**Tech that connects your people and your customers.**

Keep hybrid teams connected and deliver exceptional customer experiences at scale with bespoke unified comms and mobility services.

OneConnect gives you access to a diverse range of business applications. These power global, real-time communication across email, instant messaging, conferencing, telephony, voicemail, and more.

Our enterprise mobility and unified comms solutions take the complexity out of technology. We work with you to identify the right tools for your business, then source, roll out, and manage your solution. And, because everything's managed from our cloud-based platform, you can control usage, reduce admin, and cut costs.



## Collaborate

- Work the way you want, where you want.
- Strengthen employee engagement in your team.
- Develop more agile customer experiences with cutting-edge collaboration tools.



## Remote working

- Adapt to a new way of working.
- Full set up and management – from device procurement to delivery.
- Access the applications, tools, and devices you need to transform your business.

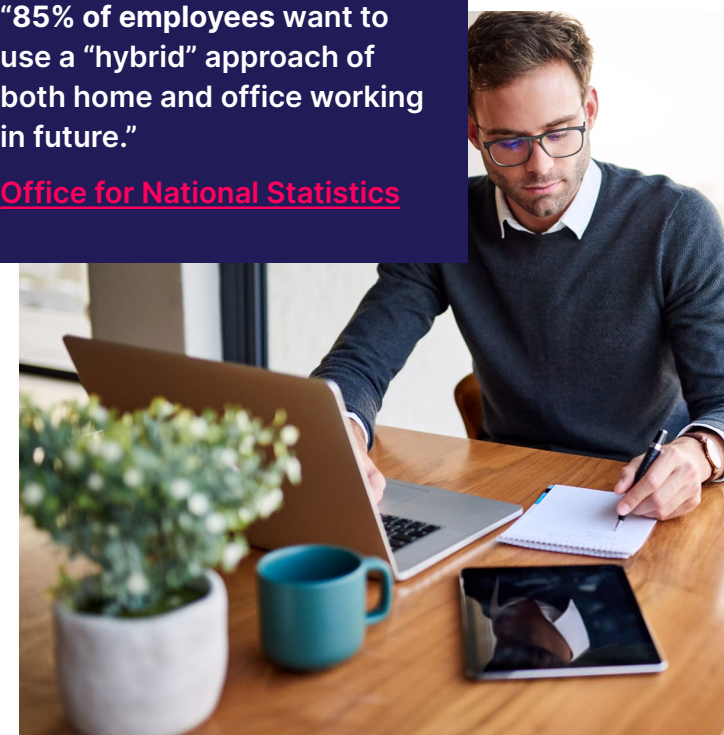


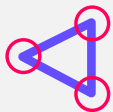
## Security

- Deliver secure, ready-to-work mobile experiences.
- Experience comprehensive end-point security.
- Keep your network and data safe and ensure consistency across your business.

**“85% of employees want to use a “hybrid” approach of both home and office working in future.”**

**[Office for National Statistics](#)**





### Enterprise mobility

With OneConnect, your teams can be just as productive on the move as they are at home. As the Vodafone Strategic Partner of the Year for 11 years running, we give you access to [reliable networks](#), market-leading SLAs, and the best mobile devices.

We take the complexity out of enterprise mobility. Our intuitive self-service platform makes it quick and easy to manage contracts, procurement, deployment, data security, and everything in between. We also offer 24/7 support should you need it.

### SD-WAN and SIP connectivity

Thanks to our strategic partnership with Vodafone, we're also able to offer market-leading SD-WAN and SIP connectivity to the OneCloud platform. **We're the first and only UK partner to connect the two.**

Our Software Defined Wide Area Network and Session Initiation Protocol solutions integrate seamlessly with your existing services for a complete mobility solution.

With SD-WAN and SIP connectivity, you get unparalleled visibility and control of traffic and application performance – across your entire network. This helps you reduce costs, increase flexibility, and improve scalability across your telecoms infrastructure.



# OneContact

Take your contact centre to the next level.

Deliver consistent, personalised customer experiences and take the strain off your contact centres with innovative, scalable contact centre solutions.

Today's digital-savvy customers communicate differently. We bring our extensive experience to help you take your contact centre to the next level by digitising the entire customer journey. Harness the latest AI and chatbot technology to quickly and smoothly respond to inbound queries, freeing up time for your agents to deal with higher-priority tasks. With OneContact, you get a complete view of your customers, so you can engage in reliable and consistent dialogues – on any device.



## Cloud-based solutions

- Enable customers to self-serve and field simple requests with virtual agents.
- Deliver quality caller experiences with cloud-based hosting and intelligent call distribution.
- Ensure calls are answered efficiently and get through to the right people.



## Omnichannel

- Connect with customers the way they want. Seamlessly move between email, web chat, voice call, and more.
- Build resilient, cloud-based call centres – customised to your needs.
- Integrate your CRM for a holistic agent view and access to historical conversations.



## Optimise your workforce

- Improve productivity, identify gaps in your resources, and keep agents engaged with gamification.
- Help agents resolve customer queries in real-time with AI-assist.
- View historical and real-time data from one dashboard.

**“More than 75% of customers expect a service representative to be familiar with them, the product, and their service history.”**

**McKinsey**





## OneCompute

**All your cloud services, in one place.**

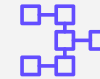
Gain full visibility and control of your cloud environment when you migrate to a single, consolidated platform.

We bring together a wealth of cutting-edge cloud services under one roof, giving you [all the benefits of multi-cloud computing without the complexity](#). Whether you're already using the cloud or are looking to migrate, our cloud-native expertise and partnerships with some of the world's leading cloud service providers help take your business further. And with OneCompute, you have the support you need to create a secure and future-proofed cloud environment.



### Simplifying multi-cloud

- Only pay for the services you need.
- Assign, remove, and reassign resources as your business develops.
- Manage your costs with greater visibility and billing.



### Automation technology

- Free up your staff so they can focus on priority tasks.
- Assess usage, adjust dashboards, and deliver outstanding customer experiences.
- Harness the latest automation and machine learning technology.



### Cyber Essentials certified

- Multi-cloud services you can trust.
- Ensure your data is always safe, secure, and compliant with proactive monitoring.
- Give your customers and suppliers peace of mind.

**"By 2021, over 75% of midsize and large organizations will have adopted a multi-cloud and/or hybrid IT strategy."**

[\*\*Gartner\*\*](#)







## OneConsult

### A consultative approach to digital transformation.

Create a personalised cloud solution aligned to your operational requirements and business goals.

Digital transformations can be overwhelming. OneConsult lets you partner with cloud experts who take the time to understand your biggest challenges and identify opportunities to grow. Centred around our customer engagement framework, we help you create agile and scalable cloud solutions that align with your business.



#### Personalised solutions

- Experience a truly consultative approach to digital transformation.
- Work with a digital transformation partner who takes the time to understand your needs.
- Develop cloud solutions that match your ambition.



#### Seamless communication

- Stay in touch anywhere and on any device.
- Create powerful, bespoke customer and workforce experiences with our Art of the Possible workshops.
- Access globally recognised brands.

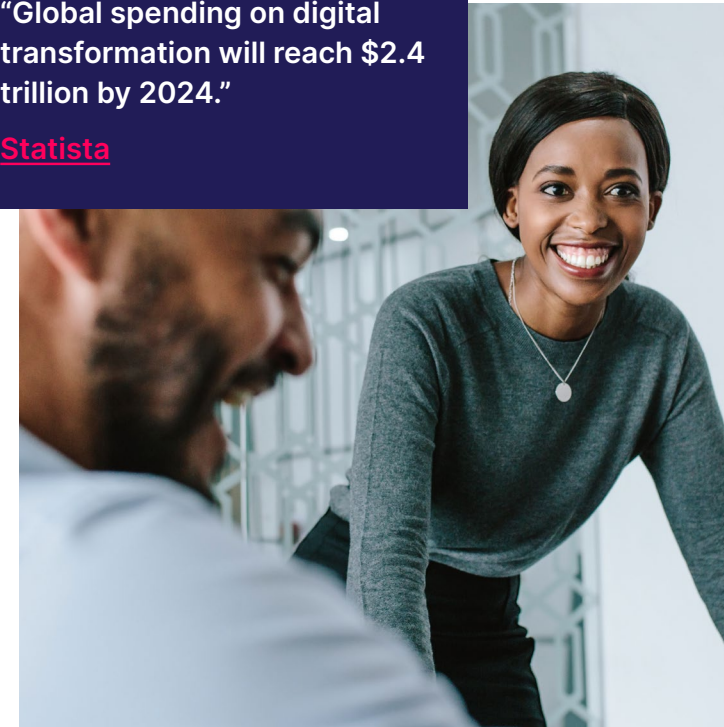


#### Refine and evolve

- Review the processes and technology that underpin your cloud solution.
- Deliver tangible results, month after month.
- Ensure your digital ecosystem evolves alongside your business.

**“Global spending on digital transformation will reach \$2.4 trillion by 2024.”**

**Statista**



## About Onecom

Onecom is the UK's leading business telecoms and cloud communications provider. Operating from regional offices throughout the UK, we deliver unified communications services and solutions across fixed-line voice, connectivity, and managed cloud to some of the UK's most dynamic companies including Farrow & Ball, Thwaites, Celtic Manor, Laithwaite's Wine, Yorkshire Building Society, and 118 UK Ltd.

Recent awards include the 'Best Customer Service Award' at the Mobile News Awards and 'Best Unified Comms Dealer' at the Mobile Industry Awards. Onecom has also been named Vodafone Total Communications Partner of the Year for the last five years and Mitel Contact Centre Partner of the Year.

Onecom has its headquarters in Whiteley, Hampshire, and offices in Brighton, High Wycombe, Sunderland, Shoburyness, Glasgow, Leeds, Telford, and Cardiff.

FOR MORE INFORMATION

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🌐 [onecom.co.uk](https://onecom.co.uk)

## Want to learn more?

Explore each of the OneCloud service towers in our monthly webinar series, OneTALKS. Subscribe for free to begin watching.

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