10 Reasons why you need to Upgrade your System to an SV9100

1

No further developments

> Your system may be approaching end of life with technical support becoming **increasingly limited**
> The cost of **business downtime** could potentially cost you more than a new system!
> Increasing **Total Cost of Ownership** with new IT demands on your old system

Future-proof your business

> **Cost effective solution** from 10 to 900+ users – plenty of capacity for an expanding business
> **Latest upgradeable communication technology** – protect your investment
> **Netlink:** Add remote sites and new branches without the need or cost for an extra system

2

3

Brand new business boosting applications

> **Expanded MyCalls portfolio** including Operator Console
> **New features** include Presence & Instant Messaging
> **Advanced contact centre applications** including unified communications

Get free applications!

> **Free MyCalls Basic** call management app: Includes real-time call activity display, call logging and reports
> **Free MyCalls Desktop** productivity app: Includes Instant Messaging, Screen-Pops and Speed Dials
> **Free Mobile Extensions** – Provides your mobile phone with business system functionality

4

5

Defend yourself against Toll Fraud

> Cost of Toll Fraud to Global businesses - **over £25bn per year**
> Built-in application – **just £99!**
> Help **prevent** potentially thousands of pounds lost to fraudsters

NEC Upgrade

6 Cut your costs

> **Audio & video conferencing:** Save on travel and accommodation costs
> **Answer more incoming enquiry calls first time**, saving on call backs
> **Multiple Carrier options:** Automatically Selects the cheapest call rates for your business

Start using truly innovative handsets

> **UT880** – the deskphone re-invented with 7 inch colour multi-touch display
> **M155 Messenger** – Wearable wristwatch DECT, messaging and alert device: The ultimate solution for healthcare and hospitality environments
> **G966** – the SmartDECT! A combination of DECT, WiFi and Android application support in one handset

8 Get a smarter workforce

> **Link up** your office teams, homeworkers, warehouse and field-based sales team together for more a productive, reachable workforce
> **Better communications** mean better informed business decisions - don't wait for that weekly meeting!
> **Presence:** Get a 'bird's eye' view of your entire team's activity in real-time

Treat your customers like royalty

> **Caller ID:** Greet your regular callers by name
> **VIP priority:** Caller Queue drag & drop to ensure your most important callers get the attention they deserve
> **CallBack:** Offer your callers a return call to reduce their holding time (and frustration!)

10 Manage your team's activities

> **Presence:** Real-time 'bird's eye view' of all your teams communications & meeting status, even remotely
> **MyCalls wallboard:** Display live stats of your call centre's results
> **Reporting:** Automated reports on call activity, abandoned call rates and call history delivered to any device

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