



ACCOUNTANCY

OUTSOURCERY®
THE CLOUD EXPERTS

TRANSFORMATIONAL CHANGE THROUGH UNIFIED COMMUNICATIONS



How Skype for Business from Outsourcery will help you enhance client engagement, build stronger teams and increase operational efficiency

**BY UNIFYING YOUR COMMUNICATION
TOOLS AND MOVING THEM TO THE
CLOUD, YOU CAN OPTIMISE THE
EFFICIENCY OF YOUR MOST VALUABLE
RESOURCE - YOUR PEOPLE.**

**SKYPE FOR BUSINESS HELPS TO
MAKE THEIR WORKING HOURS MORE
PRODUCTIVE BY IMPROVING INTERNAL
COMMUNICATION AND MAXIMISING
STAFF UTILISATION AND BILLABLE
HOURS**



BRINGING BETTER COMMUNICATION TO ACCOUNTANCY

Accountants are always looking for new ways to improve client satisfaction, build their reputation and remain competitive in an increasingly crowded market.

Transforming the way your firm communicates can support new ways of working and build stronger client engagement.

Skype for Business from Outsourcery gives accountants the full spectrum of communication tools needed to achieve this. It enables you to replace your existing telephone system by combining voice and video calls, desktop sharing, conferencing, instant messaging and user presence in one user interface which is accessible from any device, anytime, anywhere.

HERE ARE SOME OF THE WAYS SKYPE FOR BUSINESS CAN HELP TRANSFORM YOUR ORGANISATION



BUILDING PROFESSIONAL EXCELLENCE

Clients rely on their accountant to deliver their services accurately and on time. Regular communication between colleagues and departments is essential for this to be achieved. With Skype for Business users can see in real-time whether colleagues are available or busy. They can then use instant messaging, a voice or video call or conferencing to discuss the progress of key milestones. By giving users the tools to communicate effectively, you can help your team to deliver a seamless service to clients.



MAINTAIN CLIENT RELATIONSHIPS

The federation feature within Skype for Business gives you the option to connect with clients who are also using Skype for Business – essentially becoming an extension of their organisation. Clients can quickly see if their accountant is available and ask them a quick question over instant message or begin a voice or video call, in exactly the same way they would interact with someone in their own organisation. Your users will also be able to keep in touch with clients more easily and build deeper and long-lasting engagement.

USING SKYPE FOR BUSINESS TO CONNECT WITH CLIENTS IN NEW WAYS, ENABLES YOU TO DIFFERENTIATE YOUR FIRM IN AN INCREASINGLY CROWDED MARKET.



PROXIMITY TO YOUR CLIENTS

Using voice and video conferencing can enable accountants to easily hold online meetings when clients need additional support. Whilst not a replacement for face to face contact, video conferencing and screen sharing allow your team to get in touch instantly, securely view client information and answer any questions they may have. There is also no need for any specialist conferencing equipment so your team and your clients can access the technology from their desk.



THE ABILITY TO COMPETE

By unifying your communication tools and moving them to the cloud, you can optimise the efficiency of your most valuable resource – your people. Skype for Business helps to make their working hours more productive by improving internal communication and reducing the amount of time spent travelling to client meetings, maximising staff utilisation and billable hours. Using this technology to connect with clients in new ways also enables you to differentiate your firm in an increasingly crowded market.



CONNECT ANYTIME, ANYWHERE

Skype for Business enables organisations to have employees working outside of the office yet still effectively collaborating with other colleagues, regardless of their location. Work becomes what you do, not where you are – with colleagues and customers able to engage with users as if they are in the office.



ENHANCE CLIENT ENGAGEMENT

Ensuring telephone calls are handled quickly and professionally is an important part of client satisfaction. Skype for Business enables users to search by name, job title and location to find the right person and transfer a call with a couple of clicks, shortening call handling times. Real-time user presence, also gives an accurate picture of staff availability so the initial point of contact has the information they need to ensure client queries are dealt with quickly and efficiently.

SKYPE FOR BUSINESS ENABLES YOU TO MOVE YOUR TELEPHONY TO THE CLOUD, REMOVING THE NEED FOR AN ON-PREMISES PRIVATE BRANCH EXCHANGE (PBX) AND THE ASSOCIATED COST AND TIME OF KEEPING THE TECHNOLOGY UP-TO-DATE.



ELIMINATE TELEPHONY COSTS

Skype for Business enables you to move your telephony to the cloud, removing the need for an on-premises Private Branch Exchange (PBX) and the associated cost and time of keeping the technology up-to-date. Some organisations may have concerns about moving their technology to the cloud, however it does not present any additional risks. It provides the functionality, availability and stability expected from a conventional telephony system with the added benefits of increased flexibility and mobility – all without the up-front capital outlay.



COMMUNICATE SECURELY

All communications in Skype for Business are encrypted so any conversations or information about clients passed between users remains secure. Any instant messages are also archived in Skype for Business to comply with any regulatory requirements for monitoring electronic communication. Outsourcery can also provide PCI Compliant call recording as an add-on for Skype for Business.



WHAT NEXT?

If you want to help your accountancy firm transform the way it works, get in touch with our Skype for Business experts today.

We can provide workshops with your key decision makers to demonstrate the technology and provide proof of concepts to help your organisation experience the benefits of Skype for Business.

Call us: 0845 366 6060

Email us: info@outsourcery.co.uk

TRANSFORMING THE WAY YOUR FIRM COMMUNICATES CAN SUPPORT NEW WAYS OF WORKING AND BUILD STRONGER CLIENT ENGAGEMENT.

ABOUT OUTSOURCERY

Outsourcery is the leading provider of Unified Communications in the UK with proven experience of delivering over 100,000 seats of Skype for Business. UK Data Sovereignty is guaranteed through a UK business operating UK data centres with 24/7 UK support. Service is guaranteed through financially backed SLAs with up to 99.99% availability and dual site redundancy.

We pride ourselves on offering the most complete product offering combining Skype for Business core features with full PSTN capability (including European telephony and global in-country conferencing), call recording, and contact centre functionality. As an Ofcom-regulated Telco we provide ease of engagement through unified billing for calls and systems plus number porting and set-up.

We work with our customers to make the complex simple through cloud migration consultancy supported by trials and proof of concepts. Our experts efficiently deliver hybrid solutions with the ability to integrate with Office 365 and on-premises technology for a smooth migration to the cloud. All of this backed by the confidence of working with an award-winning Microsoft Gold Partner.

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