



**BANKS & FINANCIAL
SERVICES**

OUTSOURCERY®
THE CLOUD EXPERTS

ADDED VALUE UNIFIED COMMUNICATIONS FOR BANKS & FINANCIAL SERVICES



**How Skype for Business from Outsourcery will help you improve collaboration,
enhance customer engagement and increase profitability**

THE MILLENNIAL GENERATION IS NOW ENTERING BOTH THE WORKPLACE AND THE CUSTOMER BASE. SUCCESSFUL ORGANISATIONS ARE THOSE THAT BEST ADAPT TO THE WAY WE LIVE OUR LIVES TODAY.

IMPROVED COMMUNICATION IS AT THE FOREFRONT OF DRIVING BROADER BUSINESS TRANSFORMATION, CREATING AND SUPPORTING MOBILE WORKFORCES AND INCREASING CUSTOMER ENGAGEMENT.



TRANSFORM THE WAY YOU WORK

Banks and financial services are increasingly turning to Unified Communications to transform the way they work.

The millennial generation is now entering both the workplace and the customer base. Successful organisations are those that best adapt to the way we live our lives today. Improved communication is at the forefront of driving broader business transformation, creating and supporting mobile workforces and increasing customer engagement.

Skype for Business from Outsourcery gives banks and financial services the full spectrum of communication tools needed to drive value and competitive advantage.

It enables organisations to replace their existing telephony systems by combining voice, video, 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



IMPROVING CUSTOMER ENGAGEMENT

Both retail and corporate customers want to quickly connect with the right contact in a manner of their own choosing from wherever they happen to be. The challenge for the organisation is to; connect with customers at key decision points, answer questions with expert knowledge and be available at the right time.

Skype for Business can enable immediate engagement with customers by video or instant messaging. Call recording functionality also helps to monitor customer satisfaction and compliance.



INCREASE CROSS-SELLING OPPORTUNITIES

For customers to buy new products, they need access to the right information, at the right time. Skype for Business enables customer questions to be answered quickly, consistently, and accurately with experts engaging in the manner that best suits the customer; via voice, video conferencing or instant messaging. This can help to reduce staffing costs for branches by using experts across locations plus improving customer satisfaction and retention.

SKYPE FOR BUSINESS ENABLES YOU TO MOVE YOUR TELEPHONY TO THE CLOUD, REMOVING THE NEED FOR AN ON-PREMISES PRIVATE BRANCH EXCHANGE (PBX)



REDUCE PROPERTY COSTS

Many organisations have already introduced mobile and remote working to reduce property overheads. Skype for Business gives users access to their communication tools without having to physically be in the office, helping to further rationalise the property estate, release capital and reduce operational and facility costs.



SUPPORT YOUR WORKFORCE

Introducing Skype for Business alongside a flexible working policy helps to drive productivity by supporting staff to work and communicate effectively. Whether in the office or at home, staff have the communication tools to be more accessible to both colleagues and customers whilst improving work-life balance and employee satisfaction and retention. All with the added confidence of security and compliance as instant messages and phone calls can be recorded and archived.



INCREASING SPEED OF COLLABORATION

Skype for Business equips staff with the tools they need to break through departmental silos and communicate in real time. Instant messaging and chat rooms maximise the speed of engagement for time sensitive communication – a particular benefit for traders. Presence monitoring also reduces the time associated with awaiting a response from an absent colleague. The ease of video conferencing and desktop sharing can greatly enhance collaboration and the quality of decision making.



REDUCE TRAVEL COSTS AND CARBON EMISSIONS

Staff can reduce the cost and time of travelling between offices and reduce the impact of commuting by using voice and video conferencing facilities wherever they are to communicate internally and with customers. There is no need for any specialist conferencing equipment so everyone can access the technology from their desktop, laptop or mobile device. This can also play a significant role in reducing corporate carbon footprint.

SKYPE FOR BUSINESS ENABLES CUSTOMER QUESTIONS TO BE ANSWERED QUICKLY, CONSISTENTLY AND ACCURATELY WITH EXPERTS ENGAGING IN THE MANNER THAT BEST SUITS THE CUSTOMER



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. 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.



BE SECURE IN THE CLOUD

We've invested heavily in our enterprise-grade, Ofcom-regulated cloud platform, the O-Cloud, which has been built to ensure high availability and resilience. Outsourcery hold all the accreditations you would expect from a world-leading Cloud Solution Provider, including ISO 27001, 9001 and 14001 standards and the Cloud Industry Forum's Code of Practice certification. UK data sovereignty is guaranteed, along with the requisite archiving, audit and compliance traceability.



EFFICIENTLY MANAGING RESOURCES

Skype for Business is a cloud service delivered as a subscription on a per user, per month model. On-premises infrastructure can lead to wasted capacity and overspending or a lack of capacity at critical times. Cloud gives IT leaders the flexibility to scale up when additional services are needed and scale down to avoid under-utilising IT capacity. Essentially, with a move from Capex to Opex, you only pay for what you actually use.



WHAT NEXT?

If you want to help your organisation transform the way it works, contact our corporate account team for more information about Skype for Business from Outsourcery. We can run free workshops with your key decision makers to demonstrate the technology and provide proof of concepts to support your business case and demonstrate the benefits of cloud and unified communications.

Call us: 0845 366 6060

Email us: info@outsourcery.co.uk

STAFF CAN REDUCE THE COST AND TIME OF TRAVELLING BETWEEN OFFICES AND REDUCE THE IMPACT OF COMMUTING BY USING VOICE AND VIDEO CONFERENCING WHEREVER THEY ARE TO COMMUNICATE INTERNALLY AND WITH CUSTOMERS

ABOUT OUTSOURCERY

Outsourcery is the leading provider of cloud-based 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.

www.outsourcery.co.uk

@Outsourcery



Microsoft Partner

Gold Communications

Gold Hosting

Gold Customer Relationship Management

Silver Datacenter

Silver Cloud Productivity

OUT/SKY000002/D30032016

0843 366 6060

www.outsourcery.co.uk

OUTSOURCERY[®]
THE CLOUD EXPERTS