

Unified Communications

Business Communications, your way.



Business Communications your way, with comprehensive and flexible solutions for on premise or in the cloud

In today's fast-paced, competitive, technology-led business environment, business success is built upon establishing and maintaining relationships, providing exceptional levels of service, and connecting with customers and colleagues in a timely manner.

So, having the ability to quickly and effectively communicate and collaborate with customers, partners, colleagues and suppliers is critical to the growth of your business.

Kyocera's priority is understanding your business needs and your infrastructure preferences, including what communications solution components to deploy and where to deploy them — on premise, in the cloud, or both — so that you can maximise your Return on Investment (ROI).

Kyocera offer a complete, cost-effective, unified communications solution that fits seamlessly into your existing IT framework to meet all of your business needs.

Kyocera provides the foundation to building a flexible, real-time communications landscape that can help your business with addressing the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or the daily use of business applications or industry frameworks, Kyocera can address your current needs, yet evolve with your business as your IT strategies and communications needs change



Mobility

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day. With Kyocera unified communications, employees are provided with access to the same “in-office” communications experience from anywhere with a single identity, phone number, voice mailbox, and extension.

Kyocera’s embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

Dynamic Extension

Kyocera’s embedded Dynamic Extension solution provides businesses with the ultimate cost-effective, “no compromise” mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

Hot Desking

Hot Desking allows employees to continue to be accessible and productive by having their calls routed to the device they are logged in to, whether they are located at any of your offices, at home or off site.

With Kyocera’s External Hot Desking function employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using an IP desk phone in the office.

Unified Communications and Collaboration

A direct result of today’s world of business is that organisations are faced with a number of challenges. From how to get employees to efficiently and effectively work together to help drive change throughout the business to ways to improve client interactions that drive increased revenue.

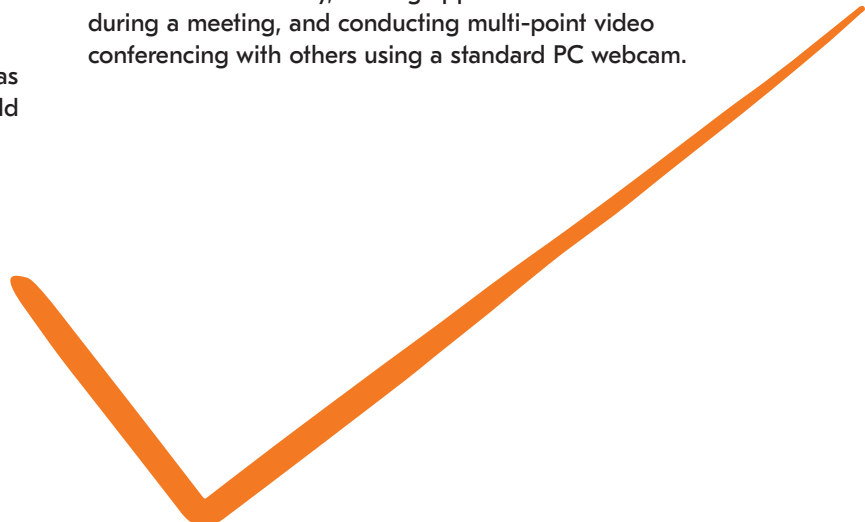
Kyocera offers an integrated suite of unified communication and collaboration solutions that work seamlessly together to allow employees to effectively and effortlessly connect with colleagues, customers, and partners – no matter where their day takes them.

When installed on an employee’s mobile device, capabilities are extended to the mobile worker, such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, and more.

Audio, Web and Video Conferencing

Kyocera Audio, Web, and Video Conferencing provides access to conferencing and collaboration tools that are vital to having a workforce that is connected with others – both inside and outside of the business – wherever they are.

This includes being able to easily create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard PC webcam.



Unified Messaging

Unified Messaging enables your employees to respond faster to clients and colleagues through secure single message storage and access. With Kyocera your employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, that provides Unified Messaging and automated attendant capabilities.

Embedded Messaging

Kyocera's unified communication platforms offer entry-level embedded voice mail solutions that provide a cost-effective voice and unified messaging solution for under 748 users.

Unified Messaging

For more size and sophistication, Kyocera offers Unified Messaging capabilities for businesses with 2,800 users or less. This solution is available on both physical and virtual deployments and offers a full-featured and flexible Unified Messaging solution with a low total cost of ownership to satisfy the diverse needs of your organisation.

NuPoint Unified Messaging solution is a highly scalable, robust, and sophisticated messaging solution, scaling up to 120,000 users, and offers unique deployment integrations, such as Hospitality, and is available for physical premisesbased or virtual deployments.

Contact Centre

Contact Centres can help improve your customers' experience by ensuring that calls always go to the right agent – anytime, anywhere, and by any means.

Kyocera's fully integrated Contact Centre solution can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency.

Kyocera also supports management and reporting delivering feature-rich IVR capabilities and Contact Centre

monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated Contact Centres, including virtual, multimedia Contact Centres with multiple locations and remote agents.

Analytics to monitor and improve call experiences and application performance; the ideal for both inbound and outbound Contact Centres thanks to its predictive outbound dialling solution that includes tightly integrated Customer Relationship Management, campaigning, and agent scripting capabilities.

Call Recording and Quality Management

Kyocera Call Recording and Quality Management enables your organisation to quickly capture, archive, organise, playback and share voice documentation for valuable insight into customer interactions. With a complete suite of quality assurance, evaluation and e-learning tools, you're empowered to instantaneously review call handling performance to ensure adherence to best practices and uncover coaching opportunities.

Mobile device management

In addition Kyocera offers a comprehensive range of Mobiles & Tablets including handsets, SIM only and tariffs.

- Pop Up Office is a great solution if you have a variety of devices (laptops, tablets, smartphones) and want to hook up to a 4G or the latest 5G connection when you're out and about.
- Just Call Me is a simple, easy to use conference call service with a transparent monthly fee for unlimited conference calls and no hidden call charges.
- MaaS360 is an easy-to-use mobile device management (MDM) platform which gives you a powerful suite of tools to handle the management and security of all your mobile devices – and all from a single screen.

The 5300 and 6900 series IP desktop solutions



Kyocera's fully modular solutions are agnostic when it comes to data infrastructure and communications components and operate across any LAN / WAN infrastructure.

From affordable entry-level IP phones to rich media information devices, the 5300 and 6900 Series have the right communications solutions for your employees. These include cost-effective two-line phones, traditional button phones, and self-labelling application phones that provide users with ample personal programmable keys.



Reap the benefits of cloud communications

With communications at the heart of every business, you need reliable unified communications, collaboration and contact centre technology to run your business successfully. With the right cloud solutions, your business can enjoy powerful communications and collaboration capabilities without the cost and complexity of maintaining an on-site system.

Challenges you might be facing

Simplicity and agility

Businesses need a robust communications solution that can be deployed quickly and scale effectively across their organization.

Limited IT resources

Businesses can no longer afford to allocate valuable IT resources to communications systems, driving them to look for a cloud solution—preferably one from a single source.

Consolidation and consistency

The cloud can consolidate existing infrastructure—PBXs, gateways, applications and more—while providing a consistent user experience across multiple branches and devices. In addition, having a single and powerful unified communications platform reduces dependencies on a host of external, over-the-top apps.

Four questions you should ask

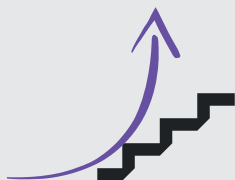
1. How much management/maintenance will be required on our end?
2. Are there any “hidden” costs to your cloud solution?
3. Is your public cloud secure?
4. How does your cloud solution perform relative to others?

How the right communications can drive results

Kyocera’s cloud-based unified communications and collaboration solutions help you reduce and better manage your OpEX costs while giving your organisation the power to communicate and collaborate more effectively than ever before.



Ensure everyone has access to the latest UC&C features and tools, anywhere on any device.



Scale up your solution as you need, without investing in new hardware or software. Pay only for what you use.



Onboard new subscribers and make changes to user permissions fast with simple self-service and provisioning tools.



Increase productivity with robust collaboration features.



Reverse the risky trend of unapproved applications by providing a single set of powerful tools that everyone can share and access.

Move to the cloud in five easy steps

1. An All-In-One Solution

Fully featured VoIP phone system, which includes instant messaging, audio and web conferencing, video and collaboration tools — all built natively into a single client that works anywhere from any device.

2. Reliable and Secure

Deployed in state-of-the-art data centres and designed to protect against any single point of failure. 24/7/365 monitoring and support. In addition, all voice traffic is always encrypted — end-to-end. Seamless disaster recovery and business continuity.

3. Maximum flexibility

We can provide on-site and cloud communication deployments in a mix-and-match hybrid environment, enabling you to dial into cloud functionality at a pace that matches the needs of your business.

4. Seamless deployment and customer care

Service plans make it easy to deploy a variety of service levels optimised for your staffing plans. From core call control features to multi-faceted feature levels, including operator and supervisor features, you'll pay only for the services you use. Support 24/7, 365 days a year.

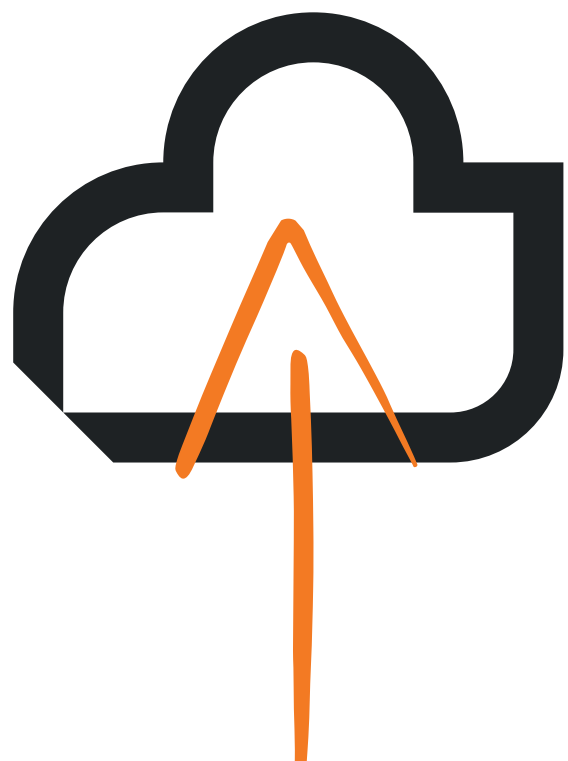
5. Integrate your business phone system into your business processes

A rich set of application integrations and open APIs that make it simple to shape your cloud UC solution around your business applications, including CRMs, Skype for Business and more.

By 2020, more than 30% of the 100 largest vendors' new software investments will have shifted from cloud-first to cloud-only.

Top concerns of businesses using legacy PBX system

1. IT teams spend significantly more time running the PBX than focusing on business initiative.
2. Fragmented user experiences with multiple apps for telephony, instant messaging, conferencing, video, etc.
3. The significant cost of maintaining legacy systems and their underlying infrastructures.
4. A stale feature set that no longer aligns with modern business requirements.
5. The phone system is tethered to the desktop phone and was not built with today's mobile workforce in mind.



Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organisations put knowledge to work to drive change.

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