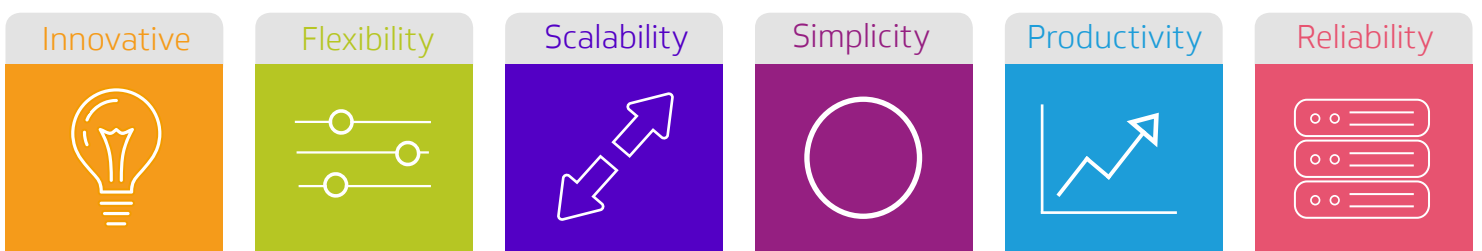




**Communicate and collaborate  
anytime, anywhere,  
from any device**



# Why choose Touch Technology?



## Improve team Collaboration and Productivity



Touch Technology has a unique Touch Call user interface, accessible via any browser and based on our patented intellectual property. This enables users to make and receive calls with a single touch using a web browser or virtually any telephony-enabled device connected to the PSTN or Internet. The unified user interface provides a consistent experience across multiple devices and media types.

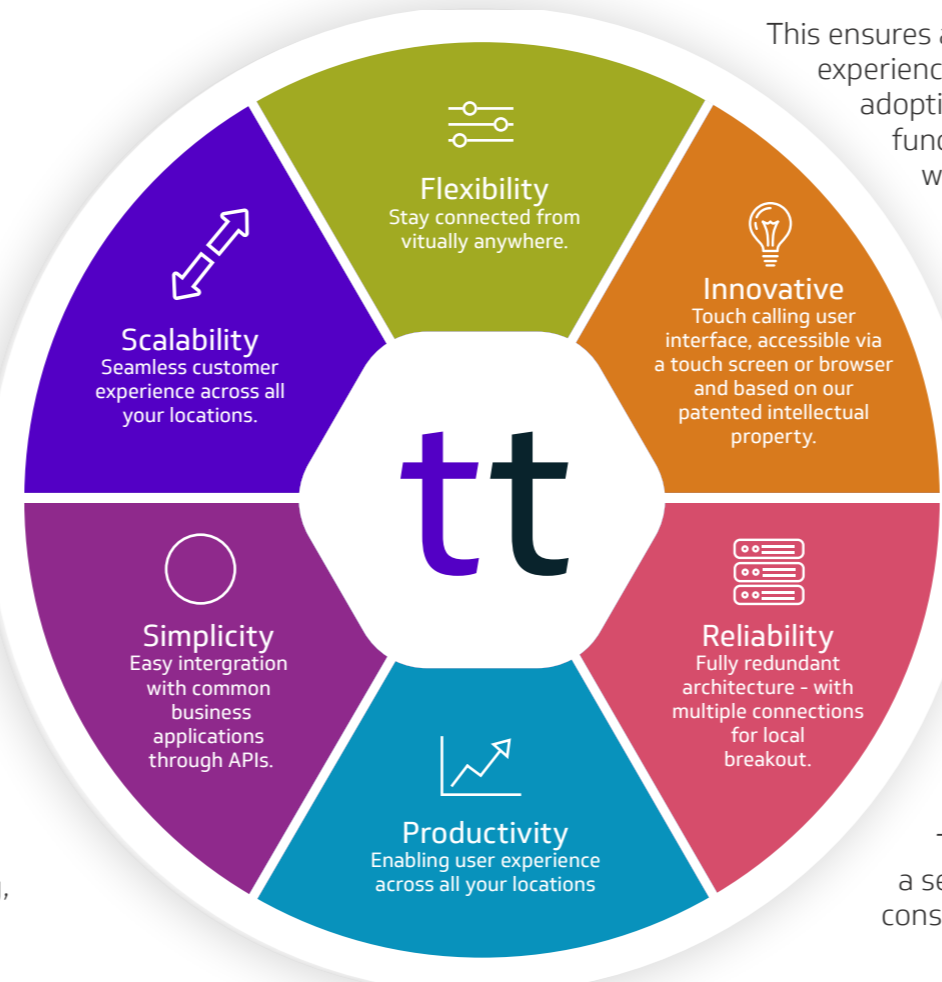
Our service also enables you to fully integrate remote workers through the use of collaboration tools such as audio/video conferencing and screen sharing, offering increased productivity whilst keeping them mobile.



## Flexible and Innovative solution

Our Touch Technology solution offers full integration, bringing voice, video and chat together in one conversation, through a single infrastructure that delivers consistent and integrated collaboration.

This ensures a simple intuitive user experience that drives higher adoption rates, as well as full functionality for all users, whether they are in the office, on the road or at home.



**Continuous Development** - Our dedicated team of in-house developers continuously update and improve the platform to ensure the service is best in class.



## A Simple and easy Scalable solution

Touch Technology is a completely scalable solution delivering a seamless experience across all your locations, whilst offering a consistent user experience across multiple devices, with a variety of features to suit all users.



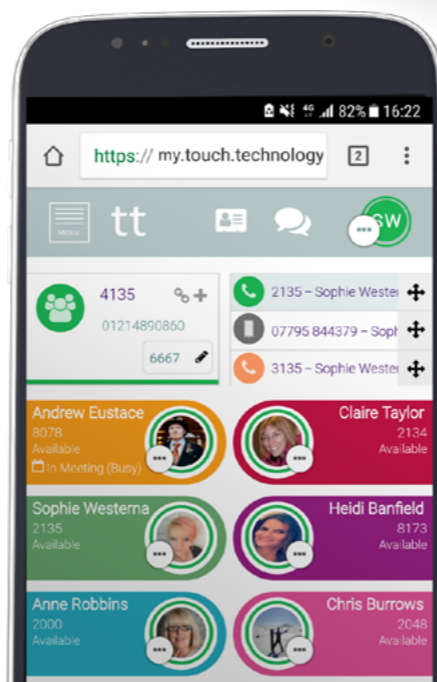
## Complete Reliability



With multiple connections for local breakout, our global platform has points of presence covering Europe, North America & Asia. This provides failover between locations, supporting maximum uptime and call availability, ensuring complete business continuity.



**Full Mobility** - Access all features and functionality from anywhere.



**Service Options** – Choose Touch Technology for a full unified communications solution or TT Lite as a hosted telephony service – if your needs change, you can upgrade easily from TT Lite to Touch Technology.



**Real-time Collaboration** – Touch Technology provides seamless connectivity and easy communication for smarter working.



**Dedicated Support** – We provide support 24x7x365 from our UK support team.



**Multiple Devices into one Environment** - Any device capable of making and receiving phone calls (traditional or VoIP) works with Touch Technology and TT Lite. Homeworkers can even use their service over their domestic phone and broadband line.

## Full Management control

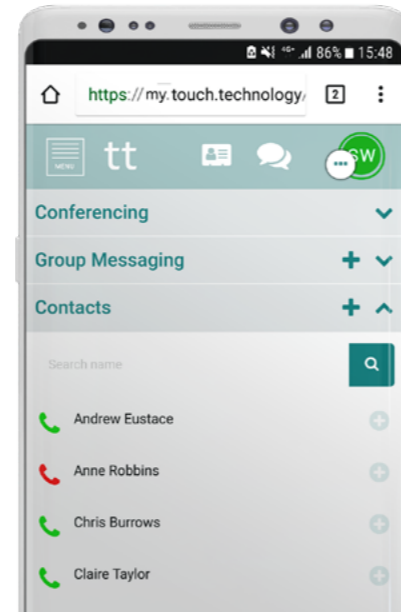


Service management tools give your administrator complete control over who has access to your service and what they are permitted to do.

All users can manage their own voicemail, call forwarding, directory, conferencing and more, from any device.

Monitoring and reporting provides real-time insight to IT administrators supporting service teams with overviews of:

- Conference rooms in use
- Number of calls in progress
- Inbound and outbound call details



**Integration** – APIs available for integration with Sales Cloud from Salesforce, Microsoft Dynamics® and other third party software.

## Collaboration tools



A wealth of management tools for you and your team for efficient, smarter working:

- Add and update user accounts
- Extension management, including CLI presentation and voicemail settings
- Conference room management
- Inbound number routing
- IVR management
- Call reporting and call detail records



## Service Options



Touch Technology provides a full unified communications solution. TT Lite is a lower-cost alternative to Touch Technology, providing a comprehensive hosted telephony service, whilst omitting some of Touch Technology's more advanced features.

The differences between TT Lite and Touch Technology are listed in the table below.

Feature Set	TT Lite	Touch Technology
<b>Communication</b>		
Telephony (VoIP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telephony (analogue)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
International numbers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cloudphone (mobile app)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Touch Call (click-to-dial)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Move My Call (call twinning)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Voicemail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Company Directory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Collaborative Workspace	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Live Communication (WebRTC client)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Instant Messaging	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Conferencing</b>		
Audio Conferencing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Video Calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Screen Sharing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conference Recording	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>System Features</b>		
Hot Desking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Switchboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact Centre	Optional	Optional

If your initial order is for TT Lite and your requirements change later, you may upgrade to Touch Technology within your existing contract.

# intercity

TECHNOLOGY



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Work securely

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