



touchtechnology
BY INTERCITY

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

Innovative



Flexibility



Scalability



Simplicity



Productivity



Reliability



intercity.technology/solutions

Why choose Touch Technology?

touchtechnology
BY INTERCITY



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.

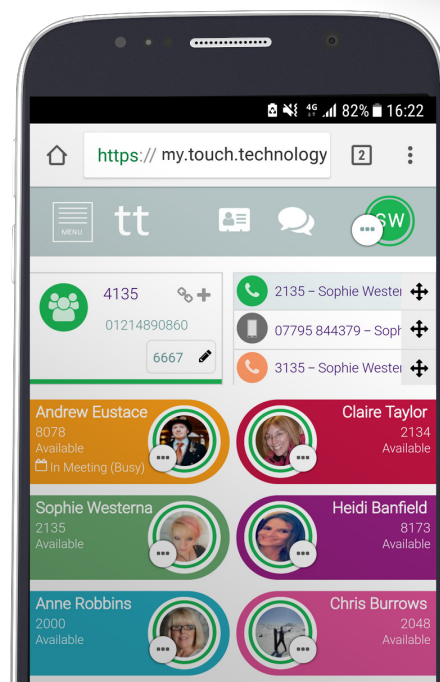
Complete Reliability



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.



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.

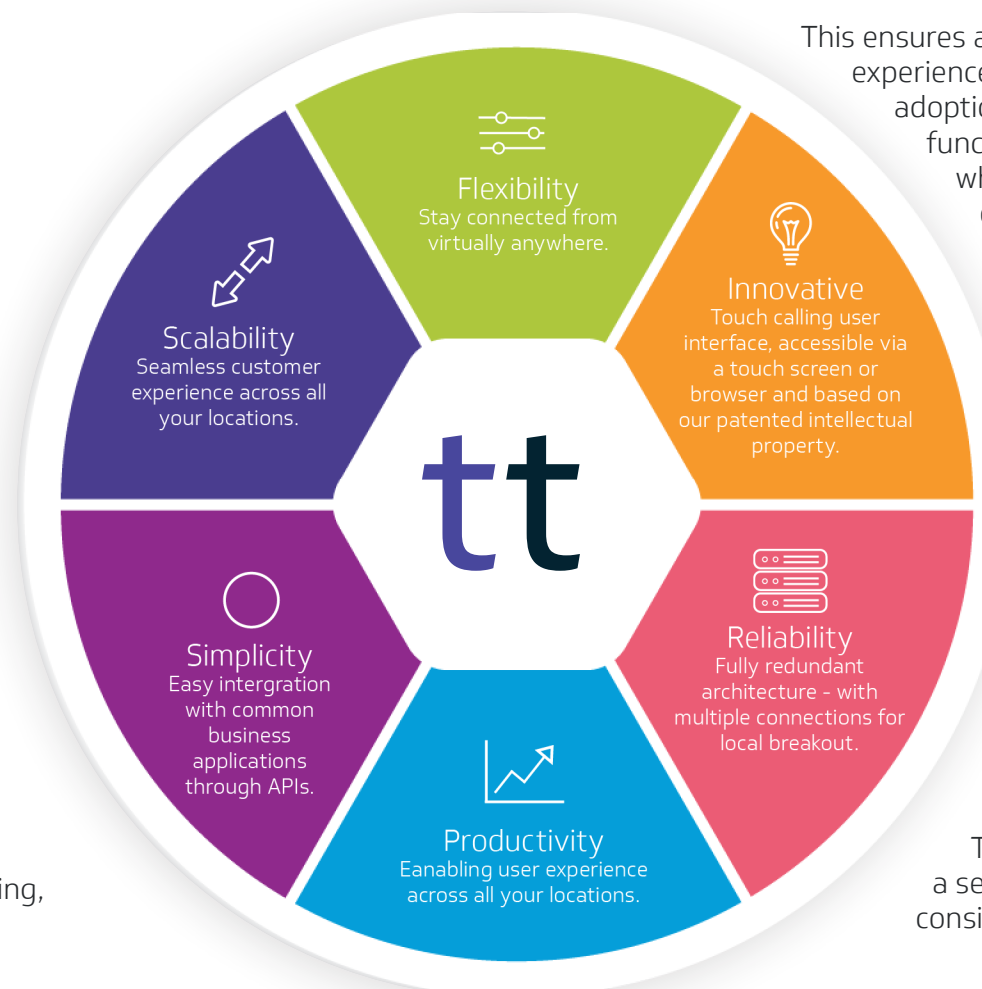


Continuous Development - Our dedicated team of in-house developers continuously update and improve the platform to ensure the service is best in class.



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.



Advanced Features - All customers have access to the full set of features – additional licences are not required for advanced features.



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

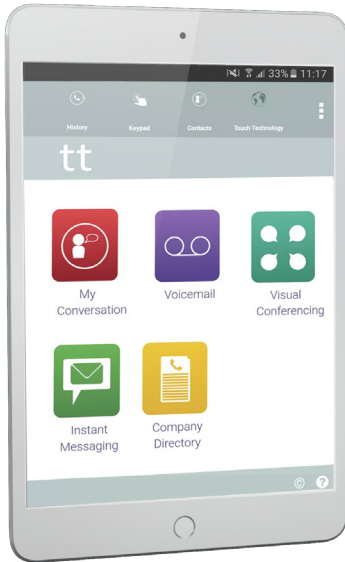


Dedicated Support – We provide support 24x7x365 from our UK support team.



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





Full Management control

Our Touch Technology management tools give you complete administration access and control over your service and provide any administrator with a more flexible, day-to-day management experience.

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:

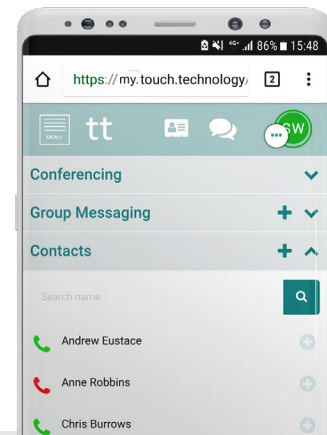
- Conference rooms in use
- Inbound and outbound call details
- Number of calls in progress

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



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

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Contact Us

Enquire today on 0330 332 7933

Head Office

101 -114 Holloway
Head, Birmingham
B1 1QP

Oakham

1 Saddlers Court,
Oakham, Rutland
LE15 7GH

Elstree

Allum Gate,
Theobald St,
Elstree, Herts
WD6 4RS

Bolton

Hallmark House,
Paragon Business
Park, Horwich
Bolton, BL6 6HG

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercitytechnology/accreditations](https://www.intercitytechnology.com/accreditations)



Work together



Work anywhere



Work securely

intercity
TECHNOLOGY

enquiries@intercitytechnology.com