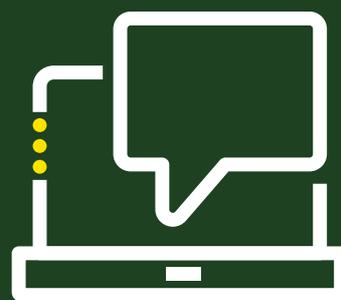


Horizon Collaborate for Legal sector

A Unified Comms platform to help you become more agile





Horizon Collaborate

In today's digital-first world, your business needs to be more agile than ever before and able to respond to customers quickly by ensuring employees are equipped to handle a constant flow of queries across multiple channels.

Horizon Collaborate addresses all these needs, designed for companies looking to increase productivity, improve collaborative team working and accelerate business decision making to better serve customers.

Gamma owns all aspects of its network and products, meaning we can provide an end to end solution, which we manage and support. This network ownership allows us to provide meaningful, industry leading SLAs and commit to unparalleled uptime.



Horizon Collaborate provides your business with instant messaging, presence, voice, video, desktop and application sharing, and document sharing.

Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables your users to access business communications and collaboration services from their favourite devices - wherever they are.

Fully integrated with the award-winning Horizon hosted PBX service, Horizon Collaborate supports and builds on all the features and functionality of our best in class IP telephony service for a true unified communications experience.



Greater Functionality

Replace multiple communications products with a single UC package to drive down IT costs and increase functionality



Employee Productivity

Transform how quickly and efficiently information is shared, satisfying customers' demands more quickly as well as increasing employee productivity



Improved Experiences

Improve employee experience and engagement by giving them access to a range of multi-channel communications via our single application, available from anywhere on a huge range of devices



Instant Communications

Provide communication tools that permit users to find the right person in an instant, enhancing decision making and efficiency



Next Generation

Cater for millennials and Gen-Z who are set to become the largest generation in your workforce and expect technology to be fast, accessible and on-demand

Horizon Collaborate Features

Making life easy for your employees and customers



Multimedia

Leverage media services such as instant messaging, voice, video, desktop/application sharing and more.



Presence

Horizon Collaborate shows an always-on personal status that helps define the best way to communicate with colleagues.



Home Worker

Lets you take your profiles and settings to your home office.



Any Device, Anywhere

Access business communications and collaboration services from any device, anywhere, Windows, Mac, Android and iOS.



Video Calling

Create a stronger, more personal collaborative experience using visual communication from mobile or desktop app.



'My Room' collaboration space

Deploy 'My Room' feature, an instant, fully-managed multi-party collaboration space for voice, video and sharing.



Never miss a call

Never miss a call with One Number Anywhere and Sequential Ringing.



Flexible Working

Staff can work flexibly such as hot-desking or remote working, boosting employee satisfaction and productivity.



Enhanced Voicemail

From visual voicemail on your app and softphone, to voicemail to email solutions, your voicemail can be accessed anywhere.



Call Notify

Keep track of important calls and missed call alerts, with call notify by email.



Hot Desking

Use your number and preferences on any enabled phone in your company or simply set up a remote office and work from home.



Call Recording

Use Call Recording for audit trails, compliance or for training purposes.



PBX Service

Enjoy full integration with our award-winning Horizon Hosted PBX service to benefit from a truly unified comms experience.



Management Reporting Tools

Optional real-time reporting and wallboards for office and mobile devices keeps you informed how calls are handled.

Why choose us?

UK No.1 in Hosted telephony*

End to end solution: we own the voice, data and mobile cores

24/7 UK-based support team

Consistently rated highly by our customers

Continuous investment and improvements in our products

Easy customer experience



Availability, Presence, Status

My Room Conferencing

Join Room

Live Chat

- Contact list
- Call History
- Chat History
- Dialpad
- Settings - Options and Preferences

Network and Security

Gamma has its own stable and secure data and voice network. Your business can benefit from proven, resilient communications services backed up by strong uptime rates and exceptional quality of service, giving you the peace of mind that your communications are safe.

You'll also be free from the burden of legacy technology and the ongoing costs associated with an onsite PBX.

Gamma has achieved ISO 9001, 14001, 22301 and 27001. These accreditations show a commitment of quality to our customers as well as demonstrating our dedication to business continuity and security.

* under 500 seats

Collaborate for Legal

The UK legal sector's network of experienced legal professionals trusted legal frameworks and specialist services are recognised across the globe for their exceptional quality and wide-ranging expertise. From drafting contracts and corporate governance, to mergers and acquisitions and dispute resolution, the UK has the talent, infrastructure and global expertise to support business regardless of location.

With legal practitioners constantly on the move, and working across a number of cases in a number of places, having a reliable and collaborative phone system that allows for mobile working, easy conferencing and business continuity should an office need to shut, can help the UK legal system to continue to be world leading.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's legal professionals.

Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls results in long wait times and frustrated callers

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI numbers** - customers can call the person they wish to talk to directly

Handling regular queries

Challenges

- Frequency of new business queries and ability to transfer calls to the correct department

Resolutions

- Queue callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide callers with key information such as times of opening and mailing addresses

Customer contact is out of the office

Challenges

- Staff not be available due to travelling or home working

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email so staff can manage calls on the move
- Manager / assistant features

Working from alternative locations

Challenges

- Staff need flexibility to work from wherever they are - office, home, or travelling between

Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Work number rings through wherever you are, and outbound office CLI's from anywhere

- Remote logging and management tools and live statistical reporting
- Centralised billing for calls

Office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- Information messages - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work from home. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- Collaborate MyRoom is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- Video appointments can be set up remotely with only the practice employees needing Collaborate installed
- Calls can easily be pulled from phone to laptop and vice versa making it easy for someone at the office to continue fielding calls or taking appointments on the move

Additional highlights

Call Reporting

It can be important to know how long people are waiting to be spoken to; when busy periods are and if everyone has received a callback. Collaborate's real time call reporting can provide a wallboard for the practitioner to understand calls waiting, SLAs and totals. This can deliver improved call handling time and customer service levels.

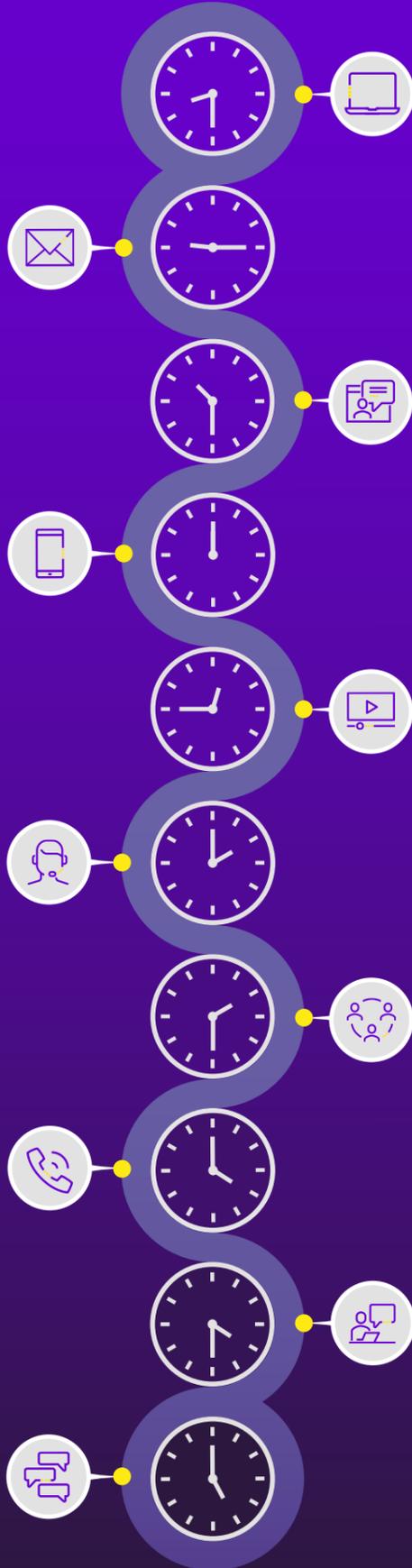


Call Recording

- Capture what has been said on each call
- Recording can be stored against customer's file in a CRM system
- Easy to use in a dispute resolution

A day in the life of a remote worker

Quick check of your emails, open Powerpoint and update. One point is unclear, open chat and use the presence and location indicator to see that Dave is 'in a meeting' in London.



Open your laptop, connect to Wi-Fi. Your UC software opens on start-up, a chat message has come in from Dave overnight with feedback on a slide deck.

Jump into the monthly steering group session with your team, join Sue's room and take it in turns to share your screen to run through your progress to date.

Head to grab some lunch, pulling your call seamlessly from softphone to the mobile app. Update your presence to let your colleagues know you're away from your desk. A new call comes in, decide whether to conference in or transfer to Lee.

Back at your desk, a voicemail has come in while on another call, one of your customers is really happy with your support, play the message on your desktop then forward to your team.

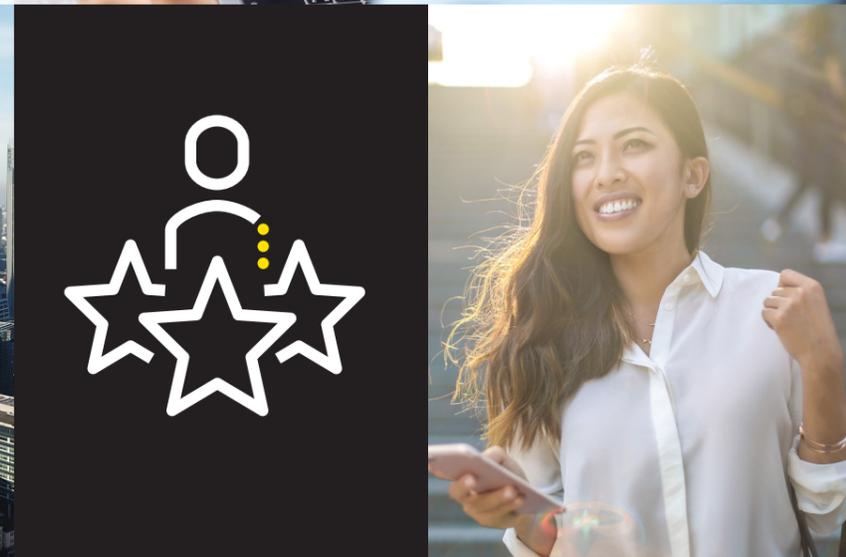
After a quick check of your chat platform, you can see Dave is now available. Click to call him, clarify that point around your presentation before sending him the finalised file in your chat with him.

You have a project catch up with the development team. They're based remotely throughout Europe, so it's a video conference using the webcam on your laptop.

Time to gather feedback from a recent roundtable. Use the directory or dialpad to call out to the participants, with call recording and stats enabled so you can refer back later.

One of the participants has more to show you. You send her a link to your Collaborate room so she can access and screen share without downloading any software.

Open your own room in your UC platform, drag and drop a couple of your team members into it and have a quick message chat about tomorrow morning's meeting to line up who's presenting.





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