
4net Consultancy Workshops

Explore, Identify and Evolve



Consultancy Workshops

4net Technologies offer consultancy and lifecycle services that will help your business to evaluate, deliver and manage your IT and communications strategy and environment.

Our collaborative, consultative approach, combined with our objectivity, provides unique insights into your strategic goals. We supply customised, strategy-to-implementation solutions aligned with your organisation's aspirations, rather than answers simply tied to products or pre-packaged solutions.

By getting to know you, your team and your internal stakeholders we can identify your business objectives and how the IT function supports them. This level of understanding will help our consultants identify areas for improvement and innovation that will put you in control, reduce costs, increase productivity and give you competitive advantage.

Creating a strategy to allow for effective technology integration is key for today's businesses. Just as important is that your IT plans align with your business strategy. As part of our Managed Services contract, 4net will work with you to devise a strategy for your business, ensuring best practice, driving efficiencies and reducing costs across your organisation. We also work with a number of third party specialists who can be introduced to help with areas such as PCI and Security or Documentation Processing.

Our experience, gained through delivering global solutions across all market sectors, has given us a wealth of understanding around the challenges facing business today and the technologies and processes needed to ensure best practices within our customers' organisations.

Many companies realise the need to improve or develop their communications strategies but, faced with the day-to-day running of their business, may not have the time to find out where their challenges lie. Or they may just need help to pull together a sound financial business case for adopting new technology.

To ensure that we continue to meet our customers' high expectations we have signed up to a customer lifecycle strategy that, in addition to our award winning SLA backed support contract, encompasses experiences, touch-points, procedures and systems across our business and brings them together to provide you with seamless and consistent service, support and communication.

Our IT and Communications Consultancy Assessment is conducted through a series of workshops attended by your key business stakeholders, where we help your people think in a new way about IT and communications. We will also work with you to identify the key challenges facing your business and prioritise them into a series of projects incorporating the main technologies and business drivers into key milestones, creating a bespoke business communications roadmap that enables the way for change.

We can also help organisations – and their people – adapt to change. From a technology solution that requires training, processes that need integrating into existing work habits, to a strategic direction that depends on the understanding and support of stakeholders.

Over the years we have found that the most successful approach to change is one that can show tangible and measurable business benefits as you move through each

stage on your roadmap. And so we gather information and data, which is analysed to a wide range of reports and tools to deliver:

- **A GAP analysis** which identifies areas that you need to address within your business infrastructure
- **Technical Workshops** to affirm our complete understanding of your systems and infrastructure, highlighting areas of immediate concern and discuss any further observations, recommendations and ideas.
- **A 5 year roadmap** with milestones and technologies highlighted on the way
- **A business ROI** and Business Case to help you justify your technology investment
- **Additional consultancy** with Managed Services and technology to drive value

The Workshops

Our Workshops focus on the following areas:

- **Workplace 3.0 - Redefining the World of Work**
- **Telecoms Expense Management**
- **Unified Communications and Mobility**
- **Customer Experience**
- **Microsoft Consultancy**
- **Managed Services**

Workplace 3.0 Workshop is designed to help our customers to address their key business challenges. By applying the solutions and applications highlighted in our workshop our customers can become more responsive to their customer needs, simplifying their communications infrastructure to realise measurable savings and improve the productivity and effectiveness of everyone in the company.

This workshop will show you how technology can cost effectively integrate mobile and fixed line solutions to deliver seamless, effective communications no matter where your people are located. We will help you increase efficiency and productivity through applications delivered to your field staff, along with a full review of soft and hard savings.

Our mobile bundles are flexible. We offer pay as you go packages and we can create tech funding that can be used against any technology that 4net provides to your business, not just for mobile devices.

Telecoms Expense Management Workshop is designed show you how you can consolidate suppliers of fixed, mobile and PBX support. We can will demonstrate how we can help you to rationalise infrastructure, and illustrate where services are no longer being used – saving you money, providing audit information, analysing spends on fixed/mobile, along with additional outgoings relating to voice, such as moves, adds and changes.

By implementing our ESP managed service solution you can align IT services with business needs, enabling complete service transparency, real-time visibility of assets, maximise system uptime and improve efficiency through automation of manual processes.

Unified Communication Workshop

focuses on managing change within your business, delivering a business case for the adoption of UC and an ROI based upon tangible cost savings

The deployment of Unified Comms in your business does not have to involve a completely different way of working but, rather through orchestrated change or with the passage of time, employee's work habits will evolve to embrace the new ways of working made possible by UC.

The challenge for any business thinking of changing the way they work through adopting UC, is to steer change into patterns that reflect desired behaviour and away from undesired – Unified Comms is aligned more easily within organisations that have already embraced information sharing and collaboration within their business DNA.

Unified Communications does not necessarily involve major investment, it is a project evolution; 4net will work with your business to understand your challenges and requirements to build a programme of development, adding new communications, collaboration and applications to integrate with existing voice technology. Depending on which services are already deployed in your existing infrastructure, there will obviously be some investment required to support the new user tools and additional contact media.

The key to the successful delivery of a Unified Communications project is to be clear on what features, services and benefits your business requires and, by planning a phased deployment, your business can adapt to the changes over time. As UC means a shift from hardware to software it may be better for your organisation to consider a Managed Service model that will provide you with more flexibility and, more importantly, reduce costs to the business.

Customer Experience Workshop

is aimed at improving interaction with your customer. 4net looks beyond the technical requirements of your contact centre solution to address your business needs. Our contact centre consultants work with you to understand your organisations requirements and offer objective advice to determine, improve and clarify your contact centre strategy.

Our primary focus is to analyse the present experience of your clients and suppliers when they are trying to do business with your organisation. The engagement diagnosing the experience presents methods to improve the customer interaction, and identifies issues whilst improving productivity and reducing operational cost.

Our approach is always results driven. Our advice will incorporate customer contact technology that will help you to streamline your communications, help change your agents' behaviour and make them more efficient, productive and improve customer satisfaction, delivering the best return on investment.

Improving the customer experience and more deeply engaging with customers to strengthen the bonds of loyalty, are among the top priorities of many organisations. Forrester's survey of the customer contact centre business and IT executives, confirms this priority is just as important as the perennial need to improve contact centre efficiencies.

With customers now requiring more real-time support, it's essential to keep pace with their expectations and to respond to them in new ways. 4net can help you to gain a clear understanding of customer priorities and build a comprehensive plan for responding to them, as they want to be supported.

Microsoft Workshop

As fully accredited Microsoft partner's 4net can help you to optimise your investment in Lync by maintaining one telephony infrastructure for both voice and contact centre.

Our specialty is the protection of your investment in existing IT applications and legacy structures like telephone and conferencing systems. We offer design and consultancy across Microsoft Lync Server, and Microsoft Office Communications Server and integration into your UC solution.

Through our Microsoft Workshop exploration sessions we can help you leverage Web 2.0 and real-time communications and collaboration technologies such as Microsoft Lync, SharePoint and Microsoft Dynamics CRM, to help you drive innovation and improve efficiency.

We can also look at how Microsoft-based solutions such as customer portals, dashboards and mobility solutions, and unified communications (UC) technologies can streamline customer-company interactions in your contact centre and across your enterprise.

Benefits

What does a 4net Consultancy workshop achieve for your organisation?

- A GAP analysis on where you are and where you want to be based upon your business needs and vision
- A roadmap with key milestones and projects based upon your business and IT strategy
- A high-level technical solution to support your roadmap and help you achieve your vision
- A cost/ benefit analysis for each of the key solution milestones that will help your organisation see the areas for potential savings
- A discussion document to help you proceed, which will be based upon your organisational and technical readiness, financial projections, and probable benefits.

Immediately after each workshop we will provide you with feedback, which allows everyone who was involved in the meetings to respond to the findings.

We will also provide you with a written report within 2 weeks of the workshop, which will identify:

- Areas of cost savings and benefits
- Areas of your business where we perceive risks and issues
- Our recommendation on areas where we could add immediate value such as hardware/software upgrades etc.
- A business communications technology roadmap with milestones and a phased approach
- ROI and business case to highlight savings and need for future investment



4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our Contact Centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Cisco and Shoretel to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.