



MISSION CRITICAL

CONNECTIVITY FOR MODERN CALL &
CONTACT CENTRES

CALL & CONTACT CENTRES

NEED THE HIGHEST QUALITY CONNECTIVITY

Whether it's for voice, email, webchat or social media, your Contact Centre needs reliable and high-quality Internet that enables you to operate to your optimum - consistently and securely.

Today, connectivity is at the forefront of Contact Centres across the UK. With an increasing number of organisations leveraging the Cloud for their business applications, VoIP, Unified Communications and Hosted Contact Centre technology that is heavily dependent on reliable and high quality Internet connectivity.

WHAT MODERN CONTACT CENTRES LOOK LIKE:



Cloud-Centric Model

Call and Contact Centres are increasingly relying on the Cloud for their day-to-day operations. They require continuous and consistent connection to high-speed Internet.



Always-On Approach

Backup, DR and admin processes means Contact Centres across the nation are being required to be on and connected around the clock.



Digital Interactions

Modern Contact Centres are not just voice-focused. Web chat, screen share, self-service IVRs and API-integrated workflows all require robust and always available connectivity.



Latest Technologies

Advanced technologies such as Voice Recognition, True IVR, Integrated Management, Payment and Fulfilment applications have to operate across a secure, high-capacity connection.

ARE YOU A BUSINESS THAT:

- Operates over multiple sites?
- Supports a Call Centre?
- Has an omni-channel Contact Centre?
- Wins most new business digitally?
- Can be crippled if the Internet fails?

IF SO YOU NEED RESILIENCE INBUILT

Giganet is a latest generation, award-winning Internet service designed to provide customers with the best experience that a mission-critical organisation needs.

FROM:
m12Solutions
TELECOMS & CONNECTIVITY

Brought to you by M12 Solutions, which has over 15 years' telecoms experience and is trusted by business customers to connect, deliver and maintain reliable, fast and efficient Internet. Giganet customers can benefit from up to 1Gb/s Ultrafast premium Internet and can leverage our highly skilled, UK-based service team that delivers a 6hr SLA connection.

Giganet is the Internet brand with a premium offering at superb prices, making it simple for organisations of all sizes to accelerate their growth, improve their customer service and maximise their profitability.

WHAT GIGANET DELIVERS:

- 100% uptime Juniper MX core network.
- Diverse Tier 3 data centres and dark fibre ring.
- Choice of Ethernet carrier with resilient handoffs.
- A single point of failure avoidance.
- Robust 100% uptime RO2 diverse fibre options.
- Juniper SRX HA customer routers.
- Realtime network monitoring with NetShield.
- As low as 5 hour SLA fix, 24x7x365.



At Giganet, we are experts in your field and have a track record of great success with Contact Centres across the UK. For many of these connectivity is mission critical. Through us, you gain a dedicated account manager who offer expert advice and tailor a solution to fit your organisation.

Our business is to add value to your Contact Centre operations and help you accelerate your growth.

THE GIGANET APPROACH

We deliver a tailored design that fits around the way you run your business. We offer:

- The fastest local broadband from these carriers and many more:



- Leased lines from 10 Mb/s to 10 Gb/s.
- International services.
- Static IP-enabled 4G SIM for Ethernet and backup.

We also build in Internet security, MPLS, auto-failover, remote workers and management residential contracts, customised managed service provision and a comprehensive range of 'as-a-service' models and IT service including:

- VoIP as a Service
- Contact Centre as a Service
- Managed firewall
- PCI compliance as a Service
- Other IT services hosted or with 3rd party liaisons
- Tailored MPLS for multi-site businesses



GIGANET & M12'S CONTACT CENTRE

As well as resilient connectivity services, Giganet is able to deliver on-net Private Cloud Omni Channel Contact Centre solutions, powered by Hermes Contact Plus, Teleopti and Syntec.

Please visit

www.m12solutions.co.uk/contact-centre
to find out more about our Contact Centre solutions.

WHY CHOOSE GIGANET?

- Our team has over 15 years' telecoms & connectivity experience.
- A proven level of technical experience at the highest levels.
- 100% core uptime since inception.
- Multi award-winning provider.
- Simple, accurate and fully inclusive billing processes.
- Track record of success in all verticals of all sizes in all locations.
- We peer with the main content providers - Microsoft, Google, Amazon, BBC and more.



"Giganet & M12 have supported the very rapid growth of the business and provide high levels of reliability and availability. With prompt response on the few occasions this has been required, to resolve issues which impact availability of communications and other activity."

*Finance Director,
Helping Hands*

"With the fibre internet up and running we are now making maximum use of our office. All our files and data are in the cloud and we exchange a lot of digital information on a daily basis. Therefore fast internet is essential to our organisation, not just a nice-to-have."

*Director,
Wessex Chalk Stream
& Rivers Trust*

TIER 1 INTERCONNECTIONS

We work with the best carriers including CityFibre, Colt, Entanet, Openreach, SSE, Sky, BT Wholesale, Glide and more to provide national coverage and the best local delivery across the country. We also build, maintain and run our own network to offer higher quality, best value services to all kinds of organisations.

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