



**maintel** 

ICON Now

**icon**   
Now

## The ways we work and the places we work from are changing

There remain very few organisations for whom their employees can all work at a fixed desk location, in a specific office all of the time, and in complete isolation from their colleagues. As organisations strive for a competitive edge, there are many questions to consider:

*"How do we get the best out of our employees?"*

*"How do we attract and retain talent?"*

*"How can we ensure our employees collaborate effectively, efficiently and securely in virtual teams around the business?"*

As consumers we are used to having access to platforms and tools to collaborate with friends, family and other groups – we now expect this in the workplace too.

## The pressures on IT are relentless

In all organisations, the IT function is constantly balancing the need to keep the lights on – to remain secure and compliant, and manage costs with the demands of the business to enable, transform and create competitive advantage.

Managing a communications infrastructure with its implications on security, the need for high availability and the ability to keep pace with changing work patterns, and employee expectations is a stretch even for the best resourced teams.

## The cloud connected world

We increasingly spend our time using applications from cloud providers – whether that's productivity tools from Google or Microsoft, or application such as Salesforce, we expect the tools we use to speak to each other for an integrated end-user experience.

## Introducing ICON Now

ICON Now is Maintel's cloud communications service for organisations in the UK with between 100 and 1,400 employees. ICON Now provides cloud telephony, UC, conferencing and collaboration for the modern digital workplace, with a simple subscription charge.

Rapid to deploy and simple to manage, without sacrificing features and functionality, ICON Now enables organisations to be more effective and efficient through seamless communication and collaboration.



## ICON Now key benefits



### Telephony

Enterprise class telephony capability, delivered via either an application on the PC, Mac, Smart Phone/Tablet or via a traditional desk phone.



### Unified communications

Enhance the ICON Now application with Instant Messaging (IM), organisational presence availability, mobile working and ad-hoc one-to-one or group audio/video communication and collaboration.



### Voice, video and web conferencing

Scheduled or on-the-fly voice, video and web conferences, sharing virtually any type of content or simply the entire desktop. Raise a hand to ask a question or express an opinion with a thumbs up or down. Interactive conferences or one-way broadcasts, with embedded chat for side-bar conversations or questions.



### Team collaboration

Create and manage active project 'streams' from a single, unified display. Communicate with team members instantly via persistent messaging and review activity since stream creation in one, centralised place. Share files with team members in a cloud-based storage environment that is available whenever you need it. Create, assign, and track project activities with team members. Initiate a live collaboration session with team members instantly.



### Simple integrations

Integrated 'out-of-the-box' with Microsoft Skype for Business, Google Cloud and/or Salesforce.



### Direct numbers and call diverting

With ICON Now you can either keep your existing telephone numbers (we will 'port' them in for you) or we can provide you with new direct numbers for your employees and teams.



### Call recording and quality management

Create and manage active project 'streams' ICON Now provides cloud solutions to record, analyse and evaluate customer interactions. The content of communication becomes accessible and critical information and trends are revealed, providing real-time business intelligence for immediate management action.

Users can increase their service quality, protect their assets and react optimally in emergencies. Challenges of this kind are part of the daily business for companies and public safety organizations. ICON Now not only captures communications streams, but also evaluates them and structures this flood of data into valuable information which enhances productivity and decreases costs.



### Skills based call centre

Need a customer or internally facing helpdesk with skills-based routing?, ICON Now provides an advanced routing engine to enable your business to handle complex queries with ease, and is complete with historical reporting to help you better serve your customers.



### Call analytics

ICON Now provides call analytics as standard for one Essential profile user, which includes web-based access to reporting that goes beyond basic call logging to provide analytic insights into usage and workforce productivity. Additional Essential users can be added if required. An optional Advanced analytics user profile is also available that adds yet more powerful capability such as real-time data refresh, multi-site reporting, enhanced export capabilities, customisable wallboard widgets and much more.



### Upgrades

As a cloud service, ICON Now will always be up-to-date with technology updates managed by Maintel, providing you with additional capabilities and keeping up-to-date with the latest security and compliance requirements.



### Business continuity

ICON Now is hosted across Maintel's multiple data centres, underpinned by Maintel's high availability network, making it a highly secure, highly resilient solution. Maintel backs this up with contractual availability SLAs.

Access is provided to a self-service support portal and our Service Desk is manned 24x7x365.



### Connectivity

Connecting to ICON Now via the internet is included as standard, with all communications fully encrypted and authenticated.

We can also provide access to the service via a private network, for guaranteed quality of service and enhanced visibility and control.

Maintel offers an optional suite of private connectivity services: **ICON Gateway** for customers with an existing Wide Area Network (WAN) provider who just require private access to the ICON Now service; and **ICON Connect**, our fully managed Wide Area Network (WAN) service, which offers both traditional Multi-Protocol Label Switching (MPLS) and cutting edge Software Defined WAN (SD-WAN) technologies.

## Shouldn't communication be simple?

The traditional procurement and implementation cycles for an on-premise phone system or UC platform can be long and painful. Shouldn't we be able to get a quote quickly, transact the contracting electronically, have a platform up and running in weeks, rather than months, and manage it thereafter via a simple web-based interface with powerful call analytic insights? Now you can! You can also flex your user quantities up and down to meet fluctuations in your business.

You decide the minimum number of users you're happy to commit to, with price break points available for larger commitments, and then flex up and down between that minimum commit and the maximum supported users on the platform.

### Simple to transact:



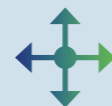
**Step 1:** select user types and quantities

**Step 2:** select additional options

**Step 3:** electronically sign agreement

**Step 4:** sit back and relax while we process your order.

### Simple to deploy:



**Step 1:** rapid platform readiness

**Step 2:** configure users via self-service portal

**Step 3:** install the self configuring soft clients

**Step 4:** plug in the self configuring IP Phones.

### Simple to manage:



**Admin self service**

**User self service**

**Call analytics**

**Online billing**

## User types and features

● = included

● = optional

| Feature                                | Attendant | Basic | Entry | Standard | Premium | Ultimate | Agent |
|--|-----------|-------|-------|----------|---------|----------|-------|
| 24x7x365 support                       | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| Direct Dial Inward (DDI) number        | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| Connect from any network               | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| PSTN connectivity *1                   | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| Standard 'insight' call analytics      | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| Enhanced 'report' call analytics *2    | ●         | ●     | ●     | ●        | ●       | ●        | ●     |
| PBX features (see service description) |           | ●     | ●     | ●        | ●       | ●        | ●     |
| Single number reach                    |           |       | ●     | ●        | ●       | ●        |       |
| Voicemail with forward to email        |           |       | ●     | ●        | ●       | ●        | ●     |
| Instant messaging                      |           |       | ●     | ●        | ●       | ●        | ●     |
| Presence (for IM and voice)            |           |       |       | ●        | ●       | ●        | ●     |
| Multiple device support                |           |       |       | ●        | ●       | ●        |       |
| PC/MAC softphone                       |           |       | ● *3  | ●        | ●       | ●        | ●     |
| Mobile client                          |           |       |       | ●        | ●       | ●        |       |
| Audio, web and video conf.             |           |       |       | ●        | ●       | ●        | ●     |
| Google integration                     |           |       |       |          | ●       | ●        |       |
| MS Skype for Business integration      |           |       |       |          | ●       | ●        |       |
| Salesforce integration                 |           |       |       |          | ●       | ●        |       |
| MiTeam workspaces                      |           |       |       |          |         | ●        |       |
| Inbound Voice Contact Centre           |           |       |       |          |         | ●        | ●     |

\*1 – 1 x SIP PSTN channel is included in the service per ten users. Additional channels can be added if required.

\*2 – If enhanced call analytics is required, all users must be uplifted to that option.

\*3 – An "Entry" user must choose to use either a softphone or a physical phone and can't swap between them.



## Our ICON services

ICON is a powerful suite of flexible, secure and highly resilient managed connectivity and communications services from Maintel, including Unified Communications as a Service, Contact Centre as a Service, managed security, managed enterprise mobility and telephony and voice services.

Our ICON services deliver the technology and service capabilities you need to fulfill your communications needs and drive productivity across your business.

Our Foundation Services consist of predetermined components including the core technology, support, management and any essential features.

ICON's real flexibility comes from our enhanced services, which allow you to select from a range of extensive options to deliver the capabilities you want. Different services can be mapped for different user types or departments. ICON Services can also incorporate fully customised options if required, with bespoke design and integration requirements to suit your needs.



## Contact us

† +44 (0)344 871 1122

e [info@maintel.co.uk](mailto:info@maintel.co.uk)

w [maintel.co.uk](http://maintel.co.uk)

[twitter.com/maintel](https://twitter.com/maintel)

[linkedin.com/company/maintel](https://linkedin.com/company/maintel)

[vimeo.com/maintel](https://vimeo.com/maintel)