

# DELIVERING BEST-IN-CLASS PROFESSIONAL SERVICES



End-to-End Support Delivering Unified Communications Your Way

## Complete Suite of Services Across Unified Communications & Collaboration From One Single Provider

1. InterCall is the Number One Conferencing Solutions Provider in the World, owning and operating all its Bridging Services, Data Centres and Calls.
2. West Corporation has a strong reputation, with a pristine record of outstanding financial performance and above average growth. West is worth over \$2.2 billion in revenue.
3. Microsoft® Syndicated Partner (CSP) and Partner of Record (POR) for Office 365™, a National Systems Integrator and Hosting Provider within the UK.
4. Global Microsoft Certified Partner, with Gold competencies in UC, Hosting and Cloud Productivity and Silver competencies in Messaging, Datacenter and Small and Midmarket Cloud Solutions.
5. A Microsoft Partner in the UK that sells and fully supports Lync™/Skype for Business Enterprise Voice.
6. A full service and support Provider of Microsoft Lync/Skype for Business, Exchange™ and SharePoint™ 2010 and 2013.
7. Microsoft Lync Certified Support Partner (PSLP) backed by Microsoft Premier Support Escalation Engineers.
8. Designed the only Microsoft endorsed solution that integrates InterCall's own global IP audio conferencing bridge with Lync Server/Skype for Business (On-Premise), to create Enterprise Conferencing Connectivity Lync Edition.
9. End-to-end migration services for Lync/Skype for Business, Exchange and SharePoint customers who need more in-depth assistance.
10. Custom paid UC product training services available upon request - from basic to advanced and from pre-recorded to on-site.
11. Offer truly integrated audio conferencing with Lync/Skype for Business Online. Technical and collaboration support teams and escalation processes are provided, in a multi-tiered approach.



12. Support from highly-skilled, fully qualified UC Solutions Architects - 24/7/365.
13. System Integration and Managed Services Specialist – able to offer customer's On-Premise, Hosted or Hybrid deployments options and third-party solutions e.g. gateways.
14. Supply and support developers, resellers and service providers with leading manufacturing hardware from vendors such as; AudioCodes®, Plantronics®, Polycom®, Jabra® and Sonus®.
15. UK Gold Specialist Partner for SMART Room System™ for Microsoft Lync/Skype for Business.
16. Global support services team, dedicated to providing distinct levels of technical and product support - 24/7/365.
17. Hosted Microsoft's UC trial environment for Lync Server 2010 and 2013.
18. Participation on Unified Communications Partner Advisory Council, EMEA Healthcare Partner Council & Public Sector Advisory Board.
19. Strategic and well-established relationships with some of the largest IT Manufacturers and Conferencing and Collaboration vendors worldwide.
20. ISO 9001 Registered Firm within EMEA - approved quality management systems by QMS standards and guidelines.

For further information on the Professional Services we provide please email [\*\*ucyourway@intercalleurope.com\*\*](mailto:ucyourway@intercalleurope.com)