



Intellicom Who we Are & What we Do

Company Overview Brochure

Your Intelligent
Communications Partner



Intellicom

Who we Are & What we Do

We **provide** modern Telephone, Contact Centre, Unified Communications and Connectivity Solutions.

We **improve** staff and customer communications, efficiency, productivity and satisfaction.

We **deliver** cost savings and a better way of communicating for All sizes of businesses in All industries.

Intellicom is a licensed telecommunications and software development company that creates, sells and supports advanced telephony and multi-channel contact centre solutions offering rich unified communications capabilities and wide ranging 3rd party systems support.

We compliment and support our telephony solutions with advanced LAN, WAN & WiFi networking services, Broadband provision and highly reliable VoIP and traditional voice lines with low cost call tariffs to any destination, World Wide



Our flagship product & service, intellicom | intune, may be deployed as an On Premises, Fully Cloud based or Hybrid installation to offer great flexibility and to suit any budget structure. It is a feature- rich, enterprise-class, telephony and contact centre solution. One of the most advanced multimedia and unified communications contact solutions on the market, it offers the broadest feature set out of the box with a simple licensing model.

Scalable for businesses of all sizes, it boasts a robust, IP- based, highly secure distributed architecture coupled with our full range of IP WAN connectivity services, Voice / SIP trunks and low cost Call Termination services, all supported by our in-house helpdesk, systems development team and country wide engineering services.

Intellicom sell and service our portfolio both directly and indirectly through our intellicom | **intent** channel partner community across Ireland, Europe and Africa.

Our systems deliver clients the best mix of affordability, ease of use and significant enhancements to productivity & efficiency.



Key Features

- Scalable from basic small office telephony to advanced multi-user, multi-channel high volume contact centres.
- Feature-rich customer experience out of the box. Simple, transparent licensing model which reduces costs.
- Powerful manager & agent reporting which streamlines operations and reduces costs.
- Custom-build design capability with in-house software engineers.
- Audio Conferencing & PCI Compliant Call Recording services built in.
- Flexible and scalable infrastructure which adapts to the customers changing environment as required.
- Powerful API and 3rd Party Integration services offer bi-directional communications with many other hardware and software solutions
- Full range of ancillary services including IP Connectivity, Voice trunks and nationwide engineering
- Full 'greenfield' install or add on capability to existing customer systems
- Reference customers across all industry sectors and all sizes of enterprise.
- Standards-based Interoperability Out of the Box with simple licensing model and Lower purchase and operating costs
- A Simple to use but Powerful Business Communications Platform
- Unified Communications Productivity Tools & systems integration
- Ease of installation, Ease of Use, Ease of Management Advanced features with highly efficient call handling
- Third Party hardware and software vendor support & integration
- Built with design principles of flexibility, agility and interoperability
- Voice Security and Anti-Fraud built in Feature-rich, Seamless Customer Experience through Voice, Video, Email, Fax, IM, social media and other mediums
- Powerful, Flexible User & Management Reporting Significant cost savings with on-going lower Total Cost of Ownership

Our Products & Services

intellicom | **intune**
Telephony & Contact Centre

Business & Enterprise telephony systems, Unified Communications, Multi-channel Contact Centre solutions, On Premises, Cloud based & Hybrid

intellicom | **inflow**
Voice & Data Connectivity

PSTN, ISDN & SIP Trunk connections, Inbound & Outbound Call routing & termination, Number Porting & Allocations, Broadband Internet connections & Private WAN Networking

Intellicom | **infuse**
Systems & Cloud Services

Cloud based IVR, Call Conferencing & Call Recording systems, Intellicom intune API & 3rd party systems & applications integration, PCI Complaint call recording

iIntellicom | **invent**
Applications & Development

Intellicom systems enhancements, custom applications development & integration, custom reporting & feature design and development

intellicom | **insure**
Support & Managed Services

Intellicom systems support, break / fix maintenance, installation, training & consultancy. Proactive Management & Monitoring systems & services

intellicom | **inform**
Customer & Services Portal

Intellicom customer services, administration & support portal. Solutions guides, online services applications. Support Ticketing & Billing access & admin

intellicom | **intone**
PCI Complaint Call Recording

Intellicom Call Recording application & service. PCI Compliance functions including Encryption, File Access audit trail, Silent DTMF account entry & automatic Recording Pause & Resume

intellicom | **intent**
Channel Partner Program

Intellicom Partner program including Referral, Reseller, Wholesale & White Label Partner engagement & support

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