

PCM TALK

Delivers simple and powerful Unified Communications to your business



PCM Talk delivers powerful IP Telephony and Unified Communications (UC) to your business. Provided either on-site, as a hosted cloud solution, or as a hybrid, PCM Talk offers a fully-managed UC service to your workforce. With PCM Talk, enabling staff mobility, streamlining your telephone infrastructure and reducing the cost of your communications strategy is both simple and cost-effective.

The ability of an organisation to communicate is crucial to its success. Maximise your communications strategy with PCM Talk.

PCM TALK FEATURES

VOIP PHONE SYSTEMS

Customisable phone systems which meet the needs of your evolving business, PCM Talk can provide a VOIP solution which guarantees the lowest total cost of ownership of any voice platform on the market.

MOBILE SOLUTIONS

Wireless networks which minimise mobile call costs both within and outside of the UK.

LINE AND DATA SERVICES

Line rental, broadband, leased line and MPLS networks.

VIDEO CONFERENCING

High definition, real time video streaming allowing you to conduct meetings with multiple people at multiple sites. Minimise the need for costly and time consuming travel, whilst maintaining face-to-face relationships with clients and colleagues.

CALL RECORDING

Call recording technology including features to search, record, play and archive calls. Our call recording solution is PCI compliant.

CONTACT CENTRE APPLICATIONS

Customisable call routing and automation can be integrated with enterprise applications for advanced business intelligence.



HOSTED



CLOUD



HYBRID

PCMTALK

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FEATURES AND BENEFITS

By delivering a tailored mix of these technologies, PCM Talk provides a robust Unified Communication solution which allows you to gain competitive advantage.

- ✓ Simple to manage platform which is reliable and easy to use.
- ✓ More efficient communications results in huge increase in productivity and cost savings.
- ✓ Supplied in partnership with best in business vendors including Mitel, Oak, NFon, Mainline, Metronet, Gamma and Unify.
- ✓ Integrate voice, video and messaging across multiple sites and countries.
- ✓ Combine messaging, voice and video conferencing all in one service.
- ✓ Secure, with 99.995% availability guarantees.



PCM TALK – AUDIT

As part of PCM Talk, we offer a free communication audit which will review your current infrastructure and allow us to make suggestions as to where you can make improvements and cost savings.

For more information, or to book an audit, please call **0800-069-8512** or email ukinfo@pcm.com



DELIVERING PCM TALK

We have successfully delivered PCM Talk to a wide range of organisations, each of which have their own unique requirements. Examples of work carried out by our PCM Talk team include the implementation of a digital IP Unified Communications solution at one of the UK's leading train operators and the deployment of a hybrid voice system at one of the region's leading solicitor's firms. This involved migrating the firm to a fully managed hybrid UC as a Service (UCaaS), which featured call recording and a contact centre application for greater functionality and efficiency.

ABOUT US

Since 1987, PCM has been a leading provider of IT products, services and solutions to businesses, government agencies, education institutions and healthcare organisations. In 2017, PCM expanded into the UK market and subsequently acquired Stack Group and Provista UK. Both organisations hold ISO 9001 accreditations, along with ISO 27001 and ISO 14001 respectively. These leading Business IT Solutions Providers further enhanced PCM UK's expertise and vendor accreditations, and allowed us to offer additional consultancy, integration and supply of services and solutions to strengthen our vision to be the UK partner of choice for digital transformation and cloud services. With powerful in-house eProcurement tools, 2 UK based data centres, a 24x7x365 Global Service Desk and a dedicated team of expert staff, the PCM UK Group provide a comprehensive range of Managed and Professional Services. The combined businesses are focused on delivering best in class solutions to their customers across Data Centre, Cloud, Digital Workplace, Networking and Security. From our office locations within the United Kingdom, the United States, Canada, and the Philippines; PCM can provide a world class service to customers in the UK, EMEA and Globally.