→ G3 Comms – Helping partners meet their customer's every need

G3 Comms is an award-winning specialist in transforming business communications with over 30 years of experience. Expertise acquired over decades has enabled G3 to help organisations all over the world in optimising their unified communications and align them with business needs. G3's offering covers four key areas: Business integration; global networks; 4D services to guide and optimise solutions; and global deployment & support. This spans modular and highly bespoke work, infrastructural reviews and interoperability development, as well as the building and deployment of unified communications and contact centres for enterprises across many sectors to facilitate new ways of working.

A little bit about ProcessFlows and how we help G3 provide best of breed solutions to their customers

ProcessFlows prides itself in helping partners procure, utilise and integrate the leading software solutions in unified communications, print and fax, process automation, risk management and secure communications. By acting as a frictionless conduit between our partners and a wide network of vendors, we ensure our partners exact needs are catered for. This allows our partners to provide tailored solutions to their customers with peace of mind.

In the case of G3 Comms, ProcessFlows' extensive knowledge of the unified communications landscape meant that when G3 reached out to ProcessFlows to enquire about call recording systems that would interface with Skype for Business, ProcessFlows was able to engage immediately.

After an initial exploratory conversation about a number of offerings it was decided that RECITE from Numonix, a highly interoperable and scalable UC and Skype for Business recording solution, would potentially be the ideal fit. To make sure that any of G3's queries and concerns were fully engaged with and alleviated, ProcessFlows was able to quickly connect G3 with Mike Levy, CEO of Numonix. This is a part of our Business that ProcessFlows prides itself on. Due to the close relationships we maintain with our suppliers like Numonix, we are able to provide a seamless communications channel between them and our partners ensuring fast access to the technical experts in the field. In the case of G3 this meant an in-depth discussion about the implementation of client-side recording within the Skype for Business environment.

"We selected the client side recorder for its integration with SfBO and its elegant architecture, allowing us to leverage the customer's Azure environment to help centralise calls from their globally distributed sales offices. We used ProcessFlows PS to provide the installation and ongoing support. The entire process, as with the presales phase of the project, has been smooth and pain free."

Damien Bailey,
Microsoft Consultant & P-SSP - Cloud Productivity at G3 Comms

ProcessFlows®
Improving Business by Transforming Process

The plan was to initially deploy RECITE's client side recording system into G3's customers Skype for Business environment for the purpose of performance related recording. Due to an expert team who have built up a wealth of experience and technical knowledge over many years, the integration went off without a hitch and G3's customer was up and running in a matter of days. By having all the necessary business elements for a smooth and successful install under one roof, ProcessFlows is able to maintain the highest levels of service in every element of the buying process. We make sure that from the initial exploratory conversation, through the deployment and review phases, all the way to future development, expansion and support, you and your customers experience exceptional levels of care.

"As for the product itself, the simplicity and functionality provided by the software has led the customer to explore further abilities beyond the basic recording functionality. With QM and compliance functionality built in, having a simple licencing scheme will allow the customer to gain further from their investment."

Damien Bailey,
Microsoft Consultant & P-SSP - Cloud Productivity at G3 Comms

Transparent and Straightforward Pricing
Transparent and Straightforward Pricing ProcessFlows believes it is incredibly important to offer upfront, simple pricing to make the requesting and procurement of software solutions as simple for our partners as possible. In the case of RECITE this is born out in an unlimited user licence pricing system that has been designed to remove any barriers to using the system to its fullest once procured.

This straightforward pricing proved to be very useful for G3 and their customer as it has opened up the opportunity for them to expand the use of the RECITE system beyond its originally intended purpose with its user base growing from 40 to over 150, spanning a number of applications beyond performance related call recording.

→ For more information, please email **sales@processflows.co.uk** or contact
ProcessFlows, Sheridan House, 40-43 Jewry Street, Winchester, Hampshire SO23 8RY
Tel: 01962 835053 Fax: 01962 835100 **www.processflows.co.uk**

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