

DigitalWell



Our  
Solutions

# Who We Are

DigitalWell are a market leading provider of enterprise communications, consultancy and technology transformation services.

We empower our clients and their teams to embrace the power of digital to unlock best-in-class customer & employee experiences, driving growth.





# Contact Centre

Technology can alleviate many challenges when it comes to engaging with your customers. Our comprehensive Contact Centre Solutions use technologies and services like AI, Omnichannel and Gamification that improve the efficiency of your customer-facing activities, making the most of multiple communications channels and improving staff/agent motivation and retention.

We provide fully managed, customer-centric Contact Centre solutions for your business. We do this by walking in your customers' shoes to understand the end-to-end user journey, what they're looking for and what frustrates them. This insight helps us to create a consistent customer experience strategy for your business; online, via social, over the phone and through other communications channels.

DigitalWell's complete service offers real business transformation for your organisation. Whether it's operational, process re-engineering or workforce management and optimisation, your elevated Contact Centre experience will create new standards for time-to-revenue and customer satisfaction.



# Unified Communications

Effective employee collaboration across multiple communications channels is essential to any business today. DigitalWell can design, configure and manage your phone and unified communications system for your business, as well as integrating with existing collaboration solutions like Microsoft Teams. We can do this regardless of whether you still need to maintain an onsite PBX, or if you are embracing the enhanced resilience and scalability of a hosted or cloud-based solution for your corporate telephony and communications infrastructure.

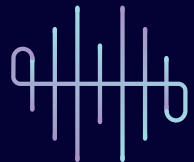
Our comprehensive UC solutions include our own powerful 360 platform and 3rd party solutions from leading technology vendors. We ensure that you can support the needs of your employees to collaborate effectively and focus their time on your core business activities.





# Voice Network

Quick and reliable communication is key in today's business world. As a fully licensed telecoms operator, DigitalWell provides organisations with the robust, cost-effective voice network solution that will ensure employee and customers can seamlessly communicate from anywhere, at anytime. Whether it's SIP trunks, PSTN & ISDN lines, DID numbers from around the globe or inbound/outbound call termination, DigitalWell offers the flexibility to run your voice network how you need it; either as a standalone service or part an overall UC/CC solution.





# Connectivity

DigitalWell is technology-agnostic, providing the optimum WAN connectivity technology to suit your needs: Internet, MPLS VPN, SD-WAN or hybrid network of all three. We have the flexibility to provide reliable, high-performance, business-grade connections with a variety of different access options - from resilient broadband to high-speed symmetrical 10Gb/s fibre connections.

We can extend our solutions into the LAN and provide secure managed LAN and/or WiFi infrastructure utilising technology from our network of leading global industry partners and vendors.

We provide fully managed end-to-end connectivity solutions for your business that work with and fully support your unique business requirements. We offer everything from design to installation and configuration, to testing and ongoing monitoring and management. Our solutions give you the flexibility to connect any user, at any time, anywhere.

# Managed IT

DigitalWell can design, deliver and manage all aspects of your IT estate. We can do this in the cloud, in your office or a hybrid of both. Our proactive maintenance service focuses on reducing IT risk and increasing productivity. We ensure that critical IT systems operate effectively, efficiently, and securely. We robustly and regularly maintain client IT systems to ensure protection from cybersecurity threats and unplanned outages.

Our flexible service can include 24/7 network monitoring, as well as an option for regular scheduled onsite engineering visits.

DigitalWell's complete service utilises our experience and expertise and guarantees consistency and scalability for your business; a tailored service that allows you to concentrate on what's important - your staff and your customers.



# Security

Managing IT security, threats and compliance issues can be complex, cost prohibitive and labour intensive for those using in-house resources. As an ISO 27001 certified company, DigitalWell's managed security solution portfolio effectively streamlines the day-to-day management of your organisation's electronic security, with modern flexible solutions that can be deployed onsite or in the cloud. We ensure and enable a consistent set of security policies and protection measures and methods that can be applied to all users, whether they are in the office, client site or home.

In the era of Zero-Trust security, who you are and what you access is more important than where you are. Our advanced security solutions from leading vendors like Palo Alto Networks and Fortinet provides the reach, intelligence, and context to enable a modern, flexible approach to managing cybersecurity challenges.



# Cloud & Data Management

DigitalWell's flexible private cloud infrastructure is one of the very few independent VMware Cloud certified deployments in Europe.

We can provide primary hosting or backup and disaster recovery, or both, to ensure the constant availability of your applications and data irrespective of threats like cyberattacks and natural disasters.

Our solutions offer secure, private connectivity to public cloud environments for customers with a hybrid cloud approach. Our fully managed Cloud and Data Management solutions are flexible to support your unique business needs and workflows. From design, installation, ongoing maintenance and project and service management, DigitalWell's complete service guarantees consistency and expertise to deliver what is needed for your business and your customers.





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