



# GAINING THE BUSINESS BENEFITS OF UNIFIED COMMUNICATIONS WITH VIATEK

The business world is more connected than ever and keeping communication links performing at maximum efficiency is a vital task.

At Viatek, we work with clients to design, build, and manage unified communications (UC) platforms that deliver voice, video, chat, and collaboration services to staff and clients regardless of their location. We deploy the latest in UC technology to ensure services are robust, efficient, and cost effective.

## THE VIATEK APPROACH

To deliver the most powerful communications services, Viatek harnesses the power of the cloud. Using a Unified Communications as a Service (UCaaS) solution developed by technology partner Access4, the Viatek team delivers an infrastructure that matches the particular requirements of each client.

## AREAS OF FOCUS

The Viatek unified communications team has considerable industry knowledge and experience. Our focus areas include:

- **Hosted voice solutions:** Based on a cloud PBX offering from Access4, this solution enables clients to transition from aging and expensive on-premise PBX phone systems to a next-generation alternative. Voice services are no longer tied to a particular physical location but can shift as requirements change.
- **Unified Communications:** This integrated communications offering comprises cloud-based voice, video, chat and share capabilities delivered through a unified interface to end users via a range of different devices. A single, intuitive interface means users can quickly become familiar with the services and make use of them to support daily activity.
- **Microsoft Teams:** The software giant has developed a powerful, integrated suite that allows workers to communicate and share information in an efficient and secure manner. Powered by Access4, this platform offers a consistent user interface and can be configured to also handle all traditional telephone traffic.

- **Contact centre:** This platform allows an organisation to shift away from a traditional, centralised contact centre facility and have agents working from any location. Functionality can range from a simple inbound-calling facility to one that delivers comprehensive feature set.
- **Self-service:** To ensure a UC infrastructure operates at maximum efficiency, the Viatek team can deploy the self-service Access4 sasboss portal through which all users can be managed and services configured by the customer. The portal also delivers comprehensive monitoring and reporting features that provide valuable management insights.

## WORKING WITH YOU

Viatek's considerable experience with communications technologies means we are well placed to deliver the platform and services your organisation requires. Powered by the Australian-based Access4 cloud, our Unified Communications portfolio can future proof your telephony and collaboration capabilities.

## GIVE US A CALL TODAY

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