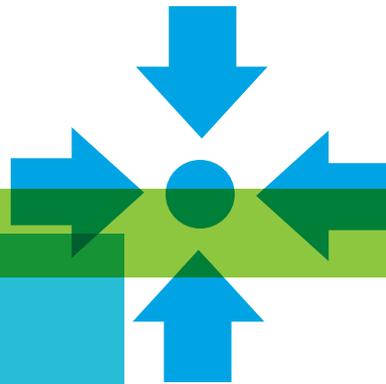


Unified Messaging Solution

Improve the flow of information through integrated communications.



Communications are the lifeblood of your business. So what happens when the flow is less than smooth? It's a common problem for businesses today. Because the more new modes of communications you add, the harder it can be to get the message across. Multiple lines of contact, if not integrated, can grow into a tangled web. And cutting through it all to access people or data quickly eats up precious hours and productivity...not to mention your staff and customers' patience.

As your communication streams multiply, businesses need to address:

- Reducing the number of systems employees must connect with to access information.
- Improving customer service. It won't be possible so long as communication between employees and between employees and customers stays inefficient.
- More effective empowerment and mobilisation of your workforce.

Impact of failure to act

Companies which do not have integrated communication systems and cannot provide unified messaging will be less productive, less competitive than those that do:

- Employees will still have to access several systems/ devices to retrieve information as opposed to one interface. And these systems might not always be available. The result: information takes longer to retrieve, making your team inefficient.
- Loss of competitive edge and reduction of repeat business. Stay stagnant and your customer loyalty, sales and profitability will suffer.
- A complex mix of communication systems and devices is a barrier to increasing output, as your team wastes valuable time trying to contact colleagues and access information.

- Mobile employees may be out of the loop, as they are not made aware of the latest business messages or changes.

Business Requirements

To move ahead, every organisation must get their communications act together. This means a joined-up secure, single system that takes control over your main communication systems (telephone, voice mail, fax and email), allowing access from anywhere at any time. A fully integrated system should:

- Streamline processes and systems by integrating current communications systems, enabling your company to operate more intelligently and reduce costs.
- Ensure security, availability, scalability reliability and robustness.
- In other words, Unified Messaging: the integration of different streams of communication, accessible from a variety of different devices, including fax, email and various internal systems.

The Capita Unified Messaging Solution

Capita Managed IT Solutions applies its business and technical acumen to offer a secure, available, scalable, robust and reliable solution that allows you to access your communication systems (telephone, email, fax, voice mail) from a single interface anytime, anywhere...instantly! We integrate your information streams and systems so that you can:

- Spend more time using information rather than managing it.
- Deliver a consistent communications experience for all users. We install a central Inbox to channel all sources.

- Assure equal access, giving people, regardless of disability, the opportunity to communicate in their preferred method at a time that suits.
- Meet the latest open and industry standards.

Benefits of the Capita Unified Messaging Solution

Enlist our specialists to integrate your business communications systems into one easy-to-use interface and discover how enhanced access to people and information can transform the way you work:

- Higher productivity and lower costs as your team work smarter, not harder.
- The confidence of a secure, reliable and scalable environment tailored to your needs, designed and implemented by a trusted provider.
- High availability, giving your business a 24-hour storefront.
- Greater collaboration among your workforce.
- Better customer care, as employees can now be more responsive.

"Our communications systems were letting us down every day. The more new technology we got in, the more complicated it was getting. For customers, getting through to us and getting information was a big issue. Capita came in and turned one of our biggest hassles into a modern, streamlined manageable system, where we can count on the smooth, reliable flow of information, even to our mobile employees".

