

Centric Overview

Centric is a unified, all-IP hosted contact centre suite that includes multi-channel ACD, IVR, CTI, Predictive Dialling, Call Recording and Administrative Tools, it offers distinct advantages over all alternatives in the market today. Hosted Contact Centre The hosted contact centre allows organisations to manage and use agents in multiple locations as a single entity, provides every agent with all functions and features, and enables seamless call routing and transferring across the organisation. It is fast becoming recognised as the industry leader in hosted contact centres across the UK. The main benefits of hosting is the dramatic reduction in capital expenditure. With Centric you get all the functionality of the high ticket solutions all on a secure hosted platform. Centric's unique "Hosted" System Architecture allows seamless connection between you, your agents and your clients all through one cost effective solution.

Centric's Benefits are:

- Affordable "Pay As You Go" Pricing enables you to have the flexibility you need for your contact centre. Not having expensive hardware on site allows you to keep your costs down and increase your profitability.
- Multi Tenancy allows 100% secure data at all times. Due to the solid system architecture you can be assured that your data is secure. In addition this allows you to have different campaigns running without the fear of cross fertilisation of data.
- Multi Channel communication through voice, email, web are all possible with Centric. This allows you to have all the features of the top end contact centres at a fraction of the cost. These are the features expected by your customers today, Centric delivers them all, effortlessly.

State of the art data centres

With our data centres we are able to protect your data consistently. Across all four of our UK sites we offer the protection of advanced security systems, a carrier neutral policy, technical services on hand 24/7, plus flexible terms that allow you to change the amount of space you use as your business evolves. User authentication, data encryption, network traffic control, physical access control are some of the mechanisms we use to preserve data security. We deploy these in a structured manner with full multilevel security and secure firewalls complete with full disaster recovery, you can be assured your data is secure with Centric.

Mature, Field-Proven, Patented All-IP Design

The evolution to IP communication has gained tremendous momentum in the past two years. Centric is not just an IP variation on the traditional PBX design. It was designed from the ground up as a "switchless" system, taking full advantage of the switching function that is inherent in an IP network for all communication channels. Designed in 1996 and field-proven worldwide with hundreds of systems and thousands of agent positions, it is the most mature and field proven IP contact centre technology in the world today.

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