Collaboration without compromise

Get everything you want
from the service you need.

BLOCK

Overview

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The core of healthcare telephony service is often seen as 'good enough'. Technology is often out of date, and provided by multiple vendors, resulting in systems that have critical outages, are difficult to repair and maintain, costly, and lack the ability to integrate. The promised resolution from cloud or on-premises both have shortcomings.

And the compromises continue.

▶ Managing the environment is manual, repetitive and time consuming, it takes one full time support person to handle service changes for every 3,000 users, with a 5-day turnaround on requests.

▶ It's not just the people managing the service that are having a tough time, it's the service users too, with poor experiences resulting from the need to use multiple apps and devices.

▶ Mergers and moves are extremely challenging with telephony services that can't expand easily, can't integrate and therefore lack the ability to transition to new technology with the necessary phased migrations.

And in the meantime, telephony infrastructures can't provide a single regional collaboration service. There is a risky reliance upon local knowledge with legac ways. Investments are disjointed, and users are left confused.

There is a better way...

BLOC◤

Imagine...

A better experience

By integrating your comms into a single platform, your people will spend less time - and energy - managing multiple platforms, and your users will have a far better experience.

A built-in fail-safe

We create small but powerful on-site servers, so if the cloud, or the connectivity to it, goes down, you and your team stay up and running. Even your most critical devices can be covered in the event of power, network or cloud outages.

Being at your best. Always.

Automatically updated feature releases, bug fixes, security patches, and user feedback loops mean your collaboration system will always be at its best, leading to high adoption rates and ultimately a better ROI.

BLOCK

Infinite scalability

Traditional telephony was difficult and slow to expand into different users and sites, but a single-service cloud system can scale at pace to any user or site, perfect for growing teams.

Fewer costs

Cloud delivered communication tools reduce call charges, storage, connectivity, and energy costs compared to traditional telephony.

Improved sustainability

By using Cisco cloud collaboration systems, we're targeting an 80% carbon reduction by 2028 and being fully net-zero by 2040.

...Imagine no more

From telephones to Teams, on-site to in-the-cloud, we'll combine your comms into one fail-safe, feature-rich and cost-effective system, so you can collaborate easier, quicker and more securely than ever.

BLOCK

A Best of Breed
Architecture

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Cloud Calling from Block is a Future Now collaboration service that allows you to decommission legacy services and move to an 'always on' cloud architecture. Unlike other cloud telephony solutions, our service delivers the benefits of the cloud, but with greater resilience, better automation and advanced Microsoft Teams Integration.

In the clients we are working with we are seeing:

100%	50%	80%	85%
uptime over 12 months	reduction in time to recover from failure	less time spent on requests	connectivity, call costs & power savings

BLOCK

Collaboration
without compromise

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Get everything you want from the service you need.

For the IT teams
Get the service you want from the stability you need.

For the management team
Get the transformation you want from the digital journey you need.

For the users
Get the experience you want from the simplicity you need.

▶ **Visit block.co.uk/collaboration to find out more**, or speak to your Block Account Director about our **free collaboration assessment service**.

BLOCK

block.co.uk