

Delivering the promise of **Cloud Communications**





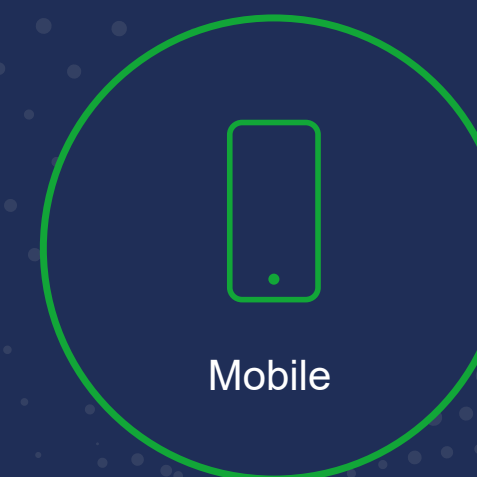
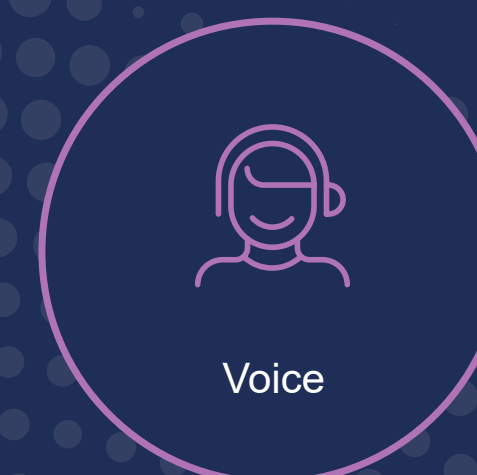
We deliver voice, data, mobile and cloud-phone systems to business customers.

Technology is changing at pace - and that's leaving some companies behind. More than just a telecom vendor, we see ourselves as consultants, keeping our clients' companies at the forefront of technology. This has a real positive impact on people's businesses, and that's what drives us.

We're passionate about delivering real innovative products and service levels. Products and service levels that challenge the status-quo.

Through research, testing and challenging products, we provide our clients with the latest and best services available in the market. All this supported by a customer service and technical support team that aims to be the best in the industry.

We offer efficient response times and some of the most cutting-edge products in the market. All this is geared towards making life easier for our customers – so they can get on with their day job without worrying about telecoms.





“SCG have just replaced our Avaya IP Office with their Evonex phone system. Pricing was much better than other hosted systems and the flexibility of the system is perfect for our requirements.”



- ✓ **Evonex hosted telephony is the ideal solution for businesses of all sizes.** Staff efficiency is improved with easy-to-use features whilst built-in business continuity ensures that whatever the situation, you will never miss a call.
- ✓ **Hunt Groups & Call** Queue Management automatically schedules and manages time-based routing plans. Personalise messages and durations on volumes of up to 50 queues.
- ✓ **CRM Integration** Improve efficiency with screen pops and click-to-call. Evonex is designed to plug straight into the leading CRM systems and business applications.
- ✓ **Presence & IM** Access and manage your contacts with Evonex Desktop. Features include click to call, phone presence, send chat and SMS messages and voicemail.
- ✓ **Teams Integration** Evonex integrates with MS Teams, bringing together your telephony and MS Teams environments, providing an enriched user experience, comprehensive reporting and the ability to fully record calls.
- ✓ **Wallboards** View performance statistics from your desktop or mobile device. Monitor activity and manage performance from any web enabled device.

Find out more



Ericsson LG hosted telephony is the ideal solution for businesses of all sizes.

Staff efficiency is improved with easy-to-use features and built-in business continuity ensures that, whatever the situation, you will never miss a call. The Ericsson LG platform is a future proof, feature rich, fully supported hosted telephony solution which uses industry-leading technology backed up by award winning support.

With a wide range of market leading applications designed to make your everyday communications experience highly efficient in the fast-moving world of telephony.

Feature rich yet simple

Your company will be able to use call forwarding and auto-attendant to improve efficiency and customer service.

Scalable

Whether you have a single home office or multiple locations, your phone system can easily adapt as your phone system grows.

Flexible

A straightforward and intuitive web portal makes it easy to manually make changes, move phones or update users.

iPECS One

Remote worker access will allow for office communications regardless of your device, location or time.

Find out more





Network Solutions

We'll do a thorough analysis of your usage and needs, to help you determine what level of connectivity would be most appropriate.

If you're doing day to day emailing, and run your business largely in a face-to-face context, you'll probably be best suited to standard business broadband (Fibre).

However, if you're transferring large files, hosting VOIP on your internet line or rely on fast internet speeds, you may find it beneficial to consider a dedicated leased line. It can give your business a real advantage with super-fast speeds and responsiveness, meaning better efficiency and productivity.

View network solutions



Internet Connectivity

From SoGEA broadband through to Gigabit dedicated leased line connections, we deliver fully managed circuits with built-in resilience for your business. Managed through our core network, we actively monitor connectivity and failover routing plans to ensure the highest quality connection for your communications.



WiFi Connectivity

Secure corporate and guest WiFi solutions enable controlled access across user groups and large areas such as warehouses, shop floors or building sites. Designed to provide the best possible coverage, we also offer tools to control the segmentation of networks and access rights.





Calls and Lines



SCG Wales is dedicated to providing the service you deserve. Our single bill covers your entire business communications providing clear, concise information to help you monitor and manage your business.



Line Rentals

A key factor of SCG's fixed line solution is that we are a BT Openreach Wholesale Partner. This allows us to take over all BT line rental agreements and provide a more personal service together with cost savings, whilst ensuring your workforce is in constant effortless contact at all times.



Call Routing

We use only Tier One carriers to route calls and provide a complete range of options. Our call packages are as versatile as any on the market today, meaning that, be it large or small, centralised or multi-site, we can tailor exactly the right combination to address the needs of your business.



Specialist Services

Flexibility and convenience, underpinned by powerful online billing, gives you a detailed, real-time overview of all incoming and outgoing calls. For protection against the unexpected, we offer Disaster Recovery and VoiceSafe services, alongside non-geographic numbers, fax to email and conferencing to help your business run smoothly.





Business Mobile

Technological advancements have positioned mobile devices at the centre of business communications. Handling both voice and data, a mobile device has become an extension of the office environment connecting remote staff, seamlessly.

SCG Wales make it as easy for you to manage your devices, as it is for staff to use them. Connect across any of the major networks for best coverage and choose from a wide range of smartphones, rugged devices and tablets, available as a monthly or one-off purchase, to suit your budget.

With so many handsets and networks out there, it's hard work finding the right setup - especially when different people in different departments have different needs. We're here to make that easy for you. Our consultants can help you build a bespoke package that matches your needs at the best possible price.



Flexible Packages

Mix and match airtime providers for the best coverage and add international calling plans to keep you connected abroad whilst controlling your costs.

SCG Wales has partnered with the leading airtime providers to offer our customers the best pay monthly or SIM only PAYG rates.

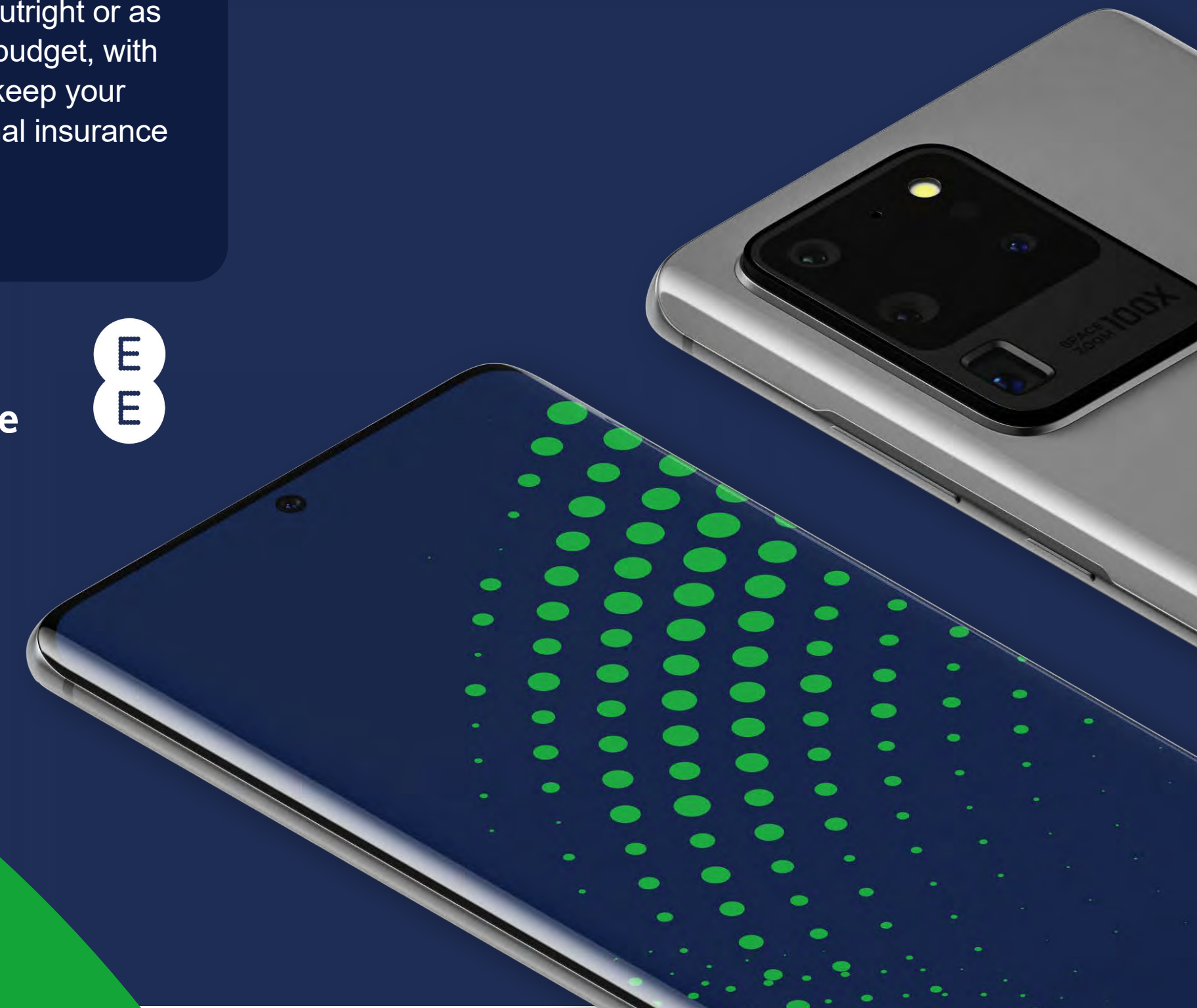


Hardware & Devices

We offer a wide range of popular devices; smartphones, tablets, dongles and standard phones, to suit your requirements.

You can choose to purchase outright or as part of a contract, to suit your budget, with no upgrade restrictions. To keep your investment safe we offer optional insurance coverage.

Find out more





Business SMS platform

98% of text messages are read within 3 minutes. In a competitive marketing landscape, that's an impressive figure. And with 94% of the UK population owning a mobile phone, SMS marketing continues to be one of the most powerful ways to get in touch with your target audience.

How can your business use SMS?

Customer service updates
Appointment confirmations
Event booking
Deliveries
Vouchers and offers
Promotions / advertising
Membership renewals
NEW product launches
SALES!
AND MORE!

SCG Wales: SMS is the powerful tool you need to directly communicate with customers and boost business.

"Since onboarding the software we have dramatically increased our candidate engagement times and our fulfilment stats to our client requirements. We have every confidence now that candidate applications are engaged within good time and it's given our clients confidence in our business model."



SCG Wales - there is a difference...

The telecoms and data solutions market is a complex and highly competitive arena. Unbiased, independent advice is vital for you to make the right decision for your business. Unlike some of our competitors, there are three fundamentals that we never forget:

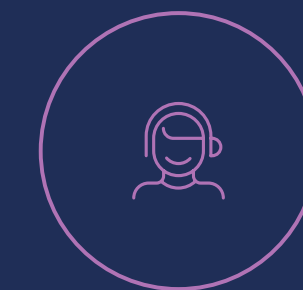
Firstly, all of your internal and external business data and communications should not only be seamlessly connected but should also be centred on each and every one of your personnel - wherever they may be.

Secondly, the bottom line is of paramount importance, more so now than ever before. Cost-effective solutions should not only mean competitive call charges, connectivity and data packages but should also take into consideration the further-reaching implications of reduced, if not totally eliminated, downtime and fully compatible, future-proofed systems.

Finally and seemingly unique in today's marketplace, we never forget that you have a choice...

It's easy to talk to us.

01656 33 44 55



Start your journey to the cloud

