



Optimise your communications with Sabio Network Services

Putting the right technology infrastructure in place

Delivering an excellent customer experience requires more than just a seamless blend of Digital and Human Assisted capabilities

It also depends on having all the right infrastructure and technology components in place to ensure service availability and flexibility to cater for peak demands supported by a world-class business partner that truly understands your business.

So while you may have the latest digital self-service or omnichannel solutions, can you be certain that your network services infrastructure is fit for purpose? Do you have the capacity and agility to handle peaks in customer demand? Do you know how much your Inbound and Outbound services are costing? Can you be confident that your customer contact centre could withstand a communications breakdown?

The right answer for Network Services

Sabio Network Services helps you answer these questions. The comprehensive Network Services portfolio is ready to underpin all aspects of your Contact Centre infrastructure backed by a joined up service wrap. This allows you to benefit from co-ordinated SLAs across both your existing contact centre technology and network infrastructure.

For organisations looking to migrate from traditional ISDN lines to SIP Trunking, the potential cost savings of such an approach are significant. Many of our larger customers running resilient SIP Trunks have seen a 25-30% reduction in line rental & call costs.

Sabio is an Ofcom-registered Communications provider, with wholesale relationships in place with key Carrier partners. This means we're able to provide all your communications needs - from the initial contract through design and provisioning to in life changes, billing and fault management.

Why it's time to look at your Network Services spend:



Find out how much you could save with Sabio

The Network Services team can analyse existing billing data to provide precise details on the significant line and call savings you could unlock by adopting SIP Trunking services - freeing up valuable budget for further customer focused projects.



Benefit from a resilient network infrastructure

When your standard ISDN lines go down your customer contact centre could be out of action. Because SIP Trunking can be replicated over different access circuits, you'll immediately benefit from increased resiliency - significantly strengthening your Disaster Recovery capabilities.



Comply with the May'18 EU GDPR regulations

The obligations on companies handling sensitive data are increasing. The new EU GDPR regulations coming into force in May 2018 will have serious implications for organisations that don't adequately secure personal customer data - such as credit card information



Take the guesswork out of Inbound Numbers

Is your business paying more than it needs to for Inbound Calls? If you opted to use 0800 numbers for your Inbound contact when Ofcom made its changes in 2015, you may want to look again - particularly if a growing proportion of your customer calls are from mobiles.

Meeting your specific Network Services requirements

Because Sabio is Carrier/Partner agnostic, we can provide best-of-breed services based on your specific Network Services needs. We work with the leading providers in terms of their Service offerings, responsiveness, network quality and commercial terms. We are a natural Network Services partner for those organisations already engaged with Sabio for their contact centre platform support.

Working with Sabio Network Services, your business will benefit from our joined up range of services, including:

- Project control and co-ordination
- Service delivery
- Hardware and network support
- Fair and Reasonable contracts
- Accurate and flexible billing options
- Competitive pricing with regular reviews
- Innovative solutions and advice on key areas such as Inbound Number choices, Toll Fraud, Disaster Recovery and Payment Card Industry (PCI) Compliance



Comprehensive range of Network Services

Sabio takes full ownership of all the services we supply. Our services include:

SIP Trunking

Sabio is ideally placed to support your migration to SIP Trunking, providing you with a robust and flexible alternative to traditional ISDN services. With centralised SIP Trunking you can consolidate your channels, reduce overall call costs and benefit from increased agility when it comes to seasonal changes. Sabio supports all aspects of SIP Trunking, with a particular focus on how it can unlock benefits for contact centres.

BT ISDN and Analogue lines

With our own Wholesale Line Rental 3 gateway, Sabio offers the full range of BT Openreach ISDN and Analogue line services, with competitive pricing, support for all BT Openreach service level types, and a single point of contact so that any service issues can be immediately logged and diagnosed.

Outbound calls

Sabio's competitive outbound call services – over your existing BT lines or via SIP Trunks – use premium routes to not only guarantee call quality but also deliver enhanced options such as network-based call barring, billing based on presentation number, and comprehensive fraud detection tools that can quickly identify abnormal call patterns.

Inbound Services

If you're worried you might be paying more than you need to for inbound calls, Sabio consultants can advise on both current and proposed inbound legislation, optimum price points and different

service options. Our portfolio of tailored solutions for inbound contact – including customer controlled network based call routing - will ensure the right answer for your business.

Hosted SMS and Messaging

Interactive SMS messaging is increasingly valuable to deliver pro-active customer support at key touch points. Sabio offers an SMS service - not only supporting bulk business messaging and interactive text solutions, but also providing the essential services needed to make inbound and outbound messaging channels operate successfully as part of your integrated customer journey.

Data Connectivity solutions

Sabio supplies and supports a full range of data connectivity options. From the design and delivery of your Wide Area Network (WAN) to delivering secure SIP Trunking and Internet Access. With Virtual Private LAN Service networks (VPLS), you can connect all your geographically diverse locations together so that they appear as if they're on the same Local Network (LAN).

Web-based Billing and Reporting

Sabio's industry-leading billing platform provides you with information in multiple formats, with the ability to tailor reporting to suit. Standard invoices, feature a full breakdown of consolidated billing and call charges. The billing portal allows you to view old invoices and unbilled calls with customisable reports, including in-depth analysis of longest, most expensive and frequently dialled numbers. You can also specify billing by site or cost centres.

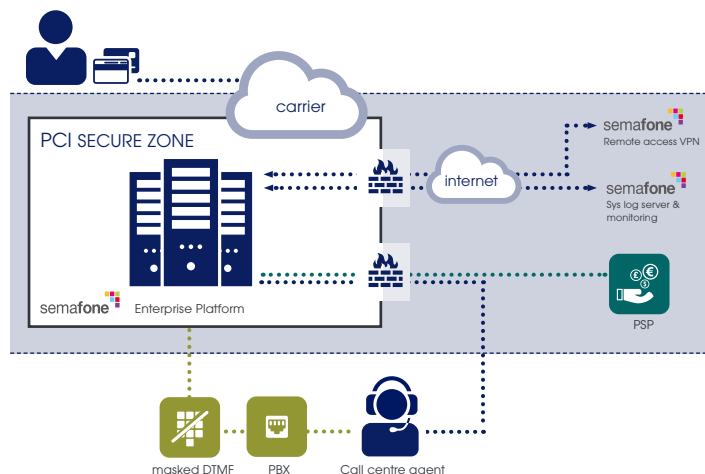
PCI Compliance and EU GDPR

Any organisation processing credit card information already needs to be compliant with the Payment Card Industry Data Security Standards (PCI DSS), however the obligations on companies handling sensitive data continue to increase.

With the upcoming EU GDPR (General Data Protection Regulation) coming into force in May 2018 these requirements become legally binding. This will result in severe consequences for any security breaches where companies aren't able to demonstrate that they have taken measures to protect customer data – such as credit card information. Organisations will be subject to a 72-hour time limit to report any breaches, they could face fines of up to €20 million (or 4% of their global turnover), and be liable to pay damages to their end customers.

To help ensure compliance, Sabio works with Semafone to provide their patented network-based DTMF masking solution as part of the Sabio Network Services carrier network offer. Thanks to Semafone's PCI compliance solutions – that prevent personal data from entering your internal contact centre systems – customer data cannot be exploited in the event of a data breach because it is never present within your systems.

With Sabio Network Services and Semafone you can effectively descope your contact centre technology and agents from PCI compliance concerns and just as important can protect your reputation.



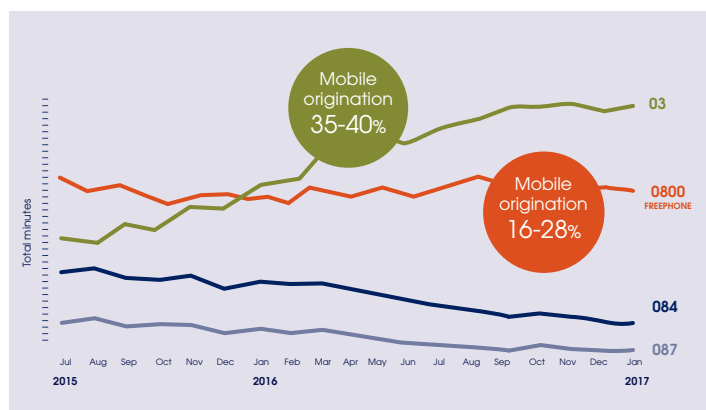
Are you paying more than you need for customer contact?

While Ofcom's changes to Non Geographic Numbers (July '15) may have worked for consumers, the benefits from an organisational perspective are less clear-cut.

With the change in the charging mechanism for 084 and 087 numbers, and the requirement to clearly state the cost to call in all advertising, these numbers have largely disappeared from use.

When first announced by Ofcom awareness of 03 numbers wasn't high - so many businesses took the decision to build their contact strategy around Freephone numbers.

However, over the last year we have seen the use of 03 numbers rising dramatically with overall volumes significantly exceeding 0800 traffic. And with the number of 0800 calls originating from UK mobiles doubling over the last year, companies are starting to notice that these costs are rapidly rising.



Non Geographic minute trends



So are your Inbound Calls costing too much?

If you decided to stick with 0800 numbers for your Inbound traffic when Ofcom made its changes, the answer is probably 'Yes'. It's likely that you're now paying more than you need to. At Sabio we believe that using an 03 number is now the smart choice for inbound traffic - particularly with overall 03 inbound call costs less than a third of equivalent 0800 Freephone services.

How can Sabio help you?

Sabio will ensure you make the right choice to support your current and future Inbound needs. The Network Services team is ideally placed to help you keep on top of current legislation, and transition to the most cost-effective Inbound numbers and preferred consumer contact choice. We offer a comprehensive range of network-based call routing options - and can either supply new numbers or easily port your existing numbers across to our Inbound service.

Sabio - proven Network Services expertise

Optimise performance and unlock cost savings

Sabio works closely with our key partners and, in particular, Gamma Telecom to bring its portfolio of SIP Trunking, Inbound Number and Data solutions to the contact centre market.

Sabio has been working with Gamma for over five years and is one of only a small number of fully accredited Platinum Partners. Peer-to-Peer relationships across the business including board level ensure we are able to provide the level of responsiveness and support our clients expect.



Sabio has deployed over 14,000 SIP Trunks to date, with customers taking advantage of our expertise to help optimise communications performance and unlock considerable savings. A key driver behind organisations selecting Sabio is our ability to manage complex migration projects and back all solutions with a full services wrap – significantly reducing complexity for customers.

Sabio Network Services customers recognise that with Sabio taking end-to-end responsibility for all aspects of their integrated customer engagement and contact centre technology solutions, they get to benefit from a unified approach - from the PSTN all the way through to the agent. They also appreciate the advantages of having a single supplier: a simplified supply chain and a joined up support model, as well as the clarity of enterprise monitoring across the entire call path.



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