



➤ CASE STUDY: 4Sight Communications

➤ 4Sight Communications and the value of partnering with like-minded companies

4Sight Communications is a leading provider of business telecommunications and managed services supporting a variety of clients spanning both public sector organisations and private businesses across the UK and internationally.

With over 25 years of experience in delivering services in the communications industry, 4Sight Communications have not only built up a wealth of expertise relating to the provision and servicing of business telecommunications, but have also continually developed innovative approaches to client management and systems monitoring.

How does ProcessFlows support 4Sight and their customers?

ProcessFlows prides itself in helping partners procure, utilise and integrate the leading software solutions in unified communications, print, fax, secure email and risk management. By acting as a frictionless conduit between our partners

and a wide network of vendors, we ensure our partners exact needs are catered for. This allows our partners to provide tailored solutions to their customers with peace of mind.

As Mitel specialists, 4Sight have developed extensive expertise in monitoring, developing and servicing complex Mitel systems all around the world. As such, it is essential that any third party applications being brought in to the Mitel landscape work seamlessly within it. This is where ProcessFlows' commitment to building up a portfolio of highly interoperable products becomes important to partners and end users. In the case of 4Sight, it means they have access to a suite of products that they know will work smoothly within their

customers' Mitel systems, whilst also being adaptable to any mixed IT environment. This has the added bonus of helping to future proof end user investments against the potentially disruptive process of diversifying IT Systems in the future.

This is borne out in a long standing relationship that in one instance has seen three different key solutions deployed into one of 4Sight's customers, working fluidly with their established Mitel system, as well as each other. In this case, CX-E, OpenText RightFax and Text Message Server have all been developed to provide increased functionality to their existing core systems, providing integrated secure voicemail, electronic fax and SMS enablement.



Why is partnering with like-minded companies so important?

A key to success within any partnership comes from a solid foundation of shared goals and values. This couldn't be more true of ProcessFlows' relationship with 4Sight, which is characterised by a shared ethos that places taking a proactive approach to improving end user experience at the heart of how they conduct business.

This can be seen in 4Sight's remote monitoring system that allows them to regularly check the health of deployed

systems and spot any abnormal activity so as to prevent problems from developing. This is an activity that 4Sight rigorously engages with to help provide end users with peace of mind and, in the rare instance problems start to manifest, pre-emptive solutions to nip problems in the bud.

Another example of this proactive customer first approach can also be seen in the way ProcessFlows carries out regular audits on volume usage, as well as working to understand the nature of deployments, so as to be

able to suggest more cost effective pricing models or systems.

Whilst partnering with companies that share the same values makes for smooth working relationships and aligned focuses, it is the benefits experienced by the customer that makes these collaborations so important. This is where partnership within the world of communications technology can go beyond the provision and procurement of solutions, into a coordinated and holistic service.