



Horizon

Collaborate

A complete unified comms
experience for your customers



Gamma

Defined by the
Channel

Designed for the
Channel

Introducing Horizon Collaborate



Communication has always been essential to the success of any business.

Today, more so than ever, businesses need to be agile to respond to customers quickly, day or night, and employees need to be equipped to handle a constant flow of queries across multiple channels. In this new digital age we live in, faster response times can be a key differentiator, helping businesses stay ahead of the competition and stand out in a crowded market.

Whether internally collaborating with other employees or dealing externally with customers, businesses are looking for a fully unified ICT environment. By effectively connecting people, applications, clouds and networks, businesses can transform how quickly and efficiently information is shared, thereby satisfying their customers' increasing demands as well as improving employee productivity.

Gamma's new cloud-based Horizon Collaborate solution offers instant messaging and presence, voice, video, desktop and application sharing, and document sharing. Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices - wherever they are.

Fully integrated with the award-winning Horizon hosted PBX service, Horizon Collaborate supports all the features and functionality of the telephony service for a true unified communications experience.



Opportunity for the Channel

Collaborate provides the channel with an integrated upsell option for your existing Horizon customers and a differentiated proposition when competing for new business. It is packaged simply and delivered quickly through the Horizon portal to provide a complete service wrap that encompasses all elements of the onboarding and support processes in Gamma's 'easy to do business with' ethos.

Features and benefits

With only a minimal capital outlay, Horizon Collaborate is suitable for any sized business looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions.

Instant messaging

Online chat between users, reducing email inefficiencies.

Video Calling

Create a stronger collaborative experience using visual communication from mobile or desktop app.

Presence

Shows personal status that helps determine the best way to communicate.

Ad-hoc and Planned Conferencing

Quick and easy multi-party collaboration using My Room, a personal and fully managed conferencing space for voice, video and sharing.

Hosted PBX features

The full telephony feature set and service including bundled minutes.





Boost business performance

How Collaborate can help your customers



Improve the workplace experience

With the pressure on for businesses to appear always available to their customers, the technology provided to employees can make all the difference.

Employee engagement and satisfaction are vital parts of the employee experience and will have a knock-on effect to the customer. Collaborate works equally well on desktops, mobiles and tablets, so users will have their business communication system available wherever they are.



Streamline IT operations

Horizon Collaborate provides a range of business communication and collaboration tools, with an emphasis on control and administration through the portal removing the burden from your IT team.

Administrators can quickly configure the system according to the organisation's changing requirements, whilst employees can manage their communication environment easily through the desktop client and mobile app.



Attract the next generation of candidates

With millennials set to be the biggest generation in the workforce, providing the right technology that caters for the way they work is essential. Millennials expect technology to be fast, accessible and on-demand.



Reduce business costs and complexity

Through online tools such as Presence, Video Call and Collaboration, business travel is reduced. There is no time wasted switching between diverse apps, or waiting for co-workers to become available. Conversations are on topic and as efficient as possible. Employees can work flexibly through hot-desking, home working or on the move.



Improve responsiveness

By providing enhanced communication tools that permit users to find the right person and work wherever they are, businesses can improve decision-making, customer interaction and overall efficiency.

The Collaborate experience

Desktop display at-a-glance

The screenshot shows the Horizon Collaborate desktop application interface. It features a dark blue sidebar on the left with navigation icons and a main content area on the right. The interface is annotated with several callouts:

- Availability, presence, status:** Points to the top status bar of the contact card.
- Contact list:** Points to the list of contacts in the sidebar.
- Call history:** Points to the call log section in the sidebar.
- Chat history:** Points to the chat log section in the sidebar.
- Dialpad:** Points to the dialpad icon in the sidebar.
- Contacts:** Points to the contact card for 'Eliza Elliott'.
- Options and preferences:** Points to the settings gear icon at the bottom of the sidebar.
- My Room for conferencing:** Points to the 'My Room (Owner)' window title at the top of the chat area.
- Live chat:** Points to the chat messages in the main content area.



Get in touch

To find out more how Horizon can differentiate your business proposition and enhance your customers' business communications, contact our team on 0333 014 0000.



Kings House
Kings Road West
Newbury
RG14 5BY

www.gamma.co.uk