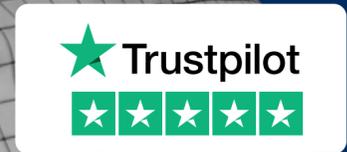


# Delivering the promise of the Cloud





**Dialogue** amongst your workforce.  
**Negotiations** with your suppliers.  
**Discussions** between you and your clients.

**Concise, unrestricted communication makes working life easier, more productive, and more profitable.**

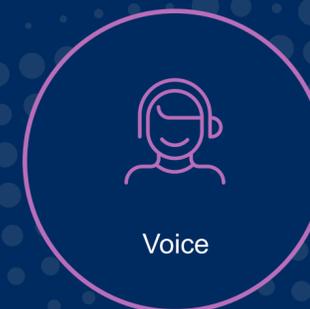
With over 50 years of experience in Telecoms, we at SCG believe that successful communication is created by ensuring that all your various systems converge.

Seamlessly and securely integrated voice and data in or out of the Cloud. Effortlessly linked workforce, customers and suppliers.

We assess your needs, identify the right technology to address them and provide a total communications package that revolves around each and every one of your team, keeping them in constant contact.

**Our services fall into five distinct but related areas.**

The following pages highlight the key points of these services and demonstrate how SCG's uniquely intelligent, integrated approach combines sophisticated technologies that simplify business communications.





## Unified Communications

Unified Communications integrate telephony services with networks, IT systems and applications to help people exchange ideas and share information more effectively. Choose from a hosted, hybrid or on-premise telephone system with desktop and mobile applications to improve the efficiency of your workforce with IM, Presence, CRM Integration and more.

[View our voice solutions](#)



### Hosted Telephony

Hosted telephony is where phone systems are Cloud-based, rather than taking up space and resources in an office. It is most suitable for growing businesses looking to benefit from VoIP, and don't want high up-front costs.



### On-Premise Systems

Despite the increase in the uptake of hosted telephony solutions, for many the requirement to have a business telephone system on site is a necessity which can still be cost-effective.



### Applications

Desktop and mobile applications extend the functionality of your telephone system. Applications make it easy to use your PC and mobile alongside your desk phone, whilst accessing contacts from any device.



Be More Connected

“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.

The Evonex platform is a future-proof, feature-rich fully supported hosted telephony solution built on highly resilient, patented, super reliable technology that is easy-to-use and manage. It has a range of market-leading applications designed to make your everyday communications experience highly effective in the fast-moving world of business.

- ✓ **Wallboards**  
View performance statistics from your desktop or mobile device. Monitor activity and manage performance from any web enabled device.

- ✓ **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.

[Find out more](#) →



## Network Solutions

The SCG core network interconnects with all the major carriers, enabling us to provide a complete end-to-end managed solution for your voice and data networks.

We can guide you through the options available to connect your staff, customers and suppliers, from a single internet connection through to Wide and Local Area Networks, SDWANs, internet connectivity, internal cabling and WiFi solutions. Reliability, resilience and security are at the centre of all the solutions we provide.

[View network solutions](#) →



### Internet Connectivity

From single ADSL broadband through to 100Mbps and Gigabit, 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



### WAN (Wide Area Network)

At SCG we provide a full design, consultation, installation, management and support service for WAN and SD-WAN networks. Connecting directly to our core network, our fully managed solutions free you up to concentrate on adding value to your business.





## Network Solutions

A good network relies as much on the configuration of your LAN as it does on the connection from the internet. Having the right cabling and WiFi solutions in place will improve overall performance.



### LAN (Local Area Network)

Through concept, delivery and support, we provide LAN solutions with 24/7 monitoring, fully managed switches and wireless access points, connected securely to our network for resilient internet connectivity. Intelligent software tools provide all the information you need to make informed decisions and monitor your network performance.



### 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.

[Find out more](#) →



# Security Solutions

Cybersecurity goes far beyond simply inspecting and managing traffic that traverses a firewall. Every organisation experiences an expanding list of vulnerabilities and faces the continual demand to optimise their security stance.

Alongside securing the network perimeter, it is essential steps are taken to safeguard email and web browsing activity, integrate remote or home based workers, identify and defend against the latest threats and adhere to increasingly punitive data protection legislation. Next generation firewalls, data loss protection, and advanced email and web security still play a very important part in securing your business against threats of malware and worse and at SCG we provide a complete security solution to protect your networks and data.

At SCG our complete security solution combines Next Generation firewalls, web and email filtration, Secure Remote Access and enhanced network controls to give you the safe working environment your business needs.



## Next Gen Firewalls

Next generation firewalls combine a number of detection and prevention technologies and management tools to give you full control over your security solutions.



## Email & Web Security

Email and web security products add an extra level of security and our consultants offer practical advice on the best security solutions, based upon the main activities of your business.

[Find out more](#) →



# Managed IT Support



Picture a world where your company's IT systems are always operating smoothly. Your employees can access IT from anywhere, using any device. You can rest easy knowing that your IT platform is secure and up-to-date, thanks to our team taking care of it for you.

Our skilled support experts are available to assist your staff whenever they require it. We have already invested in secure monitoring, proactive maintenance, and documentation platforms to save you time and hassle. We know that time is money, and ensuring IT availability, strategy, design, and support with excellent service levels is essential to your business.



### IT Support Desk:

Access to a team of trained and skilled IT professionals.



### Managed Anti-Virus:

Protect your devices against virus infections and malware. We ensure AV is always up to date.



### Microsoft 365 Management:

Management of your M365 environment and implementation of new services.



### Cloud Back-up:

Email, files, SharePoint, and Teams data are backed up to the Cloud and can be restored at any time.



### Cost Scalability:

Pricing built into a competitive per user model to scale with your business size and requirements.



### Managed Security:

Backed by a team of human threat hunters, we deliver managed endpoint detection and response capabilities, 24/7.



### Maintenance and Monitoring:

Our remote platform flags and resolves issues proactively, checks your security status and deploys software.



### Reporting:

Offers insight into the performance of our service, your security, devices, applications and much more.



### Patch Management:

We automatically ensure your devices are always up to date with the latest security patch as they are released.



### SLA's:

Our pre-agreed deadlines and quick response times reduce your downtime and get you up and running again.



## Cloud Services

SCG provides a safe and trusted environment combining traditional hosting with cloud services, giving you the commercial and technical flexibility of cloud services based in the UK. Our network of resilient data centres is of the highest quality and enables you to house your data in a server farm in the same, secure, environment of the Crown Campus.

Our Cloud Migration services help you build and manage hybrid solutions and move services across in line with when hardware and software refreshes are required and service contracts terminate.



### Virtual Data Centre

We will install and provide a fully managed infrastructure including servers, SAN devices and firewalls, all managed and monitored 24/7, on our own Cloud platform.



### Business Continuity & Disaster Recovery

Although you hope never to have to use them, business continuity, disaster recovery and back-up services are key products to consider when building a resilient infrastructure.



### Crown Hosting

Our network of Tier4 data centres enables you to house your data safely and securely on the same premises as Crown Hosting, giving a direct connection into any government services you may use, without traversing the internet.





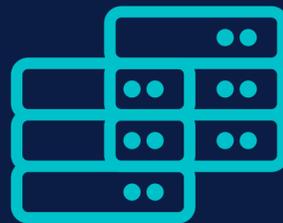
## Cloud Services

Once in the data centre our fully qualified engineers are on site 24/7 to monitor and maintain the data centre environment and services housed within. Operations Centre (NOC) means we can deliver a high quality service, managed and monitored 24/7.



### Cloud Migration

Our team of project managers, technical specialists, solution owners and architects are qualified in migrating infrastructures and will build and commission your Cloud environment.



### Co-Location

We will take your hardware on site and provide a fully managed infrastructure including servers, SAN devices and firewalls managed and monitored 24/7, on our own Cloud platform.



### Management & Support

For customers not looking for a fully Cloud-based solution, with built-in Business Continuity, we offer Disaster Recovery and back-up services to ensure that your data can be restored in the event of the unexpected.



[Find out more](#) →



## Calls and Lines

SCG 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 multisite, 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.





**SIP Trunking (IP telephone lines) from SCG provides a cost-effective, future-proof, high-quality voice and data service delivered over a single connection. It enables businesses to benefit from increased flexibility, improved resilience and a built-in disaster recovery strategy.**

It is critical to call quality that SIP Trunks are delivered through a circuit that provides voice QoS (Quality of Service) guarantees. SCG offer a complete range of circuits from multiple carriers to provide businesses with the commercial and operational benefits achieved when voice and data are combined into a single IP connection.

By eliminating the need for separate voice and data services, businesses benefit from significant savings on line rental whilst maintaining the highest standard of connectivity and voice quality of service assurances. Features including DDI, CLI, CLIP, CLIR and presentation numbers are all supported. SIP Trunking enables businesses to use multiple new and existing telephone numbers anywhere in the world.

For less than the cost of ISDN lines, a built-in disaster recovery strategy means you should never need to miss a call in event of a disaster or emergency. As an IP based service, SIP Trunking allows you to move office anywhere in the UK and keep the same geographic number, eliminating the need for expensive call forwarding, publishing a new number and re-printing stationery.



[Find out more](#) →



## 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 offers your business best-in-class service at the best price.



Access to all major UK networks



Flexible mobile packages to suit all requirements



International data solutions



Feature-rich customer portal to manage your mobile estate

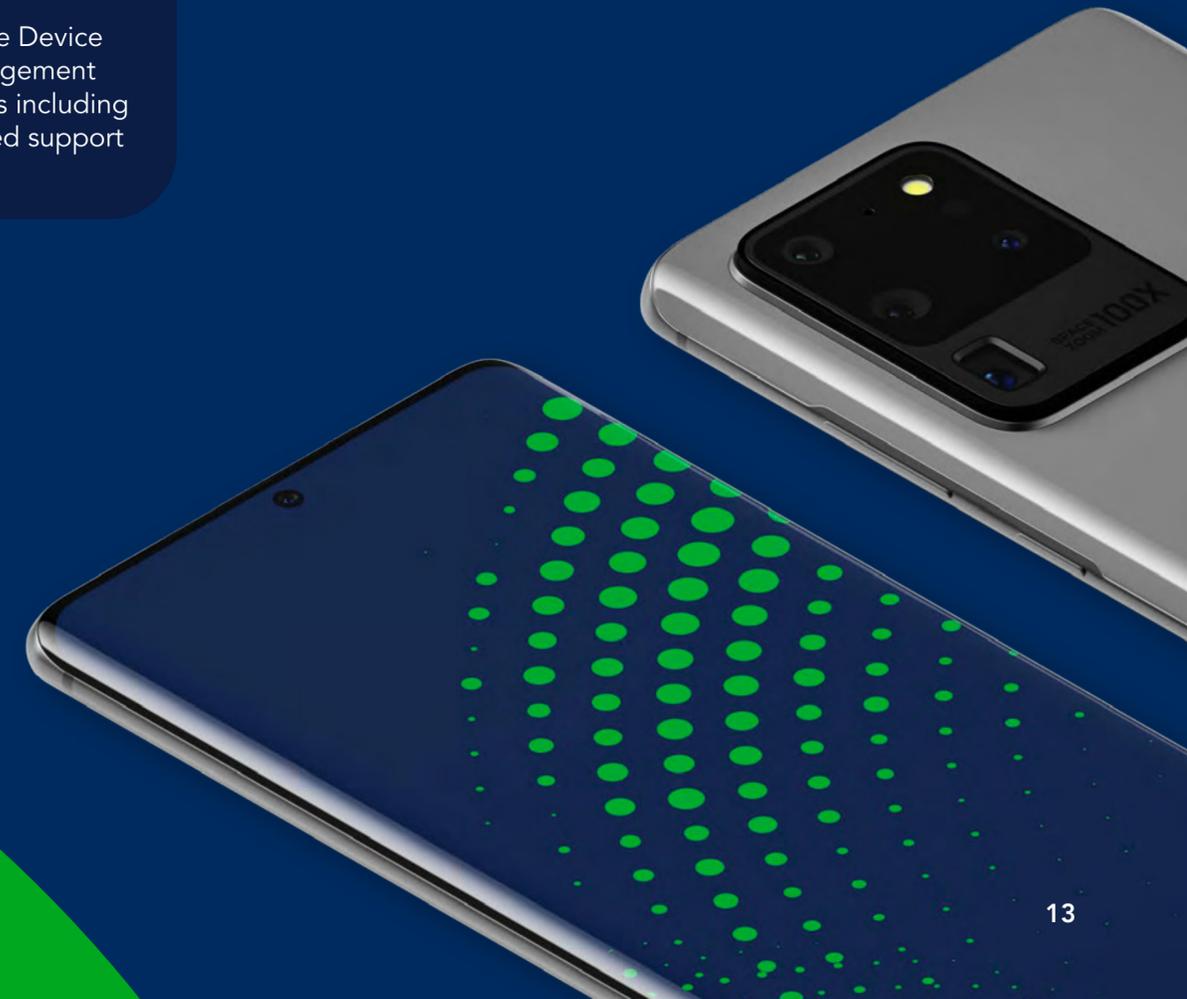


Complete range incorporating the latest handsets



Mobile Device Management solutions including managed support

Find out more





## Unique Network Guarantee

Mix and match the major networks to ensure you never miss a call.

SCG is one of the few service providers in the UK that can supply mobile phone services from all four major networks (EE, Vodafone, O2 and Three) on a single invoice and managed through a single point of contact.

Our unique relationships with the mobile networks mean our customers receive the most competitive prices while benefiting from our dedicated account management, making your business mobile telecoms stress and hassle-free.



### Save Money

Enjoy cost benefits by ensuring you have the best combination of mobile packages for your business.



### Save time & effort

Maximise efficiency by having all your mobile devices with one supplier with a single point of contact for all your business needs.



### Increase Flexibility

Allow every member of your organisation access to the mobile network that works best for them, on a package that suits their individual requirements.



### Better Coverage

Ensure users receive the best coverage for their primary location by accessing the strongest network.

Simply, we will develop a bespoke mobile solution specific to your business needs.

Start your journey →





## Mobile Device Management (MDM)

SCG offers our customers easy-to-use Mobile Device Management (MDM), security software used to monitor, manage and secure employees' mobile devices across multiple mobile service providers and operating systems.

This powerful suite of tools provides your company with the ability to centrally, securely and cost-effectively manage, support and track your mobile estate wherever it may be - and all from a single screen.



### Key Features

- ✓ Access configuration and web filtering
- ✓ Detailed inventory collection
- ✓ Data synchronisation
- ✓ Device lock-down and security
- ✓ Built in anti-virus and malware protection
- ✓ Location tracking and geo-fencing
- ✓ Real-time remote support and control
- ✓ Supported on all mobile operating systems



## SCG - there is a difference...

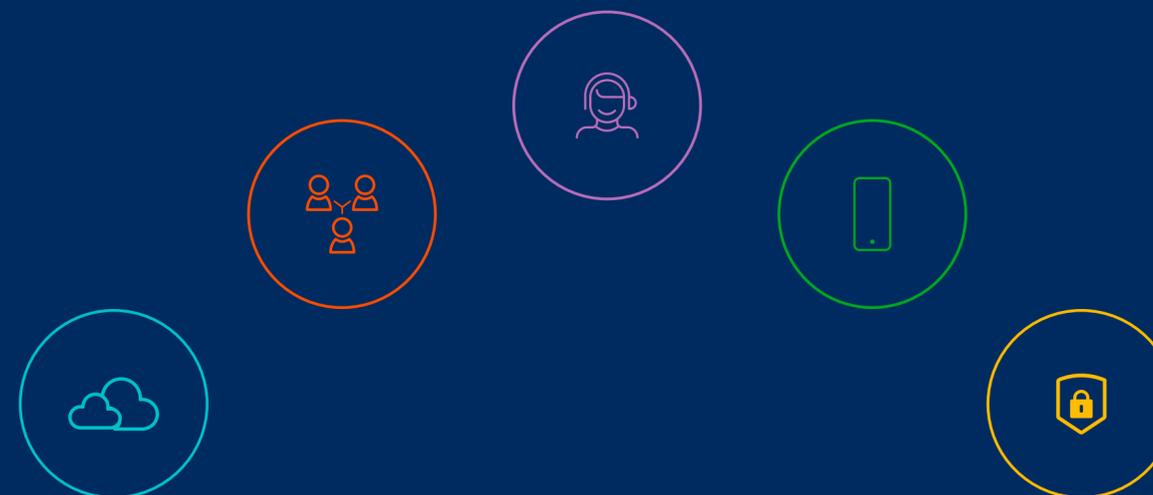
The telecoms and data solutions market is a complex and highly competitive arena. Unbiased, independent advice is vital for you to make the right decision for your business. Unlike some of our competitors, there are three fundamentals that we never forget:

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.  
**0800 090 1965**



Start your journey to the cloud

