



Transform the way your business communicates and collaborates via advanced instant messaging, voice and video conferencing across multiple devices. Easily scale your service as your needs require and instantly allow your whole organisation to connect effortlessly, regardless of location, at the touch of a button.

How Lync works

By integrating the real-time communication features of Lync with the long-term information store and forward features of Hosted Exchange from KCOM, your business can experience a complete enterprise-class collaboration suite.

Instant Messaging (IM)

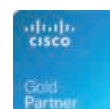
Users can send messages to each other in real-time without the need for email or phone calls. Improve multi-tasking throughout your business by conducting conversations in an efficient manner with the ability to share data and applications.

Presence

Provides real-time status updates, including availability, location information and preferred methods of communication. Enhanced integration with Hosted Exchange means that live calendar information is directly synced with Lync to keep your status up-to-date.

Conferencing

Allows users dial-in or one-click access to virtual meeting environments through Outlook or a mobile device calendar. Interact either peer-to-peer or with up to 250 attendees via HD video, audio and IM. Host webinars or presentations with the ability to share applications and desktops.



Gold Hosting
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions



How Lync will benefit your business

Enhanced productivity	We offer ADSL in two forms; our Essential service provides an affordable entry point to Internet and network connectivity and is ideal for low monthly data requirements including email, voice and M2M applications. Our fully unmetered service is the perfect solution for transferring large amounts of data, accessing hosted cloud applications or video conferencing services. Our dynamic Traffic Management policy ensures your business critical applications are prioritised through our network to maintain your productivity.
Reduced communication costs	With service provisioning within six working days and 99.9% availability across our entire network, we'll make sure your connection works for your business. We also have specialist teams dedicated to proactive line monitoring with the aim to resolve faults before they have a chance to impact your connection.
Total security	Easily tailor your service through the Business Portal control panel by adding extra GB usage to data limited packages, or choose to have your speed capped for the remainder of the month once your limit is reached. Manage your account payments by direct debit, invoice or credit/debit card and easily transfer between our services as your business needs change.
Improved mobility	Dedicated account management and completely unscripted customer and technical support. We aim to answer all calls within 60 seconds and will resolve 70% of problems on the first call.
Increased scalability	Expand your service as your business grows – easily add or remove users on an individual basis and maintain your service through your own online Cloud Productivity Administration Console.
UK-based support	Dedicated account management and completely unscripted customer and technical support. Take advantage of our specialist cloud support experts for any help you may need.

Features and pricing

Lync (IM – up to 250 attendees per conversation, full video conferencing and content sharing abilities)	Please contact our Sales team on 0345 122 4222 for pricing
Lync Lite (IM – up to 10 attendees per conversation, no video conferencing or content sharing abilities)	

Prices per user/month excl. VAT

Call **0345 122 4222** Email **letschat@kcom.com**
 Visit **business.kcom.com** Twitter **@KCOMBusiness**



Connect

- Managed WANs
- Wireless LAN
- Leased Lines
- Bonded DSL
- Broadband
- Network Monitoring



Cloud

- Hybrid Cloud
- Managed Hosting
- Colocation
- Windows Server 2008/2012
- Office 365
- Hosted Exchange
- Lync



Communicate

- Hosted Contact Centre
- Hosted PBX
- SIP Trunks
- Fixed Lines