GCX

DATA MADE TOGETHER

UC CONNECT

Voice collaboration is a crucial element of the modern workplace. Empowering staff to work from anywhere whilst maintaining productivity through optimum access to collaboration tools is a key goal for most progressive enterprises. From small businesses to multi-national corporations, organizations across the world are realizing that the Microsoft Teams Phone or Zoom is more than capable of replacing complex business phone systems – eliminating complex hardware, reducing overheads, and most importantly – giving users a more unified and better-integrated communication experience.

To get the full value out of MS Teams or Zoom, most business will consider a per user voice package to allow their employees to make calls outside of the relevant UCaaS Ecosystem, these call packages can be expensive and have limited coverage. To address this GCX have developed GCX UCaaS Connect, a set of flexible voice call packages that can be natively integrated into your teams and zoom application and deliver a cost-effective solution across a large global footprint.

WHY CHOOSE GCX UC CONNECT?

- A fully cloud hosted infrastructure offering rapid scalability and deployment with a robust and resilient architecture.
- MS Teams and Zoom native solutions for ease of integration.
- Flexible packages based on both subscription and consumption-based plans.
- 24x7 support.
- Global Footprint (70+ Countries and counting).

KEY FEATURES

Cloud Hosted:
The service offers centralized management, support for analog devices, the capacity to utilize existing handsets, and seamless integration with contact centres. By utilizing a global rate card, it simplifies and consolidates carrier services and contracts. There is no need to manage data centres, SBC's, upgrades, trunks, bursting or call back charges.

Flexible:
Customers benefit from the flexibility to opt in/out or up/down monthly in an inclusive or consumption-based plan without a committed contract.

Simple:
GCX UC Connect accelerates modern workplace adoption with migration paths for analog device, legacy PBX and SfB. An automated activation process and dedicated voice support delivers customer value and retention.

Secure:
GCX UC Connect is built on Microsoft Azure to be Tier-D, ISO, SOC, HIPAA, EUMC, PIA and GDPR compliant. The global mesh network and high availability data regions ensure a reliable, resilient solution with end-to-end encryption all backed by our SLA.

Support:
GCX's team have deep expertise and experience with telephony, cloud, voice, and communication solutions and have a single goal - to deliver positive outcomes for customer success and amplify the value of any customers' Teams or Zoom investment.

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SUBSCRIPTION PACKAGES:

The GCX UC Connect is available as a monthly subscription model on a per user basis, which enables users to adjust their spending as they adapt and develop over time, offering greater flexibility. Each subscription package has been optimized for the covered countries of usage. Countries are grouped into subscription offers based on similar rate plans, regulations, and taxes to provide the most economical offer for each location.

- **Voice Connect:**
  Subscription inclusive of domestic usage (3000 Min in NA, 1200 Min in ROW pooled) and pay-per-use international calling usage.

- **Education Connect:**
  Subscription inclusive of domestic usage (300 Min pooled) and pay-per-use international calling for Education, Not-for-profit and Government customers.

- **Enterprise Connect:**
  Subscription with pay-as-you-consume domestic as well as international calling usage.

- **Legacy Connect:**
  Migrate at will with ease by seamlessly bridging legacy telephony infrastructure into the modern collaboration experience of teams with legacy connect.

- **Service Number:**
  Service Numbers are a DID intended for use with Auto Attendants and Call Queues and include 5000 incoming pooled minutes per month.

- **Toll Free Number:**
  The usage of Toll Free Numbers is exclusively for inbound calls and the associated charges are billed to the end customer rather than the caller.

SERVICE INCLUDES

- Voice:
  Subscription Plans, Legacy PBX Integration, Analog Support
- PS:
  Consulting Services, Migration Assistance, Implementation & Network Assessments
- Support:
  Tenant Management, Managed Services, MACD

WHY CHOOSE GCX?

GCX provide a flexible range of global services that can be as simple as assisting you to deliver and support your own self-build network through to providing a fully managed outsource service. Our solutions are backed by a team of expert consultants who can assist on every step of your data journey, whether it's design concerns like resilience or security, OEM and OLO selection, deployment and management we are there all the way with approaches that adhere to best practices and are standards led wherever possible.

Our global presence ensures that we can deliver and support whenever, wherever.