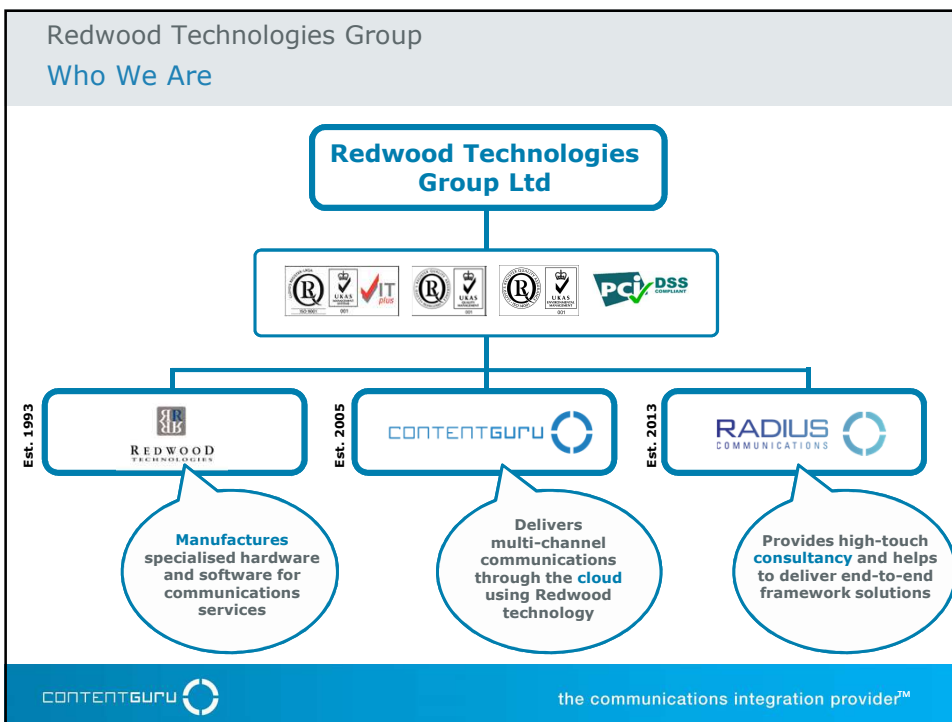


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→ **Bracknell Forest Council**  
Council Chamber, Easthampstead House

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Our Marketplace  
 Cloud Customer Engagement Hubs Overview

- Primary interfaces between organisations and public
- Customer expectations are rapidly evolving – as is technology



- Customer Engagement Hubs service multiple communication channels
- Customer contacts are automated or digitalised-human driven.



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 Industry Recognition



**THE QUEEN'S AWARDS  
 FOR ENTERPRISE:  
 INNOVATION  
 2016**



Figure 1. Magic Quadrant for Contact Center as a Service, Western Europe



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Example Local Authority Users

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Other Sectors

Customers include hundreds of the world's largest organisations:

**CSPS**

**FINANCIAL SERVICES**

**ONLINE & RETAIL**

**PUBLIC SECTOR**

**TRAVEL**

**UTILITIES**

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Content Guru  
How We Do It



Europe's largest **Communications Integration™** platform, providing:

- **Fully-integrated multi-channel** communication micro services



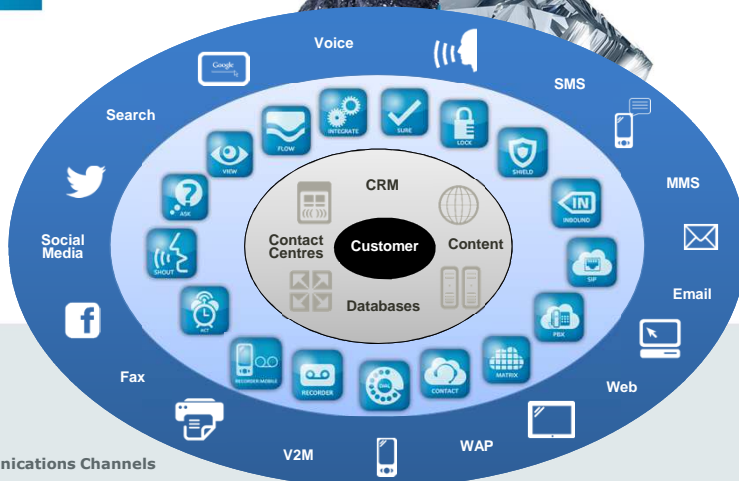
**Wherever, whenever, on whichever** device

- **Powerful integration tools** for information systems
- **Massive scalability** across every channel of interaction.

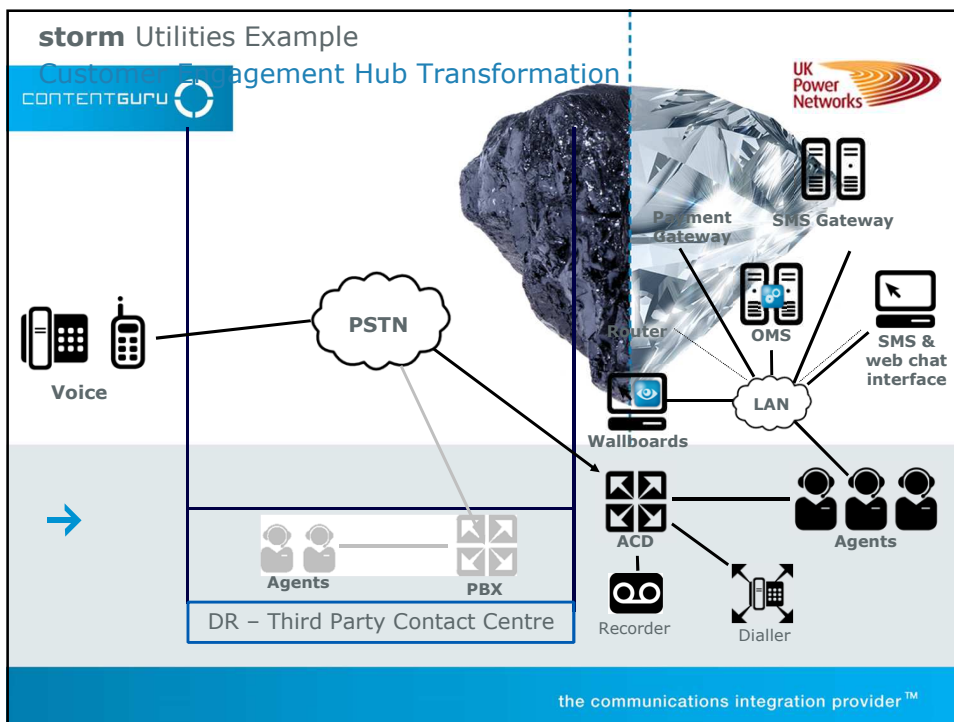
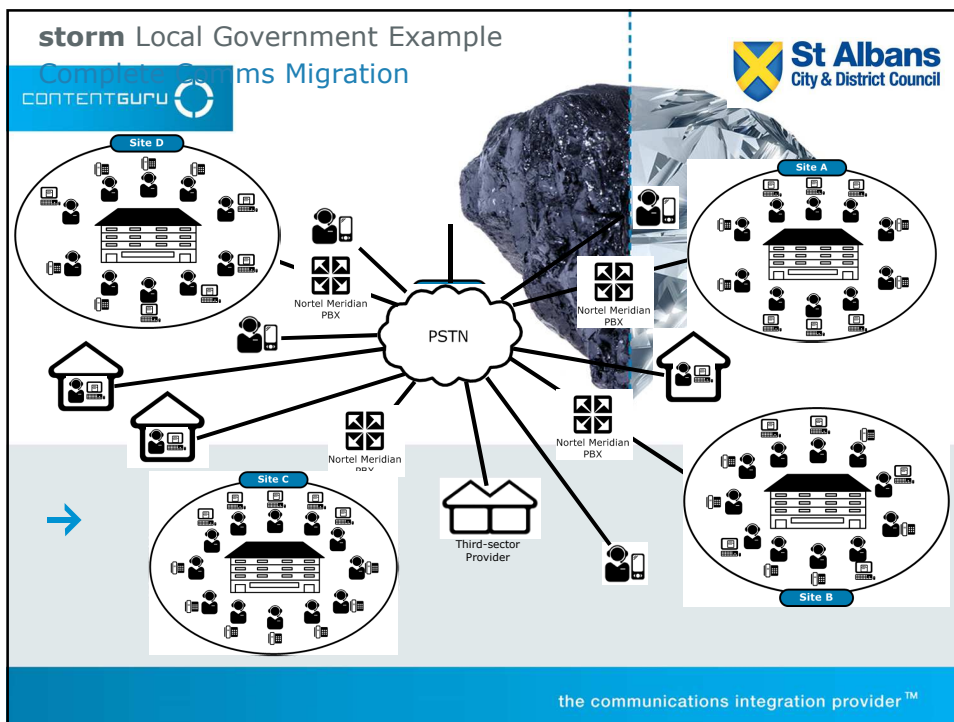


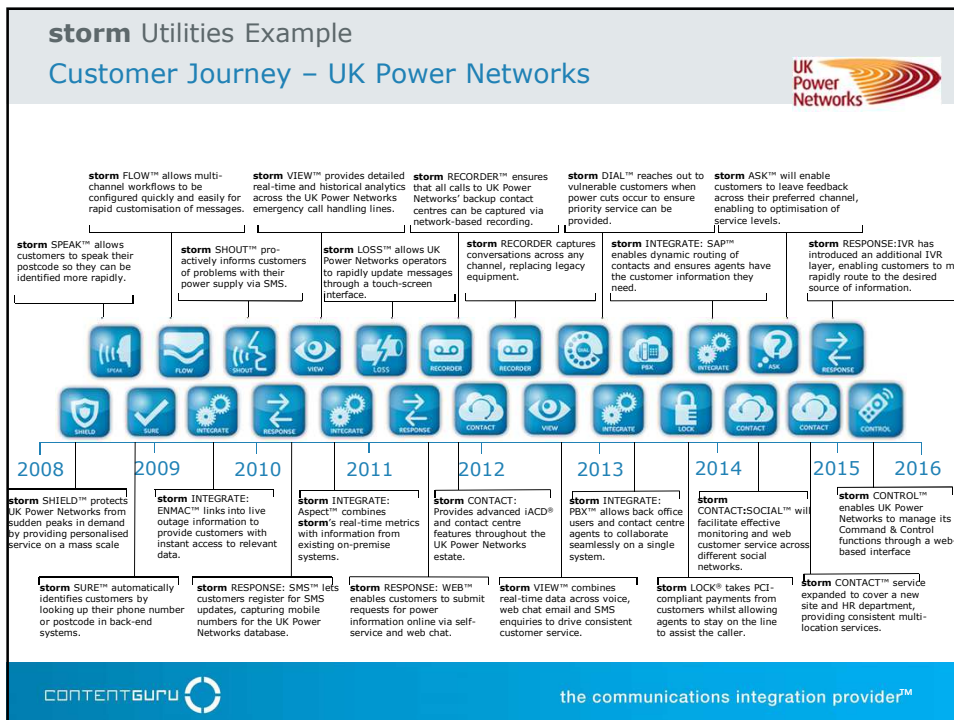
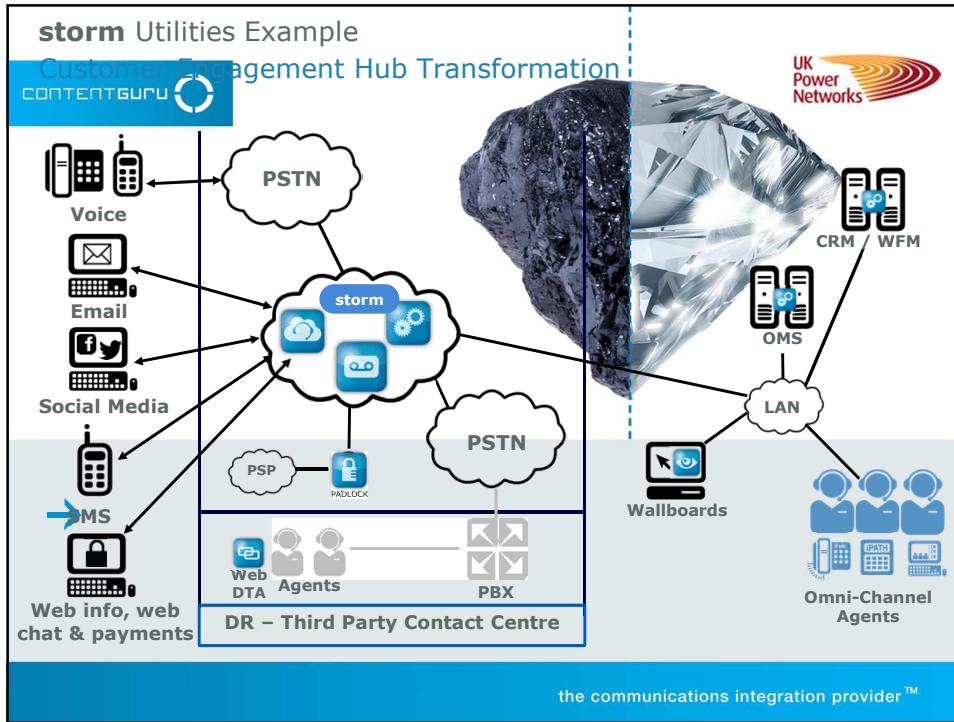
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storm  
Connecting People to Information





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**storm** Utilities Example  
UK Power Networks  
CONTENTGURU



- **Largest** electricity distributor in the UK, with **8m+** customer homes & business

---

**SHIELD** **INTEGRATE** **SHOUT**

- Instant customisation for [incident response](#)
- Bespoke integration and proactive notifications
- Access to information via voice, SMS, web and chat

---

**93%** • Automation of enquiries at critical peak times

**50%** • Reduction in repeat callers due to multi-channel

**>50%** • Of the UK & Ireland's electricity enquiries now go through **storm** due to EDF / UKPN trailblazer.

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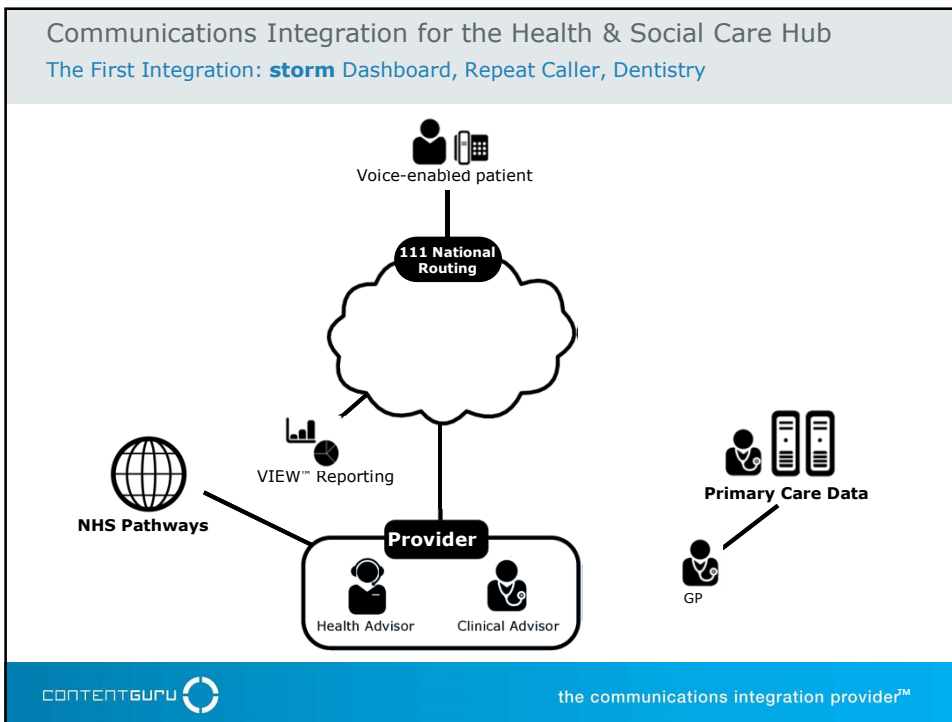
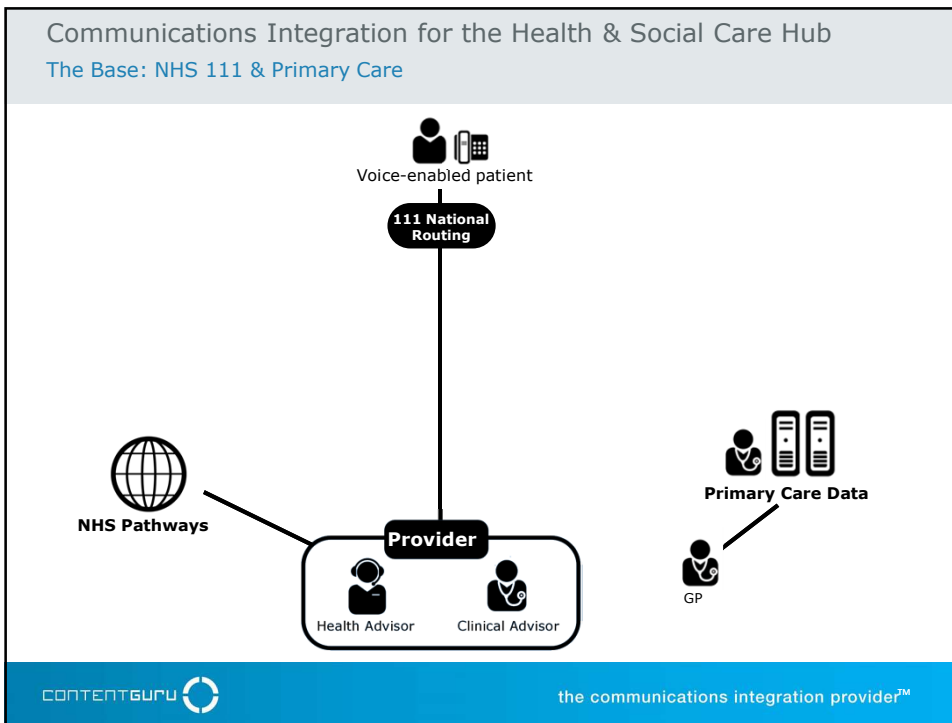
Communications Integration for the Health & Social Care Hub  
NHS London PRM



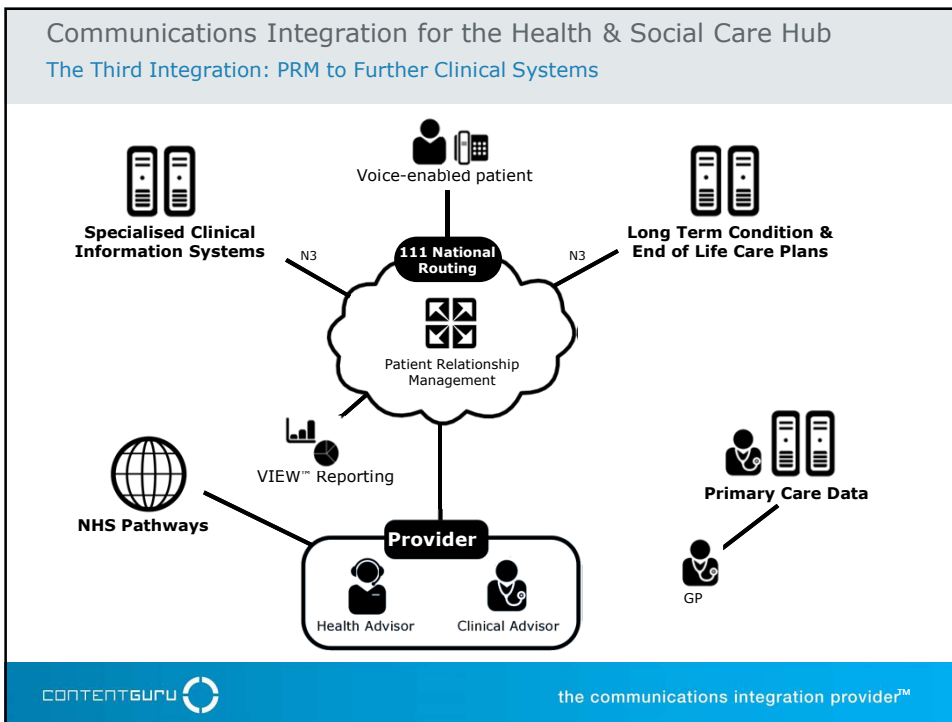
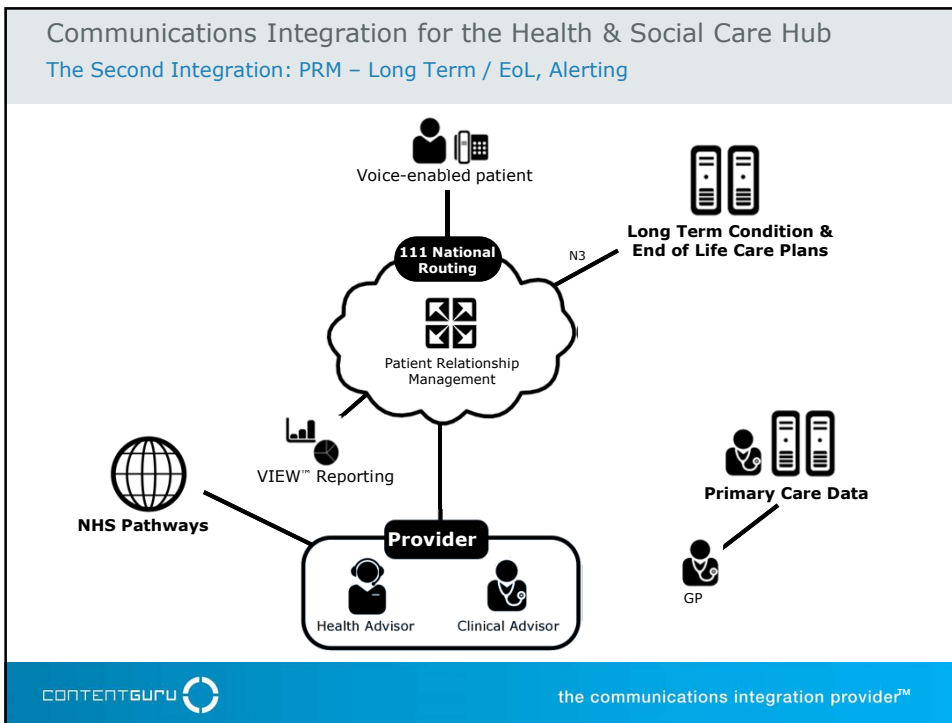
**when it's less  
urgent than 999**

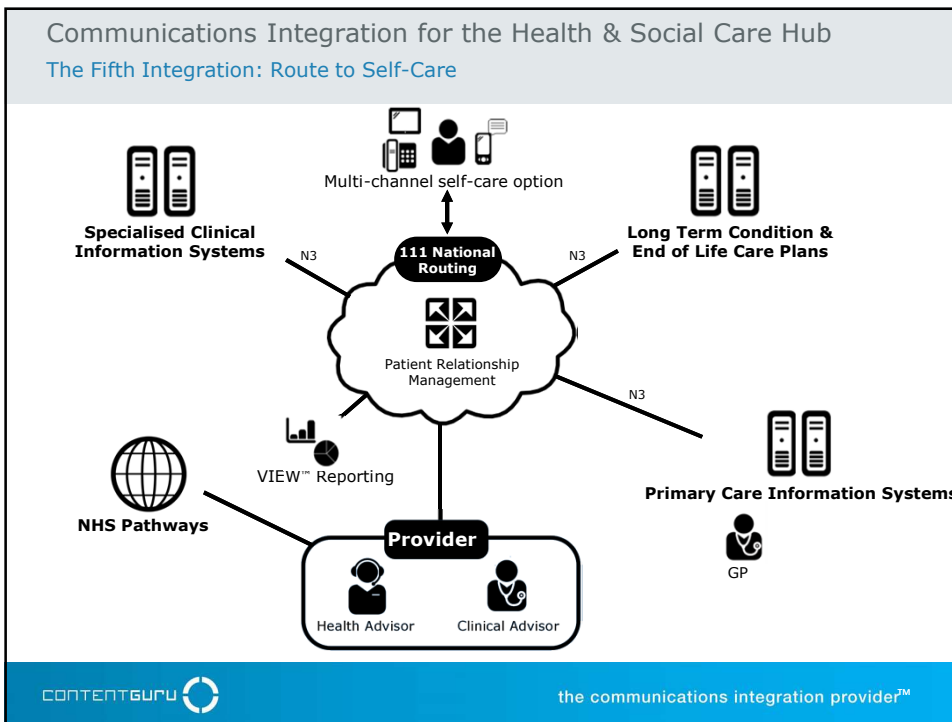
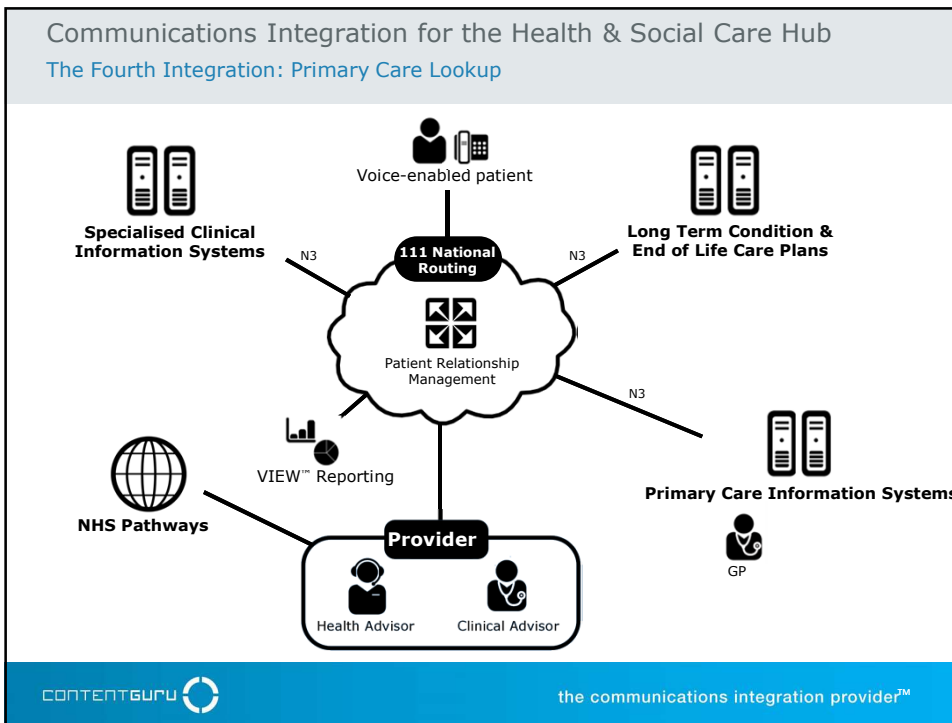
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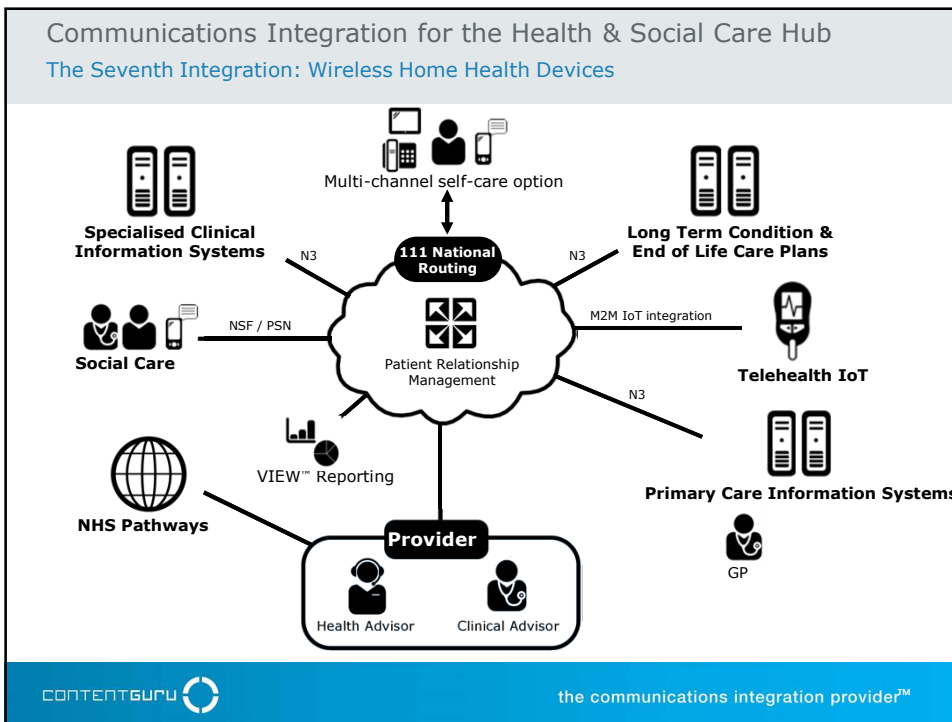
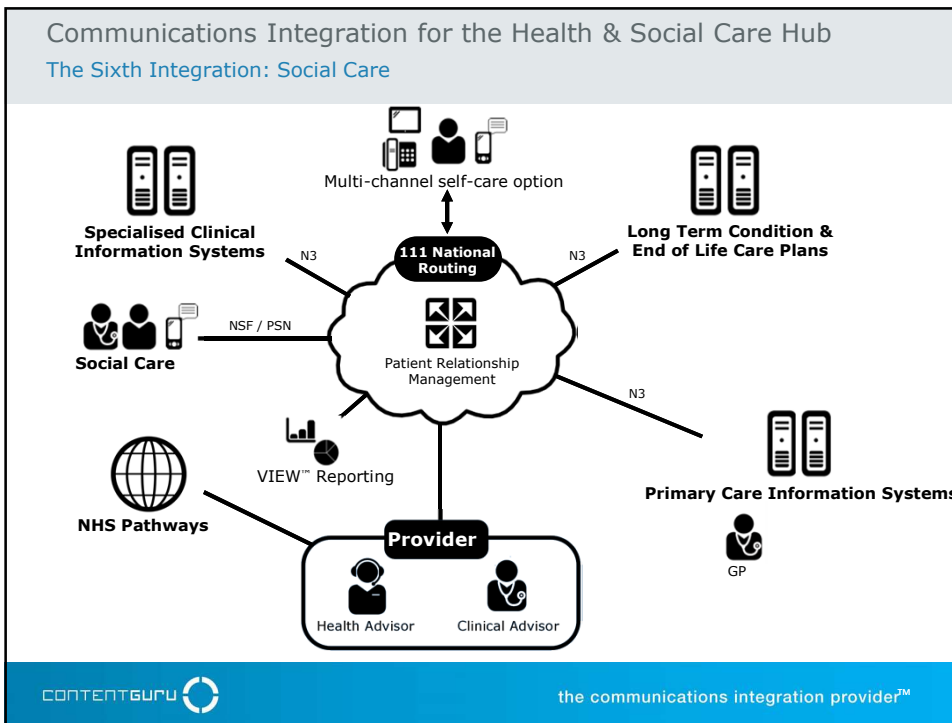
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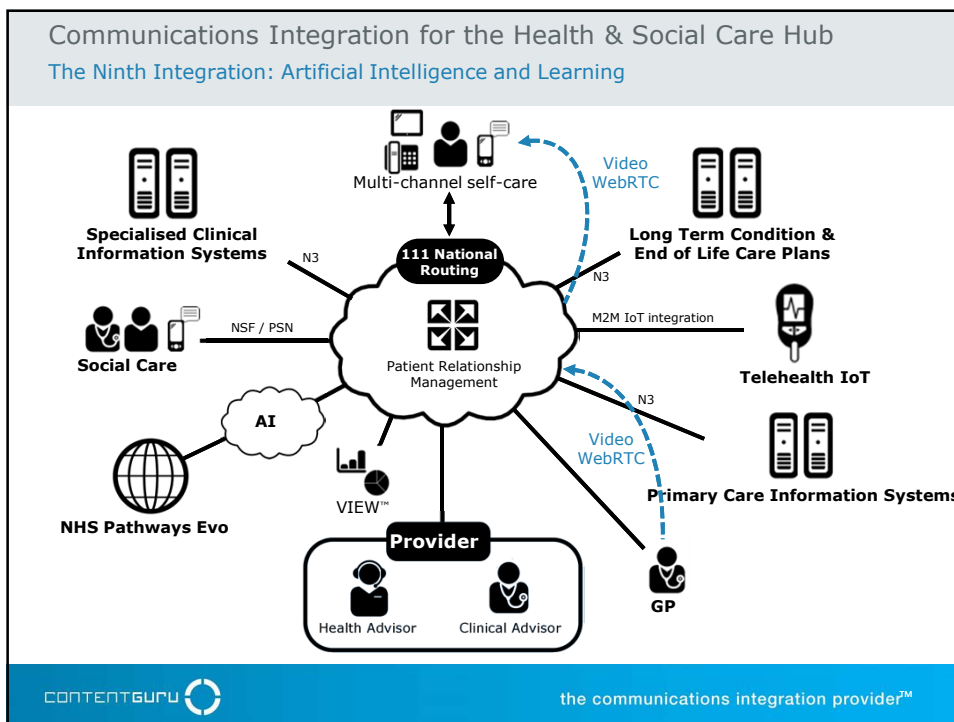
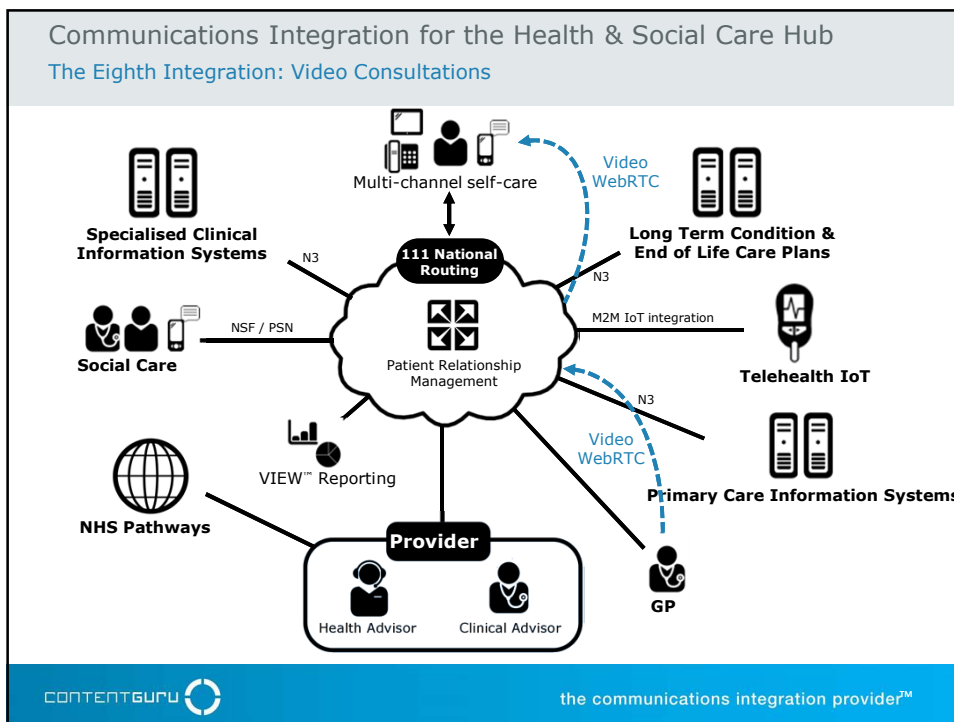












Redwood Technologies Group  
Key Takeaways



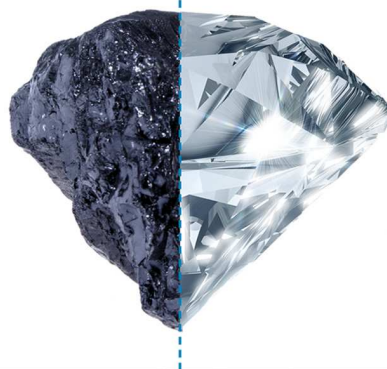
World-class **cloud** communications

Worldwide **HQ** Bracknell

Health & Social Care **Leader**



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Thank You  
Questions



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