

industry solution

Insurance, Banking and Finance

The insurance, banking and finance sectors are highly competitive with pressures such as globalisation, mega-mergers and the state of the economy to contend with. Business objectives for the sector focus on improving profit margins through operational efficiencies with an emphasis on providing exceptional customer service in order to attract new customers and keep them loyal.

Secure communication and networking solutions

Working with a number of leading companies across Australia, Integ understands that insurance, banking and finance is fiercely competitive. The pressure to improve profit margins and operational efficiencies and the provision of exceptional customer service is paramount and underpins technology choices.

Streamlined and integrated business communications with efficient business process workflows, sophisticated data warehouses, efficient and secure data centres, optimised throughput of ICT infrastructure, speedy delivery of applications to staff in the branches, intelligent and friendly contact centres, secure phone and online banking and safe disposal and recycling of outdated hardware are top of mind for CIOs in this sector. Environmental concerns are also becoming increasingly important.

Integ leverages its experience in this dynamic industry, working with customers to design sophisticated and secure integrated solutions that meet business objectives and surmount challenges. Integ has the capability and breadth of skill to design, integrate, manage and support robust technology solutions, working with market-leading vendors to ensure optimum results and low risk environments.

In this highly competitive industry, organisations need to stay ahead of their counterparts. Integ's solutions ensure its insurance, finance and banking customers can stay at the forefront of technology, contributing to bottom line results through reduced costs, improved operational and networking efficiencies and increased customer loyalty and satisfaction.



**secure
communications and
networking**

Custom-designed solutions for insurance, banking and finance

No two Integ solutions are the same. Through its industry expertise and technical capability, Integ works with customers to ensure the solution is robust, secure and is aligned to your business objectives, mindful of your challenges.

Integ's foundation for a highly robust insurance, finance and banking solution:

Secure Telephony: IP, digital and wireless communication solutions which are fully featured, including call accounting to allow calls to be charged back as dictated by corporate policy.

On-demand Telephony – iTaaS: you pay a fixed monthly amount per employee with the ultimate in flexibility. The hardware and software is hosted in a secure data centre and delivered to you in the software-as-a-service model. IP handsets are located on your premises and media gateways can also be premise-based for added resilience. Depending on internal skills and available resources in your ICT team, you can choose to have your iTaaS solution fully managed and administered by Integ, or you can partially or fully manage it yourself through an online portal. Software evolution is built into iTaaS so that you always have access to the latest iTaaS features, as they continue to evolve over the life of your contract.

Unified Communications: real-time communications combining telephony, conferencing, messaging, collaboration and presence. Important for your staff working remotely or on the road.

Secure Connectivity: a full range of security solutions including technologies such as firewalls, authentication, encryption, SSL VPN, anti-spam, intrusion detection and prevention.

Wired and Wireless Data Networks: robust performance-based infrastructure providing a strong foundation for all applications such as website, email, remote access, data centre operations, finance, ERP applications and contact centre operations.

Data Centre: secure, virtualised and optimised Data Centre services and solutions.

WAN Acceleration and Bandwidth Optimisation: optimising voice and data connectivity to branches and application delivery to branch and mobile users in your network.

Sophisticated Contact Centre Solutions: integrating advanced contact centre solutions throughout your organisation improves operational efficiencies through sophisticated call routing, integrated back- and front-end systems, screen pops and real-time reporting to improve customer service and allow accurate staff rostering. Fully distributed contact centres, linking state and regional offices, help with overflow and sales campaigns and provide a flexible workplace which can include remote and home-based agents.

Call Recording: for security and legal compliance, calls are stored digitally so they can be easily located and played back.

IP Video Conferencing: room, desktop and bridging solutions, leveraging your IP network.

24 x 7 Technical Support or Managed Services: ensures peace of mind and takes the load off your ICT team.

Onsite and Web-based Training: maximises effective use of your solution to gain a faster return on investment. Handset training and systems administration training courses are available.

Environmental Services – iDispose: aims to deliver the highest environmental outcome by the safe disposal of your outdated hardware.

As green as you want to be



environmental services

Integ recognises it has a responsibility to minimise the environmental impacts of its own operations, along with the ICT solutions it sells to Australian organisations.

Preferentially, within its solutions, Integ offers market-leading products from companies who follow environmental best-practice methodologies in manufacturing and are committed to a sound environmental policy and programs.

A number of options for more environmentally responsible solutions are available. If this is important to your organisation, Integ will ensure your solution is as green as you want it to be.

Green elements of your solution could include:

iTaaS: Integ's telephony-as-a-service, using less hardware and power

Virtualised Communication Solutions: using less hardware and power

Remote Worker Solutions: using less fuel with secure remote access, application acceleration, unified communications

IP Video Conferencing: minimising plane travel

Home Contact Centre Agents: using less fuel while ensuring the peaks and troughs of your customer service are covered

Data Centre: with virtualisation to reduce power and cooling

iDispose: safe eWaste disposal with Certificates of Recycling

Environmental Audits: to underpin your internal "Reduce, Reuse and Recycle" programs

managing communication networks

"Integ Communications is a leading Australian provider of secure communication and data networks to organisations across Australia. With broad and deep capability across market-leading products, Integ solutions and services are underpinned by a flexible and agile approach to design, delivery and support. Integ Communications is part of the Integ Group and backed by the strength of its ASX Top 300 parent, UXC Limited."



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