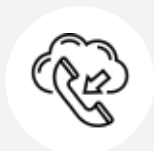




Empowering dentists to deliver the best patient experience.

From telephony, to IT solutions, broadband, business mobiles and energy.

At Global 4, we are truly solutions focused, let us understand your challenge and provide you with the best and most efficient solution.



HOSTED TELEPHONY



IT SERVICES



DATA CONNECTIVITY



BUSINESS MOBILES



BUSINESS ENERGY

Leading providers of technology to dentists for over two decades

At Global 4 we are uniquely placed to provide specialist solutions for dental practices.

With 25 years experience in delivering exceptional customer service and tailored solutions for dentistry communication and IT requirements. Let us take the pain away, not only improving your efficiency now, but helping guide your business in the future.

We pride ourselves on offering our customers a total solution, in a busy dental practice you don't want to be individually managing multiple suppliers.

So whether you have a specific strategy to grow your business and are looking for an off the shelf IT solution, or you already have specialists in place and require a co-managed approach, let us guide and advise you.



Hosted Telephony

Transform how you work with our hosted telephony and omnichannel platforms.



IT Services

A fully managed service, increasing IT security, uptime and boost productivity.



Data Connectivity

Dependable internet and faster connectivity with our business broadband solutions.



Business Mobiles

Access highly competitive mobile phones and call/data packages.



Business Energy

Cut the cost of energy bills by benefiting from economies of scale across locations.



Your dental practice, in the cloud.

In a busy dental practice, the sound of the phone often competes with the sound of the drill.

Receptionists potentially field hundreds of calls a day from time-starved patients for whom a constant engaged tone or, worse, a call going unanswered is an infuriating inconvenience.

When those patients finally get through, the experience can make for a frosty interaction that reflects poorly on the practice and unfairly burdens receptionists or agents with caller negativity from the moment a conversation begins.



Customer Experience First

Our super-smart, cloud-based telephone systems feature IVR functionality, call queuing, auto-attendant answering, voicemail and automatic call back – all easily-manageable by practice reception staff to ensure the best possible experience for both them and their callers.



Seamless Integration

Our systems can also be seamlessly integrated into all of the most popular dentistry Customer Relationship Management platforms; providing on-screen caller identity information for enhanced user efficiency and that all-important personal touch.



Reporting and Analytics

In addition, our systems' clever call reporting and data analysis functionality enables users to record calls, track volumes and response rates, and identify receptionist training requirements capable of driving ongoing improvements.



8x8



Unified Communications, built for you.

Everything, anywhere, on any connected device – welcome to the new world of unified communications.

Your telephony, your email, your messaging, your video-conferencing, your collaboration tools, your data, your workflow applications: all seamlessly brought together and accessed from a single user interface on a desktop, laptop, tablet or mobile.

It's the way the smartest businesses now operate: leveraging the power of the cloud plus the huge benefits of the transformational work-from-anywhere revolution. CallSwitch does it all; plus enabling advanced Microsoft Teams call-routing, plug & play CRM integrations, and game-changing AI-powered call recording and analytics.



Take the pressure off busy receptions

Configure call queues to separate routine calls with appointment bookings or cancellations, with call routing options for different times of day, and automatic call-backs if wait times get too long.



Collaborate efficiently with colleagues

CallSwitch is more than just a phone system, combining voice, video, instant messaging, conferencing, directory services, and more – with access via desktop or mobile devices.



Access and protect patient information

Secure integration with the EMIS patient information database speeds up call handling, keeps contact details up to date, and helps you reach quality of care targets, without added cost.

Your dental practice, wherever you are.

Transform the way you practice dentistry with our cutting-edge mobile phone solutions, designed to keep you connected with your patients and your team wherever you go.

No matter the size of your practice or your teams' ability to connect, call or conference while on the move is key. Your users need reliable, robust uptime; you need a competitive, value for money contract. We partner with the three market-leading networks O2, EE and Vodafone to not only offer choice but also to ensure you are able to pick the best rate for your own individual needs.

Mobiles are a convenient and efficient way for dentists to communicate with their patients, colleagues, and staff. Unlock more than the basics of making and receiving calls and texts, with technology adaption. For example, you can experience the ability to video chat patients who may not be able to visit your practice physically.



Dedicated Account Management

At Global 4 we understand the need to manage your telecoms effectively. That is why each of our business accounts has a dedicated and experienced Account Manager to help with the day-to-day running and maintenance of the account.

Anything from SIM swaps to new lines and hardware. We take care of everything all under one roof. You won't need to wait on hold to a network ever again.



Hardware & Accessories

Modern handsets are far more personal than ever before and we find ourselves using them more often with every year that passes.

At Global 4 we can provide all the main manufacturers, and the majority of our devices come with a 24 month warranty with next working day swap for faulty devices.

We can deliver anywhere in the UK and delivery from point of order is next working day.

“I would recommend Global 4 to anyone within the dental industry, they’ve been superb and really supported our operation in its entirety.”



Voice & Data Tariffs

Global 4 offer a wide range of services to meet the needs of your business.

We can offer anything from 30 day rolling SIM only contracts to complex multi-tariff 24 month business solutions.

Whether it be shared minutes and texts, to shared data with unlimited minutes we can tailor a solution for you.



Mobile Device Management

Mobile device management (MDM) is a security software allowing you to monitor, manage and secure your employees mobile devices and can be deployed across the company infrastructure whilst being managed all in one place.

At Global 4 we can guide you through allowing you total control to remotely manage apps as well as devices that have got sensitive and critical business data, you will be able to remotely remove the data from the device if it was to be lost or stolen.

Getting to the root of your connectivity issues.

Your customers, your partners, your employees – if they are on your premises, they want to jump on your broadband.

Our experts can tailor a package to suit your exact business requirements, in some cases an out of the box solution is the best for your business, however we can listen to your challenges, understand and build a package to suit your individual business requirements.

In a world where there are numerous broadband options available our expertise on what is available, and the cost and benefit to your practice is vital when selecting the right solution. Let us audit and guide you through making the most of your broadband.

Business Fibre Broadband

Ultra high-speed, high-performance modern broadband that packs a powerful punch. Go faster, go bigger, go better with dependable, always-on connectivity that can handle all of your business needs, all of the time.

Business Leased Lines

Dedicated, resilient and super-flexible enterprise-grade broadband with guaranteed download and uptime speeds, no reduction in performance during peak times, and no sharing with others. Flex bandwidth up and down to suit your specific needs and pay only for what you need when you need it.

ADSL Business Broadband

Robust, reliable and rapid basic broadband delivered via existing phone lines for small businesses, home offices and rural locations. No fuss, no frills – just solid, dependable connectivity whenever you need it.

Brightening smiles, powering practices.

Gas and electricity from your telecoms provider? Why not?

We have been supplying energy to businesses for more than three years now and are able to offer hugely competitive rates. Our experts could save new customers up to 70% on their gas and up to 40% on their electricity.

Through our customer-focussed approach, we will work with you to review your electricity usage and save you money on contracts. We take the hassle out of keeping across this fast-moving market by monitoring rates and helping you switch at the right time.

We also offer a green energy alternative which relies on wind, solar and tidal; helping you deliver on your strategic sustainability agenda and enhance your increasingly important environmental credentials.



Usage Assessments

We will run an assessment of your current energy contract, usage and pricing.



Impartial Comparison

Impartial comparison service of top energy suppliers including green energy options.



Accuracy Checks

Accuracy checks for your first bill to guarantee you are receiving the best rates.



Contract Monitoring

Keeping an eye on contract end dates to ensure you continue to receive the best rates.



Forward Contracting

Make sure you continue to receive the best price by offering forward contracting of up to five years.



How we've transformed the Clyde Munro Dentistry Group.

Global4's exclusive partnership with Clyde Munro Dental is underpinned by a deep understanding of dental pains that can be solved with unified communications.

By creating group interconnectivity, alleviating customer frustrations, and upgrading functionality Clyde Munro Dental we able to achieve cost-reducing consolidation and new revenue streams. This scalable infrastructure strategy facilitated growth from 16 local practices to 50, and enabled Clyde Munro Dental's ultimate goal to help keep Scotland smiling.

Before working with Global 4, Clyde Munro Dental were;

1. Maintaining different systems in each practice which was time-consuming and creating inefficiencies.
2. Finding fault reporting processes unclear and cumbersome - making it challenging to address issues quickly.
3. Finding that phone outages could go undiscovered for several hours, leading to frustration among staff and customers.

Unreliable internet connectivity further compounded these issues, impacting the efficiency and productivity of the entire practice. Addressing these challenges required a partner who understood the unique needs of dental practices and has the expertise to deliver reliable and efficient technology solutions. And that's where Global 4 stepped in.

Global 4 successfully became the exclusive supplier to the whole estate of Clyde Munro Dental Groups and implemented a Cloud telephone system as well as data connectivity throughout. Global 4 were able to provide a 37.5% cost saving with upgraded supply, as well as collating supply for single consolidated monthly billing. The group now has a single contact number for group-wide Global 4 support, and inter-practice connectivity allows call answering by any available receptionist. A disaster recovery plan diverts calls to neighboring practices, while unanswered calls are routed to a central answering service. Missed-call reporting software allows for proactive call returning, while call recording provides quality reassurance and protects against abuse. Additional practice manager handsets were provided to support reception, and an alert system identifies connectivity issues immediately. The fastest possible broadband service was deployed for each site, along with new routers and guest Wi-Fi. Monthly usage reports were also introduced to monitor bandwidth requirements per practice. These solutions helped streamline and optimize the telecommunications services across the dental practices, leading to improved efficiency and productivity.

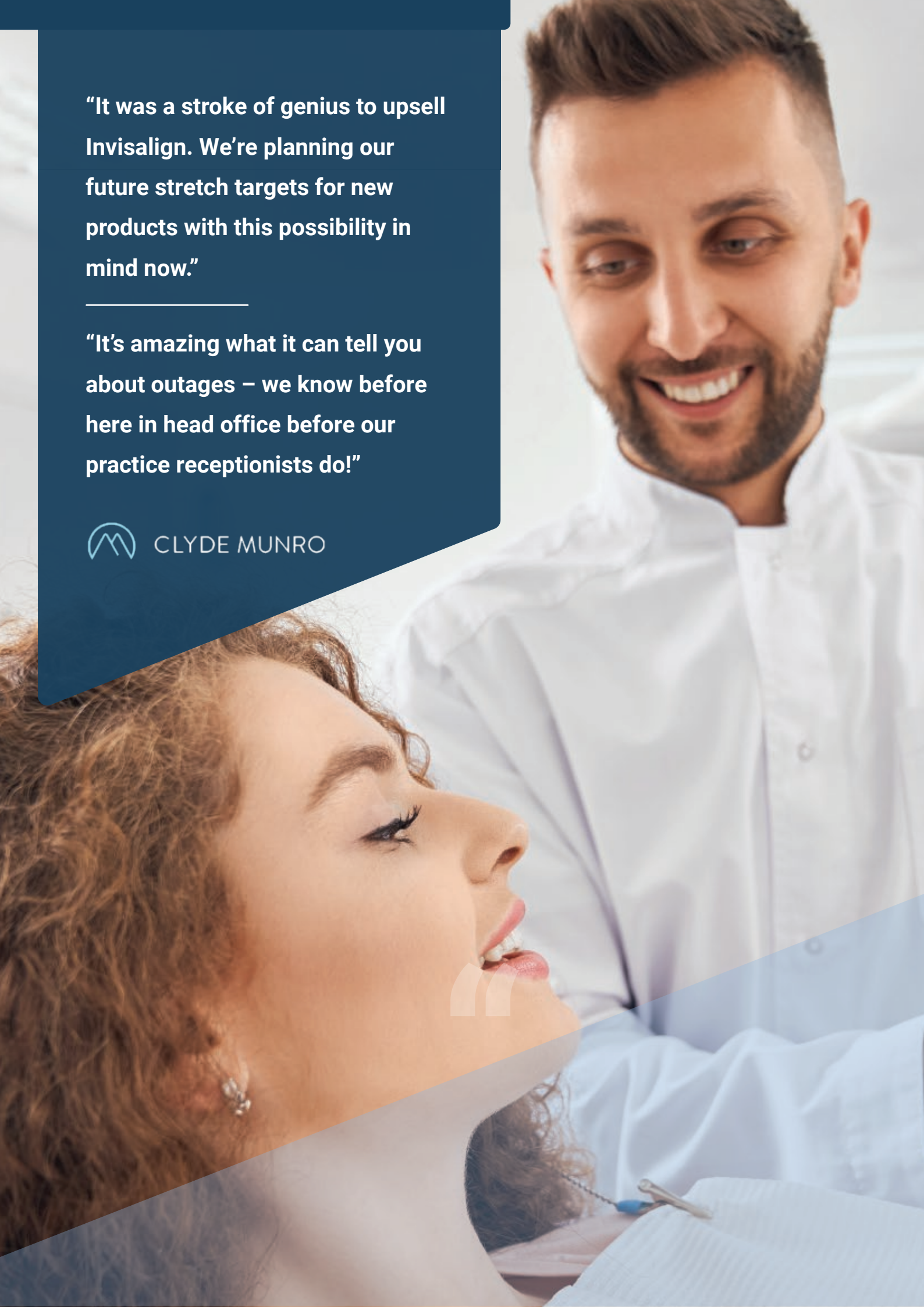
A monthly saving of 37.5% on total billings allowed the initial investment to be recovered within 9 months. This reduction percentage remains stable for each new practice acquired by the group, so the absolute saving continues to increase with expansion. With acquisition being a key objective for Clyde Munro, Global 4 devised an acquisition strategy for onboarding new practices, a simple future-proofing process, easy to communicate to new staff and predictably implement by Global 4 as required.

“It was a stroke of genius to upsell Invisalign. We’re planning our future stretch targets for new products with this possibility in mind now.”

“It’s amazing what it can tell you about outages – we know before here in head office before our practice receptionists do!”



CLYDE MUNRO



Elevating patient care through IT innovation

Traditional IT support is no longer relevant to the needs of your patients, staff and dental technology platforms.

Purely reactive IT support facilities put sensitive data at risk due to poor security management, impact profits with avoidable downtime and stifle innovation due to under-utilisation of avoidable tools.

For this reason, we have developed a fully managed service, designed for dentistry practices to increase IT security, increase network uptime, assist with compliance headaches and boost user productivity.

What do we offer?

Support Desk

A quick response support desk for resolution of IT issues with evening and weekend cover. Our engineers are skilled across multiple services including Microsoft cloud and widely used dental applications including Systems For Dentists and Software of Excellence. Our average issues response time is less than 10 minutes, and we strive to fix issues on first contact.

A Fully Managed Service

We provide IT as a fully managed service, this means that we go beyond the provision of a support desk by supplying and maintaining supporting functions. These include managed anti-virus, web protection, Microsoft Cloud security, email protection, machine updates and communication with supporting service provides on your behalf.

Proactive Monitoring and Insightful Reporting

We monitor core network services to ensure that issues are identified by our team and proactively investigated. Metrics such as internet status, hard drive capacity and predictive errors will be automatically fed into our service desk for remediation, all as standard. We also utilise human expertise to examine your ongoing support usage, this enables us to identify areas for improvement by collating areas of commonality between issues, specific end user challenges and general areas for improvement by overseeing your service demand.

You Hold Sensitive Data, We Protect It

Our information protection services bolster our baseline anti-virus, email and web protection to further enhance data security. Features include data loss prevention to restrict the sending or leaking of personal information via email, data backup to include local files/servers, cloud-based emails and files including Microsoft and Google services. Data is stored on an unlimited size, version, and retention basis with no restriction on the amount of data restores that can take place.

Co-managed Services

Are you running a number of practices or operating with an in-house IT department? Ask us about our unique co-managed IT service offering which is designed to empower your resources by taking on the tasks that you don't have the time, skills, desire or geographical reach to accomplish. What's more, we extend our next-generation reporting, ticketing, documentation, automation, live network monitoring, remote access and asset management tools to you for mutual use.

Looking to obtain Cyber Essentials certification or Cyber Insurance?

We have the expertise to help our clients navigate the prerequisites and understand where the gaps may lie in their current IT estate.



Proven expertise, proven results, proven smiles.

We have already helped hundreds of practices all over the UK modernise their technology solutions and make huge costs savings. From a small on-site system to a centrally-hosted solution serving your wider multi-site network, let us help your practice to work better, smarter and more efficiently.



Wisdom Dental

Gentle. Dental Care in London You Can Trust.

"A simple and smooth process. We can now proactively call back any missed patient calls thanks to the 8x8 system that Global 4 installed. It's already generated us additional private consultations and the whole process was simple & smooth."

Kim | Wisdom Dental Care



"Nothing but excellent. Global 4 were able to offer a significant cost saving whilst handholding our move over to hosted telephony, we've been so pleased with their solution!"

Laura Breeze | Oakleigh Practice Limited

the dental design studio

"Global 4 came in and rationalised our estate whilst implementing significant cost savings. We've now worked with them for several years and are thrilled with their service"

Larry Levin | The Dental Design Studio



DENTAL BEAUTY

— P.A. BISHOP —

"Following a poor experience with another supplier; Global 4 pulled it out of the bag to bring us back into service and stabilise our infrastructure. We are now a customer for life."

James Barlow | Dental Beauty Group



"We couldn't have asked for more! We've been with Global 4 now for over 5 years. We get calls all the time but when someone's looking after you properly we just don't see the point in having a discussion."

Marc Charlton | North Street Dental Practice



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