grandcom

committed delivery

Partnering done right

Product Information

All products reflected in this document may be subject to change. All information contained herein is confidential

Experience, ingenuity & accountability

We build integrated digital solutions to establish effective communication between our clients and their stakeholders.

Everything about our solutions are aimed at reducing your operational costs, improving customer interactions and measuring the performance of your operational flows.

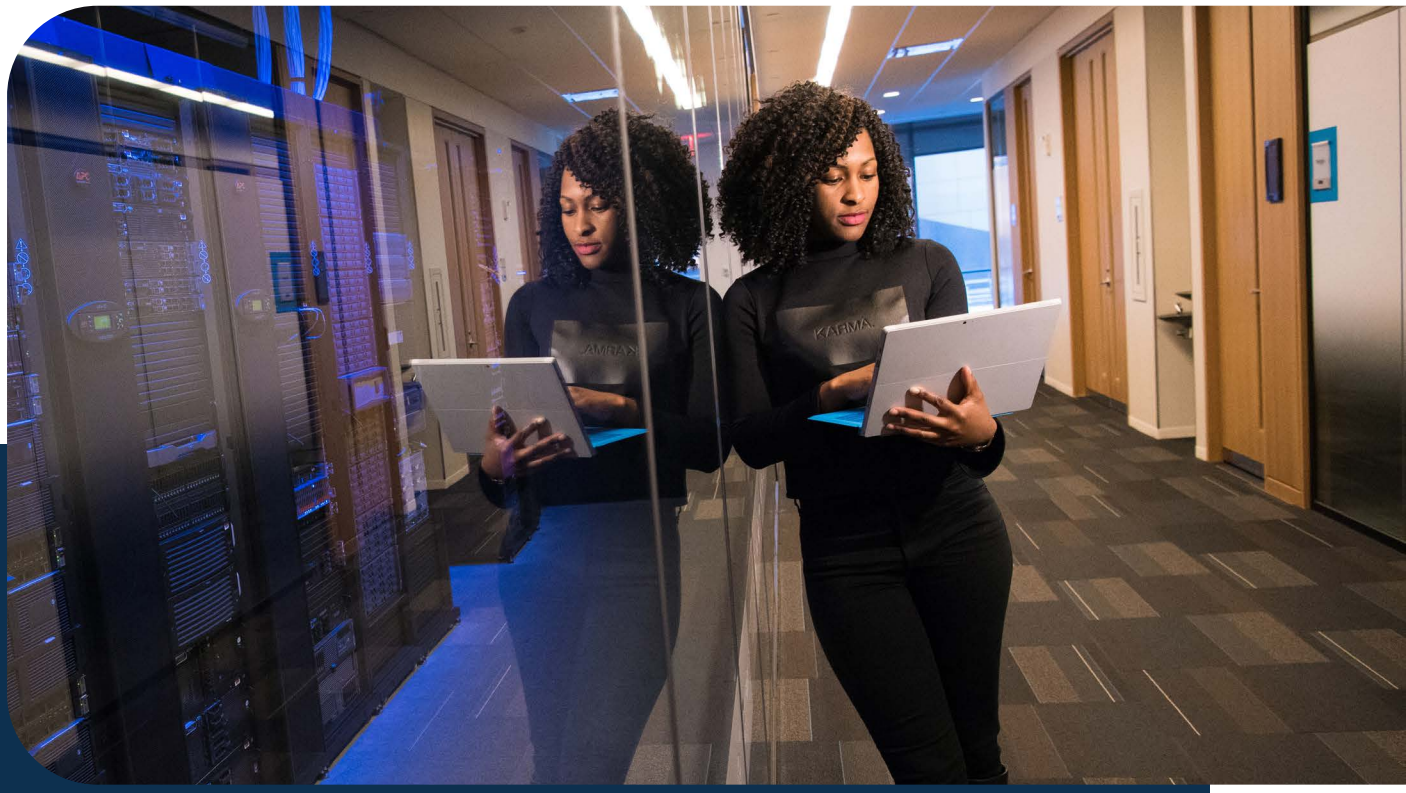
About Us

Grandcom was founded in 2014 and resides on two continents with branches in the US and South Africa.

Grandcom provides business critical solutions that take advantage of clever product groupings and unique features to provide flexible and scalable technology resources to your business. The market trend of having multiple providers involved in your information technology and communication infrastructure leads to delayed resolutions, and disparate, compromised design.

Grandcom offers managed information technology, communication services and outsourced staffing solutions that take advantage of our in-house technical and infrastructure resources.

We employ staff who love what they do, and as an extension of your business, they support your success through unrivalled technical knowledge and years of experience.



Technology Ethos

We have designed our technology to be distributed across multiple platforms with load balancing as a key strategy. Intelligent monitoring systems perform real world testing, to keep track of performance and ensure uninterrupted system availability. For added peace of mind, our technicians are there to assist you 24/7.

Few organisations can boast the varied skillsets we have developed as a provider. Grandcom has been offering Internet and Internet Communication Solutions since 2014.

With the ever changing client interaction technologies, you need to partner with a provider that is at the forefront of these developments.

WE SUPPORT

We are Experts

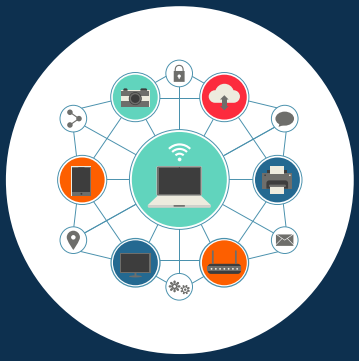
In this document we describe how Grandcom can help you enable your operations with our fully managed product suite that ensures you increase your service levels to your stakeholders.

COMMUNICATIONS

Voice, Dialler, Messaging, Email, VastCast & CellSign

HOSTING

Managed Cloud



NETWORKING

Fibre, EEE, WAN & VPN

BUSINESS PROCESS OUTSOURCING

Alternative time zone, graveyard & monitoring

Voice Solutions

Hardware | Reporting | Integrated Dialler

Voiceover IP

features

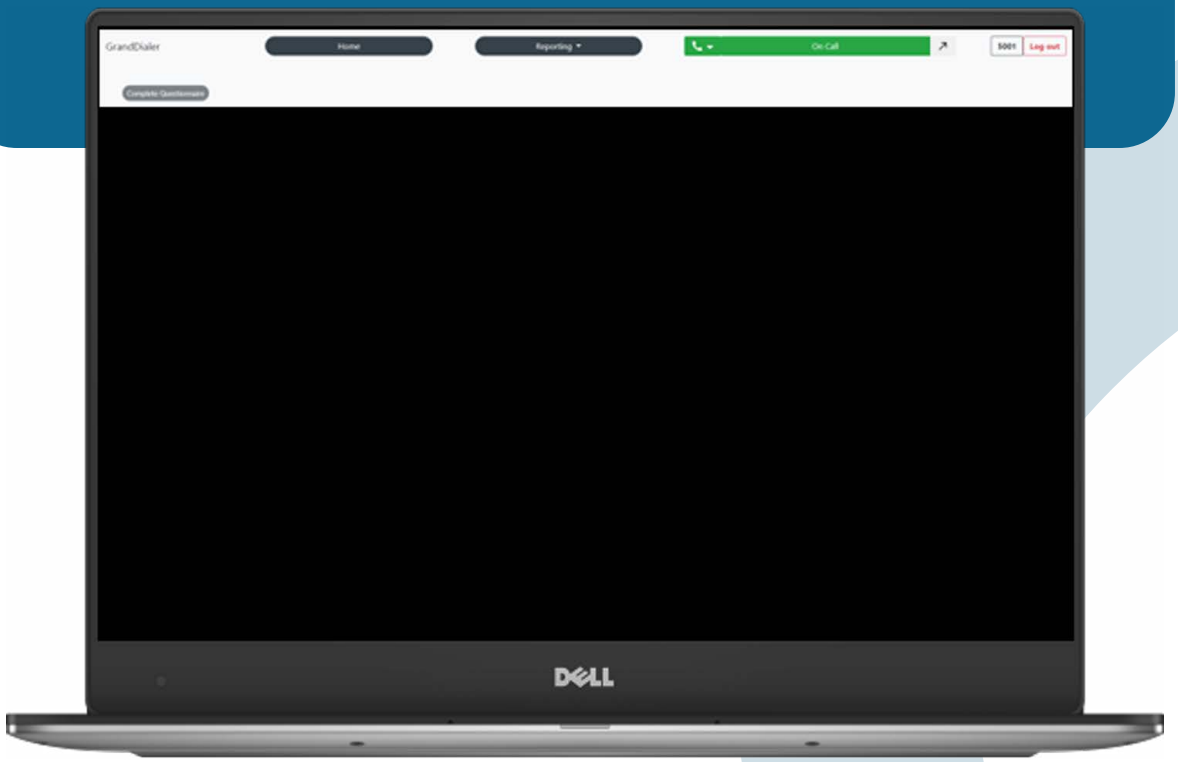
- Complete end to end solutions, from the phone, ending at handoff to the destination provider. Fibre/EEE with failover options to other technologies
- Telephony management and reporting system
- Fully integrated predictive dialler solution
- Voice gateways that are connected to multiple interconnects in different physical locations and different networks.
- Various hardware rental packages

Grandiose Dialler

Grandiose allows you to interact with all the popular communication technologies from within one GI element (Voice, SMS, Email) The ease of agent access to information on a single screen is vital in ensuring the client receives the right information in an efficient interaction.

features

- Integration into your in-house application
- Preview - click to dial and predictive
- Skill-based routing
- Real-time dashboards
- Customised reporting
- Internal and post-call QA reviews
- Campaign Management

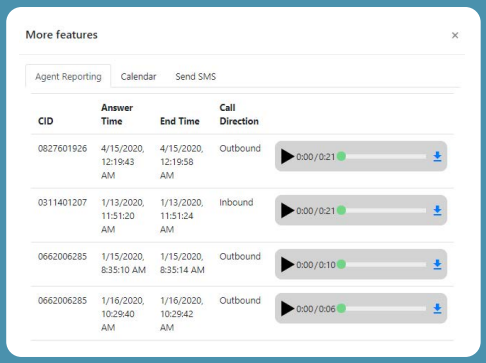


Feature Rich

A few ways we improve interactions

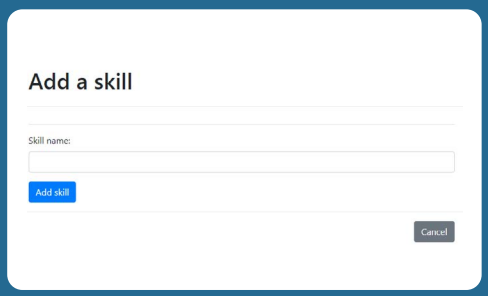
Preview - click to dial and predictive

Have your subject data at your finger tips when connecting with a client. View historical call detail with tagged recordings.



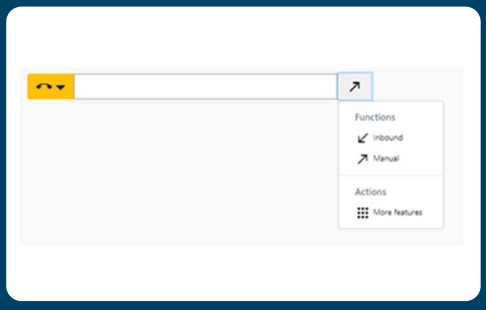
Skill-based Routing

Call routing based on various skills which can be dynamically assigned to your agents with levels assigned to your queues. The ability to make use of failover to other queues in the event of high load is also possible.



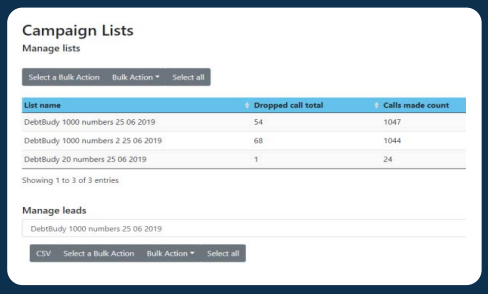
Dynamic state change and call labelling

State change while you are on a call. When not on a call, you have the ability to review previous calls, change functions and view schedules.



Campaign Management

As a provider with access to all of the communication technologies, we can manage a campaign which qualifies your leads before you call them. Send a sms or email campaign, requiring clients to opt in, then allow Grandiose to initiate and manage the campaign.



Dynamic Reporting

Agent activity reporting based on call function and queues, campaign reporting, assessment reporting as well as reporting based on meta data provided by your application.

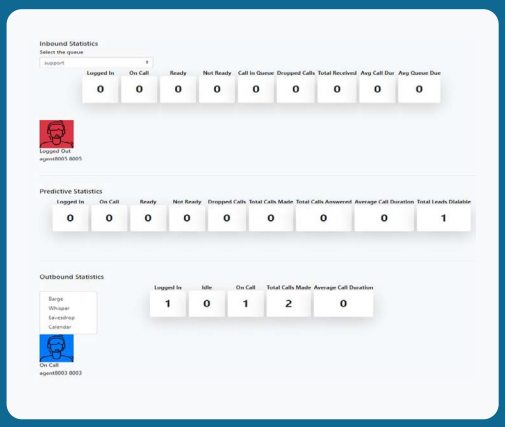
PDF CSV

Search:

Department	CID	Disposition	Agent Name	Agent Surname	Extension	Answered Call Time	End Call Time	Call Duration	Result Label	Notes	Call recording Playback and Download
Mobicred	0817275929	completed	Waseemah	Mohamed	2023	2020/04/22 13:38	2020/04/22 13:43	00:04:25	No Answer		0:00 / 0:00
Mobicred	0817275929	completed	Waseemah	Mohamed	2023	2020/04/22 13:38	2020/04/22 13:38	00:00:07			0:00 / 0:00
Mobicred	0826148587	completed	Waseemah	Mohamed	2023	2020/04/22 13:31	2020/04/22 13:32	00:01:35	No Answer		0:00 / 0:00
Mobicred	0716100180	completed	Waseemah	Mohamed	2023	2020/04/22 12:26	2020/04/22 12:27	00:00:58	No Answer		0:00 / 0:00
Mobicred	0839730324	completed	Waseemah	Mohamed	2023	2020/04/22 11:13	2020/04/22 11:14	00:00:46	No Answer		0:00 / 0:00
Mobicred	0679461089	completed	Rene	Herman	2030	2020/04/22 10:52	2020/04/22 10:54	00:01:36	Call Back		0:00 / 0:00

Supervisor & Wallboard Displays

- View agent live states
- The ability to listen in and assist
- Interact via the dashboard
- Live environment statistics



Create your own post-call assessment

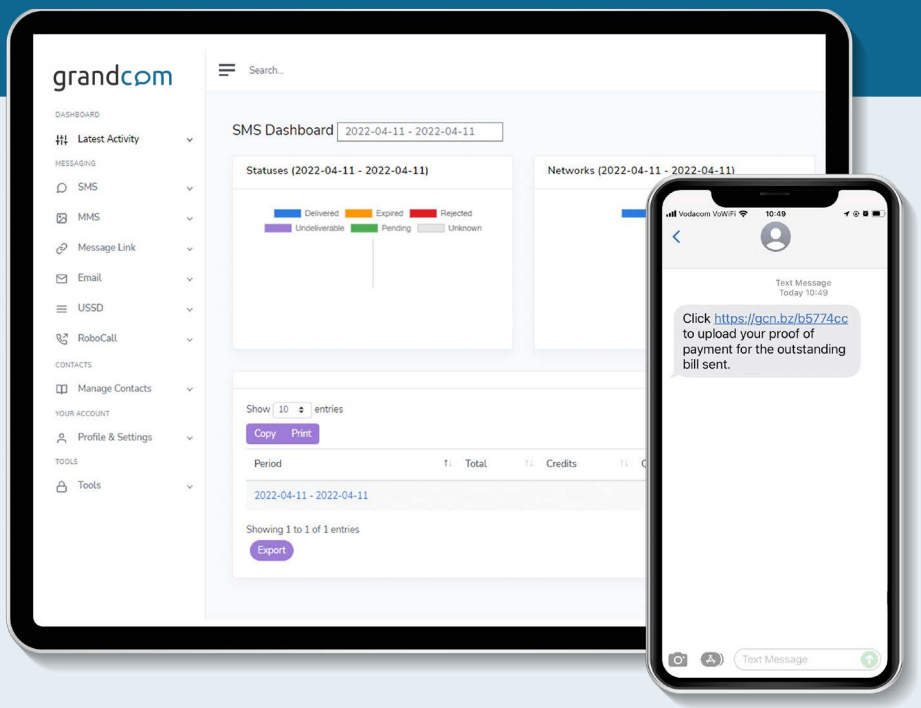
Create your own assessments and assign them to reviewers. Set the passing scores and allow the reviewer to set playback timestamps that managements and reviewed agents can reference.

Bulk Messaging

Distribution of bulk SMS, MMS & email to mobile phone & internet connected devices.

features

- Bulk messaging can be sent via Web Interface or integrated API
- Replies can be delivered back to the client in real-time or batch formats
- Set conditions (e.g. keywords) for replies or inbound messages that trigger auto responder SMS, MMS and Email
- Grandcom messaging suppliers are accredited members of the Wireless Application Service Provider Association (WASPA)
- Customised reporting



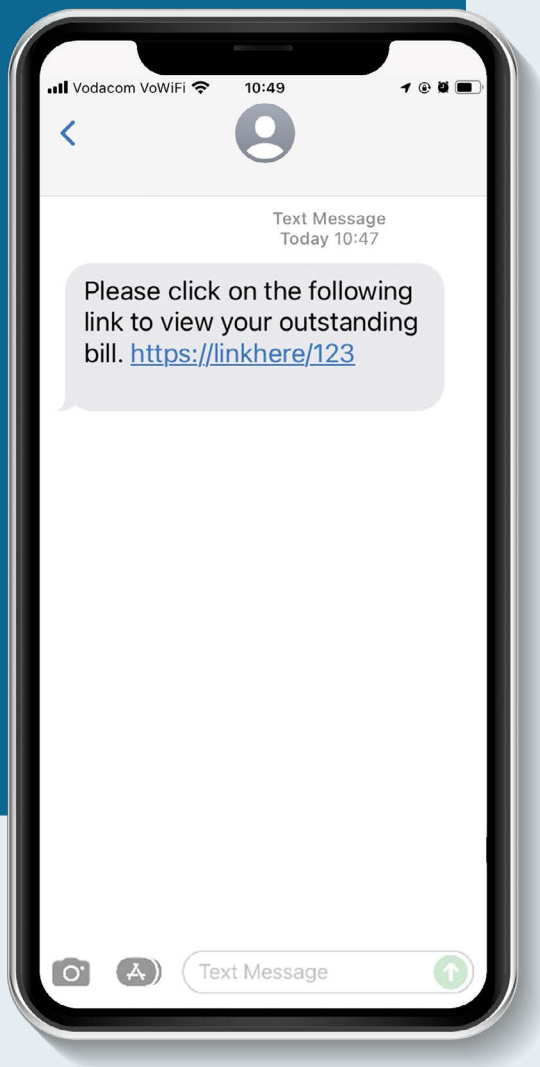
Mobile Interaction

Mobile Document Delivery | Sign Documents | Mobile Document Upload

Deliver documents such as statements, legal notices, policies, bills, images, and other confidential documents straight to your customer's mobile phone.

features

- Instant delivery
- Track delivery and read receipts
- Save money on printing and postage
- Give customers easy access to important documents
- Allow customers to sign important documents directly on their mobile phone
- Allow customers to upload important documents directly from their mobile phone
- Paperless and eco-friendly
- Reach customers who don't have Internet access via traditional computer systems

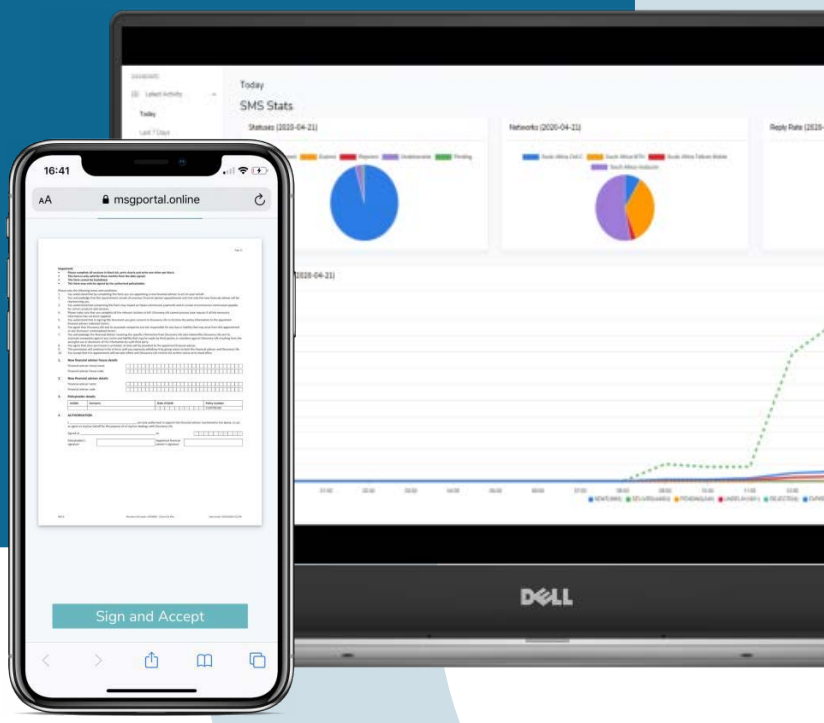


CellSign

A digital signature tool that gives your customers the ability to sign documents in seconds from anywhere - directly on their mobile phone.

features

- CellSign allows your customers to sign important documents directly on their mobile phone. With CellSign, you can effortlessly send your customers documents to sign which is branded in your unique style. CellSign also employs SSL-grade encryption to protect the documents, thus keeping everything secure
- Documents for signature can be sent to customers via Web Interface or integrated API directly to their mobile phones
- Signed documents can be delivered back to the client in real-time or batch formats
- All documents signed with CellSign are legally-binding and include a detailed audit trail
- There is no need for the mobile user to download any complicated apps, it's an effortless process
- With CellSign, you'll cut down on time wasted by getting your clients to sign documents electronically
- Save frequently used documents as reusable templates
- Automate your intensive document workflows and easily send a signature request in a few clicks
- Track document status and receive notifications for when it was opened and signed
- Automatically nudge slow signers, so no more chasing down signatures
- Customised reporting

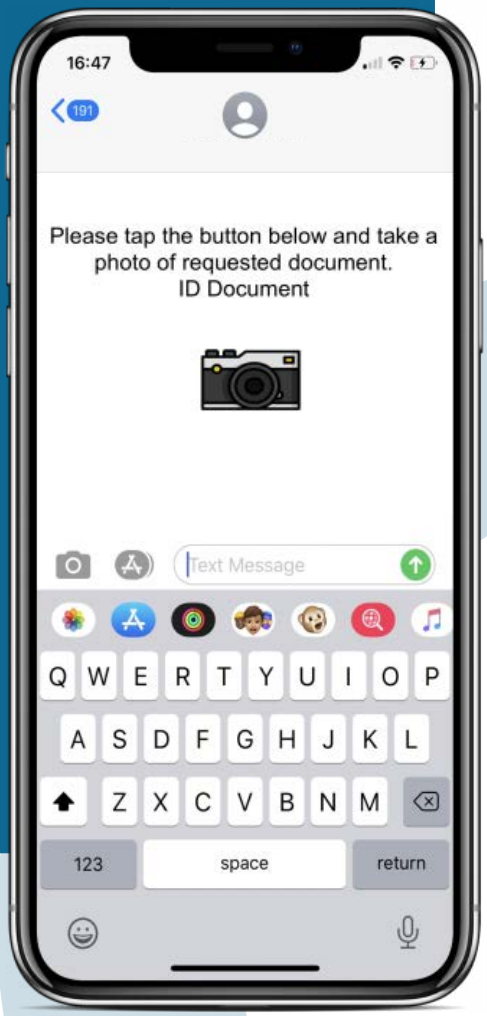


Mobile Document Upload

A mobile tool that gives your customers the ability to upload documents in seconds from anywhere directly to your environment - instantly.

features

- Our SMS initiated document upload allows your customers to upload important documents directly from their mobile phone camera which we will send to you via email, SFTP or integrated API. The document will be uniquely tagged so you can easily identify which customer it was received from. We employ SSL-grade encryption to protect the documents, thus keeping everything secure
- Uploaded documents can be delivered back to the client in real-time or batch formats
- There is no need for the mobile user to download any complicated apps, it's an effortless process
- Track document upload status and receive notifications when it has been sent
- Automatically nudge slow uploaders, so no more chasing down documents
- Customised reporting



Rich Media Content

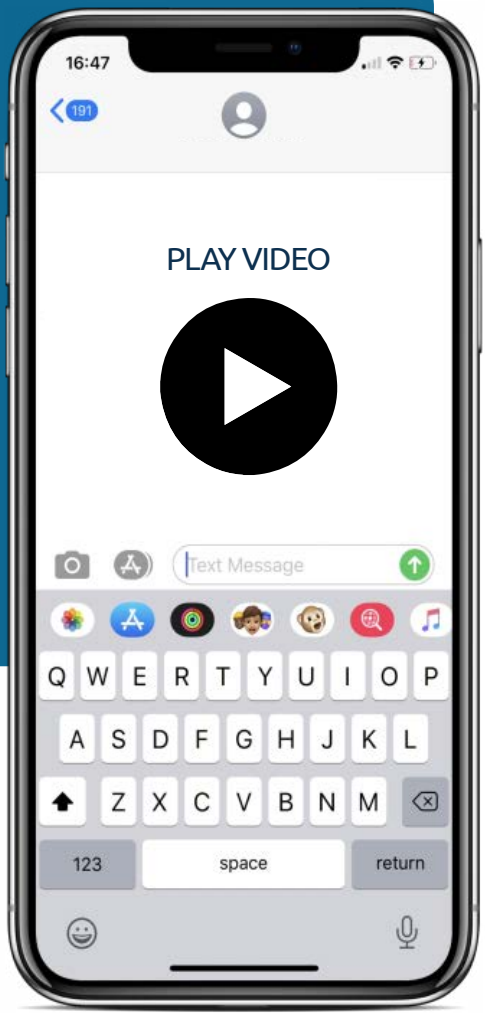
Our mobile message link solution securely delivers documents such as statements, legal notices, policies, bills, images, and other confidential documents straight to your customer's mobile phone.

You can track if a recipient has received and read your message and you can tailor your mobile link to the needs of your business. This solution is perfect for any company that needs to communicate data rich content to its customers via mobile phone.

features

- Instant delivery
- Track delivery and read receipts
- Save money on printing and postage
- Give customers easy access to relevant documents and videos
- Personalised content
- Paperless and eco-friendly
- Reach customers who don't have Internet access via traditional computer systems

PDF **HTML** **MP4**



VastCast

Volume based, instant, broadcasting. Create, send manage, track and report all training sessions or company meetings.

VastCast is a platform that allows you and your team to create and manage all training sessions or large company meetings.

You are also able to use the platform to send out daily communication to your clients, team or entire organisation.

features

- Simple, easy to use platform that sends instant broadcasts
- Real-time reporting available on each broadcast
- Multiple dates and times to choose from per session
- Track recording sessions joined, and recordings watched
- Send out daily communications

STEP ONE
Send out initial sms invitations to your guest list

STEP TWO
Guests are able to select a session date and time that suits them

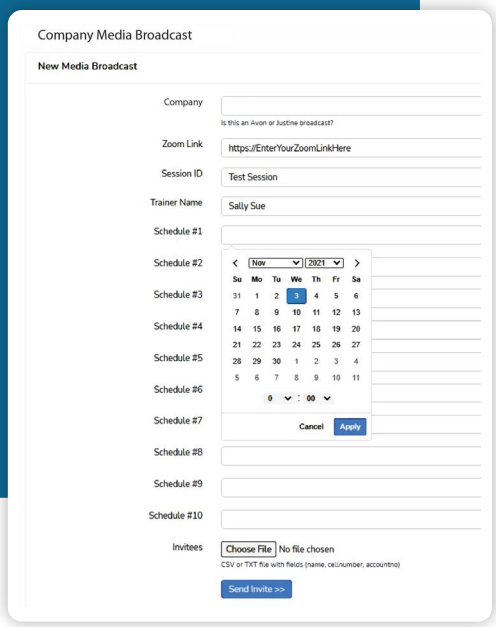
STEP THREE
Reminder sms's are sent out 15 minutes prior to the session selected

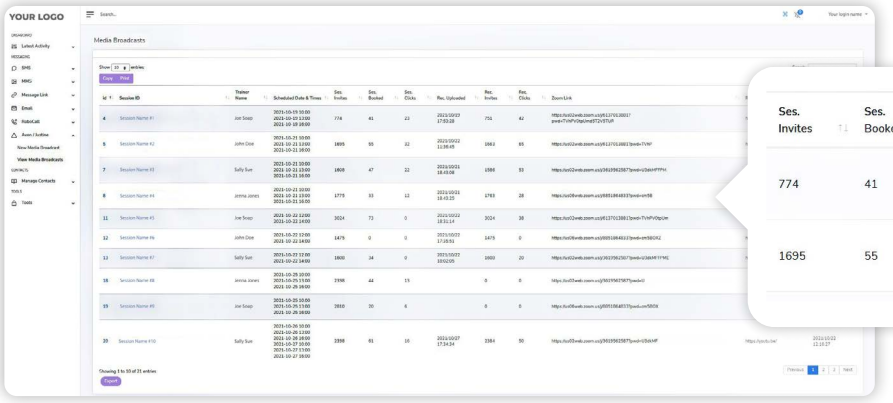
STEP FOUR
Anyone who missed the session will be sent a recording of a training session to watch

Dashboard

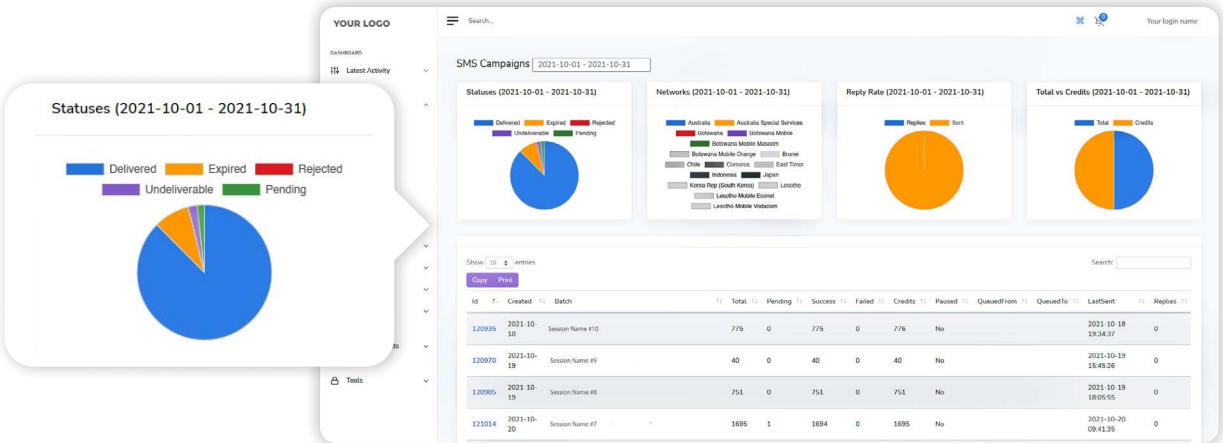
features

- Easily create broadcasts with our simple platform
- Up to 10 session dates and times can be allocated
- Up to 20 user logins in our entry level package
- Monitor successful invites sent
- Monitor Sessions booked and attended by your guests
- Monitor the number of views for your recorded sessions





Ses. Invites	Ses. Booked	Ses. Clicks	Rec. Uploaded	Rec. Invites
774	41	23	2021/10/19 17:53:28	751
1695	55	32	2021/10/22 11:36:45	1663



Overflow Resourcing

Grandcom can provide alternate time zone resourcing using our expert technical and call centre experience.

Graveyard Shift

Inbound & Outbound Services

Monitoring

Areas of Expertise

Success through interaction

Virtual Switchboard

Allow our agents to answer your calls with personalised messages. They can route your call, take messages or follow a predefined operational flow. Whether you require this only after hours or prefer to outsource your entire call routing functions to us, we have you covered.

Complex or Simple

Inbound Contact Centre

Short term or for ongoing projects, we have the experience in running Contact Centres for clients. A few of the industries we currently service include Financial, Medical, Retail and Technology service providers.

Detailed Reporting

Sales Campaigns

We have a proven track record with running successful sales campaigns. Making use of our in-house dialler application we are able to accurately report on successful strategies for your campaign. Calls are recorded and client specific labelling of calls are catered for.

Proven Track Record

Monitoring

Whether it be IT related, environmental or surveillance, we have the resources and technology to effectively monitor and report on events. Making use of our branches located in different countries and time zones, we are able to offer a truly 24-hour service.

Proactive or Reactive

Alternate Time Zone

Our global staff cover the graveyard shift due to favorable opposing timezones.

features

- Staff redundancy across 2 continents
- All our agents know that as an extension of your business, they need to support your success through their interactions
- We have in-house technical resources with years of experience in offering corporate managed services and call centre solutions
- Internally developed customer management software including ticketing, dialler, outcome reporting, and QA
- Lower cost compared to current offerings due to single provider for entire solution
- Allow our agents to answer your calls with personalised messages. They can route your call, take messages or follow a predefined operational flow
- Grandcom will work with you to set up a state-of-the-art inbound or outbound contact centre

Cloud Solutions

Cloud and virtualisation solutions built on technology leaders as VMWare, HP, Microsoft and Cisco.

Public & Private Clouds

Fully Managed

Replicate off-site back-ups

features

- Public cloud powered by Grandcom, gives our clients access to a multi-million rand top end cloud solution
- Fully redundant solution, using only top end equipment like HP Blades, HP SAN storage and Cisco Networking
- Servers can be replicated to multiple data centres, or to privately owned clouds
- The cloud is fully managed and monitored
- Private onsite cloud is an on premises cloud solution
- All software can be partially or fully managed
- Backups replicated offsite to our secure DC

Let's Connect

Innovative technology, simple design

Enhanced Ethernet Express

- Guaranteed speed (contention ratio 1:1)
- Most reliable connectivity over copper network
- Flexible, and quick installation
- Free CISCO router rental
- Line speeds from 1MB to 20MB
- Traffic between collocated services and your network is always free

Fibre

- Available in all national urban areas
- Most reliable connectivity method
- Flexible and quick to add services
- Free CISCO router rental
- Point to point, and point to multipoint
- 99.9% uptime guarantee
- Traffic between collocated services and your network is always free

Wide Area Network

- Guaranteed monitored speeds
- Only the most reliable connectivity methods deployed
- Superior monitoring and self-healing
- Cisco based technologies
- Integrated QOS ensure your business services are always up
- Guaranteed up-times with SLA penalties

Virtual Private Network (VPN)

features

- Facilitation in getting your staff connected to your environment
- Access locally hosted services and applications
- If required completely hosted on the Azure cloud over two replicated regions. Custom solutions possible
- Remotely configure your staff's computers

Our Approach

We hope to meet your need for change, and have a clear vision of your goals.

Solution Consultation

After contact and a needs analysis has been completed we will design a suitable solution.

Proposal

We will then provide a proposal tailored to your requirements. Solution pricing will depend on the type of the project, complexity of work, skill and experience of the resource.

Service Agreement

Upon acceptance we will proceed to finalise relevant SLA's and get your package started.

Setup & Go-Live

The solution will be tested and signed-off for the agreed go live date.

grandcomnet.com

grandcom

South Africa

Corporate Park
4-6 Skeen Boulevard
Bedfordview
Gauteng , 2008

Waterway House
3 Dock Road
Foreshore
Cape Town, 8001

United States

27001 La Paz Road
Suite 266D
Mission Viejo Garden Plaza
Mission Viejo
California, 92691

Contact

+27 87 098 0900
support@grandcom.co.za

Design by Mustard.