

## HomePOINT – A one stop solution to transform your home working experience

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Cambridge-based digital and IT change consultancy, Intergence, is proud to announce the launch of HomePOINT, a one-stop solution, which delivers a more effective, productive and enjoyable homeworking experience for any business no matter what type or size.

Homeworking is here to stay, but for many businesses and their customers providing an effective homeworking experience can be really challenging, especially if they don't have the right infrastructure, tools and support. "Making homeworking work is also about more than just technology" adds Peter Job, Intergence CEO.

A few years ago, Intergence made some decisions that have helped them continue delivering great service to their customers and teams to this day.

"First of all we ensured our customers and teams could deliver the same quality, safe and reliable experience, from home as they would in the office. We did this by giving our teams a virtual network device, supplied by Adaptiv Networks, which is easy to install and arrives pre-configured with our security policies enabled" says Peter Job.

Intergence manage IT services for many clients, across both public and private sectors, therefore its important they can provide support 24/7 and 365 days a year. "Two years ago we installed a cloud-based contact centre solution, called Five9, which alongside our high-quality virtual network means we can deliver a great customer experience anytime, anywhere. Managing IT services also means our client's IT teams can focus on more pressing issues without worrying about IT" continues Peter Job.

Intergence, also use Stratiam®, an in-house developed tool, which monitors home working applications and services, preventing problems from escalating and in some cases happening in the first place.

And finally, and most importantly, Intergence has ensured all of their home workers have an environment, where they can work efficiently and effectively and everyone is given access to useful services, such as anonymous advice and support for their health and well-being. "We have also developed a range of helpful tools and processes, which increase teamwork, communication and the collaboration of our virtual teams" says Peter Job.

With many service providers 'jumping on the remote working bandwagon', often just focusing on the technology, Intergence has decided to share their own solution, which addresses all of the challenges of home working. "HomePOINT is the only one-stop solution on the market, which we believe will do for other businesses what it has done for us and deliver a more effective, productive and enjoyable homeworking experience, not just now but into the future" concludes Peter Job.

If you would like to learn more about HomePOINT then please email [contact@intergence.com](mailto:contact@intergence.com) or call 0845 226 4167.

***HomePOINT is a collaborative solution provided by forward-thinking companies***

### Intergence

Intergence is a Digital and IT change consultancy, who solve complex Digital and IT infrastructure challenges end-to-end through consultancy, technology and managed services. Intergence support business growth and change through a proven combination of people, process and automation. Our team of design experts, engineers and consultants combine to deliver outcomes of real business value to your organisation.

### Five9

Five9 is a leading provider of cloud contact centre software for the intelligent contact centre space, bringing the power of cloud innovation to customers and facilitating more than six billion call minutes annually. Five9 provides end-to-end solutions with omnichannel routing, analytics, WFO and AI to increase agent productivity and deliver tangible business results.

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## **Adaptiv Networks**

Adaptiv Networks removes the barriers to digital transformation with amazingly simple and effective cloud connectivity. They provide market-leading Software Defined Network-as-a-Service bringing the power of SD-WAN within reach for any-sized business. Specialising in cloud-managed connectivity that eliminates downtime, optimizes business-critical cloud applications, and protects the quality of real-time voice and video communications with no dropped calls on failover, Adaptiv Networks work with more than 500 businesses, with over 8,000 sites deployed worldwide.

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