

Delivering the promise of the **Cloud**



We are the number 1 Telecoms
services company in the UK*

**Source: Megabyte Scorecard Telecoms
Services Companies Revenue >50m*



Unified in the Cloud



We have been specialists in bringing people and technology together to create change for the better since 1965. Since then, we have had a positive impact on many moments of change, transforming the ways that people and technology connect and create value. This moment of unlimited connectivity, wherever we are, is one of extraordinary empowerment. It brings us a step closer to everything we wish to be and the lives we wish to live; in the office, in our homes... **in the Cloud.**

Paul Bradford
Executive Chairman



Whatever your business needs, **SCG has the experience and know-how to help optimise the ways in which you communicate** so that you can achieve greater heights of efficiency and productivity.

Customer service

From a single telephone line to a full call centre, unified communications solution or high bandwidth data service, we have the skills and expertise to offer advice and recommendations, all supported by the highest level of customer service.



Assurance

With over 50 years of combined experience, we have a long history of working with our valued business customers with a partnership approach, simplifying processes based on how you prefer to work.



Quick response

We're fast to get to your call – 96% of all calls are answered within just three rings and the other 4% within four rings.



No hoops – 1 dedicated point of contact

Every SCG customer benefits from one dedicated point of contact for every aspect of their account.



It's easy to talk to us

You can speak to us when you want on multiple platforms.



Nimble

Our proactive approach to Account Management means that you will benefit from an unrivalled level of service while enjoying the benefits of a flexible and innovative supplier at a competitive price point.



Listen

We will listen to you and focus on what your business actually needs.



Business telephony solutions

SCG provides expert hosted and on-premise business telephony solutions that enable effective communication and improve productivity. Our voice solutions are supported by high-quality broadband, ethernet, GSM connectivity and a range of mobile devices, to allow secure delivery of phone system applications, email, and company data, empowering you to Be More Connected when away from the office.



Evonex hosted Cloud telephony

Significantly reduce costs and **improve communications** with voice and data solutions hosted in the Cloud.



Traditional telephony services – The Big Switch On to the Cloud

Committed to evolving communications from legacy to the Cloud.

We're with you every step of the way to guide and implement your transition to telephony services that give you more.

SIP

By December 2025, the traditional analogue phone network (the Public Switched Telephone Network, or PSTN) will reach the end of its life and newer digital technologies will take its place.



**Business
telephony
solutions**



Teams Calling



Microsoft Teams is the video conferencing and collaboration app of choice for more than 500,000 companies around the world.

Although its efficiency and ease of use are widely publicised, its telephony features remain quite limited. SCG's Evonex and Callable solutions enhance the Teams user experience by combining the convenience of the Teams interface with the full features of a telephone system and the flexibility of a softphone (VoIP or Hosted system).



Teams Managed Support

Expert advice at your fingertips, with a support package designed to help ease the pressure when setting up and making changes within your Microsoft Teams system.

Your journey to the Cloud

SCG provides a range of private Cloud, physical co-location and hybrid services.

We ensure that whatever the preferred option, your data and central computing resource is secure, backed-up and managed by a highly experienced team of professionals, who specialise in the operation of mission critical data centre environments.



Resilient data centres

Each data centre is highly resilient and benefits from a design tailored to provide an uninterrupted service. This includes multiple and diversely routed power sources, backed up by standalone power capabilities, air conditioning, fire suppression and manned 24/7 security.

Clear, concise and timely communication relies on resilience and security, whether your data is simply being transmitted from one location to another or being stored in data centres to provide off-site back-up or anytime access.



Virtual data centres

Expert advice at your fingertips, with a support package designed to help ease the pressure when setting up and making changes within your Microsoft Teams system.



Business continuity & disaster recovery

Business continuity, disaster recovery and back-up services are a bit like phone insurance – you don't truly realise their worth until you have to use them.



Business connectivity & network solutions

From standard broadband, through ethernet, GSM mobile connectivity and office cabling, **we've got you covered**. Our services ensure secure, high quality, prioritised delivery of voice and data with the highest level of service across your LAN, WAN and internet breakout. Our network connection tool gives direct access to the best prices and best networks for voice and data, so you don't need to shop around.



Ethernet solutions

Delivering faster speeds and greater stability than FTTC, FTTP, a dedicated Ethernet circuit uses the latest fibre technology to deliver your service from the exchange to the cabinet and into your premises.



Superfast broadband

Superfast, secure and reliable broadband connections to increase efficiency and improve overall performance of your business.



Business connectivity & network solutions



GSM data connections

GSM data connections offer high quality connectivity for businesses in remote areas, brownfield sites or as a secure failover in the event of any deterioration of primary carrier services, keeping your critical applications up-and-running.



Network and cabling services

Connect your office environment with safe, secure network and cabling services for transferring data, voice and multimedia applications around your premises.



Data connectivity guide

Meet the needs of your business from a single standard broadband connection through to a full PWAN/MPLS network. Find out which data connection is right for you.



IoT business services

Join the smart revolution

IoT (Internet of Things) / M2M (Machine to Machine) technology was created to streamline the way data is collected from devices and incorporated into IT systems, without human intervention. It allows control and visibility over things you wish to neither visit nor touch. We provide the IoT SIMS and networks necessary to securely connect any device or smart object in any environment. Just install the SIM card and enjoy the benefits of our resilient 4G and 5G connectivity network.

- ✓ Multi-network
- ✓ Flexible
- ✓ Reliable



Choose **only the best** for your business



The best network options

With SCG, you can choose the best network option for your business. You can use a single or multinet network option to always get the best signal wherever your SIM is.



Flexible solutions

We provide all types of SIMs. Whether you are looking for plastic or embedded, get the most appropriate one for your current or future applications.



The best plans

Our team will work with you to identify your individual business needs and offer you a bespoke solution specifically adapted to your company.





IoT business services

Prevention from data leakages and viruses is essential in a world where business-critical information is accessed from a wide range of devices and locations. Whatever and wherever you're transmitting from, an IoT solution from SCG provides the connectivity and security you need. Prioritise the important items, eliminate the dangerous items and safely check the items you're not sure about to protect your intellectual property.



Council

CCTV

Digital signage

Ticketing machines

Car parks

Pay meters



Transport

Electric vehicles

Dashcam

Assets tracking

Telematics

Driver behaviour



Utility providers

Metering

Energy management

Water monitoring

Environment monitoring



Security

CCTV

Lone worker

Sensor

Alarms

APNR



Health

Patient monitoring

Medical alarm buttons

Tablets for paramedics

Pop-up clinics

Assisted living



Retail

CCTV

Digital signage

Failover/back-up

Instore WiFi

Ordering system

Fulfilment system

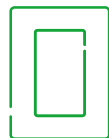
Payment system

Vending



Business mobile solutions

At SCG, our range of devices will keep you connected on the move. Looking for a device to support your hosted telephony applications? Need easy and secure access to Cloud applications, email and company data, or a GSM failover connection for your office? We have the solution for you, supported by the highest level of customer service and knowledgeable staff.



Tailored mobile tariffs

Meet the needs of your workforce, with tariffs tailored to you, offering cost-effective solutions across all the major networks.

O₂ business G E Mix and match all the major networks on a single invoice.



MDM – Device administration

One single, detailed bill for all your mobile devices.



Repurposed handsets

Are you interested in cheaper handsets through recycling?



IoT

Install a SIM card and enjoy the benefits of resilient connectivity.

All the latest devices

At SCG, we offer businesses cost effective and flexible mobile connectivity with a wide range of mobile devices available to purchase on a monthly or one-off basis.

Service Assured

We make it our mission to understand what you need.



BROADBAND PROTECT

SERVICE ASSURED

In the event of a broadband fault that cannot be resolved through router replacement, line checks etc, Openreach will only visit the site once the customer agrees to pay a site fee. Broadband Protect means that the customer will not be liable for these site fees.

BUSINESS CONTINUITY

SERVICE ASSURED

A service that provides disaster recovery functionality to handle multiple inbound calls in the event of a disaster.

ENHANCED SUPPORT PLUS

SERVICE ASSURED

An enhanced service that allows guaranteed SLA's on change requests, improved SLA's on faults and an array of additional benefits to the customers' hosted service.

LINE PROTECT

SERVICE ASSURED

A service guaranteed to eliminate the risk of call out charges from Openreach when reporting a line fault.

NETWORK INSIGHTS

SERVICE ASSURED

Network management reports that combine data from your local telephone exchange to provide key inbound and outbound information on your call traffic.

SERVICE PROTECT

SERVICE ASSURED

A service wrap for all products (multivendor environments) which includes internal infrastructure diagnostics, health checks, dedicated engineering resources and guaranteed SLA's whether the customer's service is provided by us or not.

SITE ASSURANCE

SERVICE ASSURED

Allow for a swift diversion of inbound calls to your chosen number in any scenario from power loss to telephone system failure, line fault or simply the inability to sufficiently staff your offices due to extreme weather.

VOICE SAFE

SERVICE ASSURED

A protective service to defend a customer's telephone system and telephony network from call fraud, which is a large issue across SME's in the UK.

VOIP SAFE

SERVICE ASSURED

VoIP Safe is designed to mitigate both the risk and financial effect of billing fraud for customers who have calls running over the internet.

WEB LISTINGS

SERVICE ASSURED

Web Listings is a web profile service enabling businesses to automatically optimise their online presence via a simple to use dashboard.

Our Mission, Vision and Values



Mission Statement

We empower businesses and public sector organisations to reach their full potential by delivering intelligent, integrated solutions across communication, collaboration, connectivity, security, and IT services - all underpinned by our own infrastructure and innovation-led approach.



Vision

To be the UK's most trusted and forward-thinking technology partner - continually evolving our platforms and solutions, to stay ahead of our customers' needs.



Values

Our values are at the core of our DNA and are crucial to what makes SCG successful. We are more than just a business. We take our responsibilities to our clients, our employees and our communities equally as seriously.

Our Values

PEOPLE

We truly care about our staff, going the extra mile for them, which means in turn they go the extra mile for our customers.



INTEGRITY

We are open and ethical and pride ourselves in being our customers and suppliers trusted long term business partner.



PASSION

We are passionate about connecting, communicating and caring to make sure our customers know they are the centre of our universe.



EMPOWERMENT

We take ownership, accountability and responsibility - always operating above the line.

Cloud connectivity built around you



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