



summer 2021  
**newsletter**

# Welcome to our new look newsletter!



## We're over halfway through 2021 already. How did that happen?

The weather's improving, the days are getting longer and the cyclists are out in force again – not least of all, Digicomm MD Mark Pollitt.

There's a real sense of much-needed optimism in the air as lockdown eases and we all work hard to do our bit. Perhaps it's the promise of long sunny days just around the corner, or maybe it's the sense that life is returning to some sort of normality.

There's no denying that we're living in uncertain and no doubt, unprecedented

times. Yet despite this, in Bolton, home to Digicomm, alongside some of the UK's leading businesses, the atmosphere is one of positivity, passion and drive. The Digicomm team feel incredibly privileged to have played a pivotal role in helping our clients across the North West and beyond keep communicating with smart working IT and Telecoms as the way we work has drastically changed.

We've kept smiling which just goes to show that whatever else is happening, positivity and great communication are what make our world go round!

*Your Digicomm Team*

## Jumping Geronimo!

### A leap of faith for Lagan's Foundation

At Digicomm 360, we help businesses communicate by providing the best outsourced telecoms and IT solutions in the North West and beyond. We love nothing more than the challenge of helping our customers improve their business productivity by exploring innovative new ways to work smarter.

**We work hard  
and we play harder.**

This year is no exception – we've just ticked one off the bucket list by accepting the challenge of a lifetime and taking a huge leap of faith, joining the Lagan's Foundation Charity Skydive Team in support of our company charity.



On the 13th June we donned our Biggles goggles and preened our moustaches at The Black Knights jump centre in Lancashire. For all of us, it was be our first Skydive and it didn't disappoint – we had a truly incredible experience.

So, just what's driving us? We've always been committed to giving back to the local community through charity fundraising and the support of local good causes, raising thousands of pounds over the years. As a Bolton-based company, we've been raising money for Lagan's Foundation. In this most challenging of times, charities need more support than ever and so we've set out to raise £3600 for this amazing cause.

Our squadron leader Mark will be doing his jump at the end of July meaning there is even more time to donate. What's more, everyone who donates will be entered in to a prize draw to win two fantastic VIP tickets to the Made in Manchester Festival this September at Bolton Arena.

### About Lagan's Foundation



*Lagan's Foundation was set up by Carren Bell in memory of her daughter Lagan who passed away as a young baby after being born with complex heart defects in 2010. Carren understands that families who live with a child who suffers from heart defects or a feeding difficulty have a stressful and difficult task and respite and support of any kind is invaluable.*



# Team news:

## At the forefront of industry knowledge



Continual learning is crucial to our team, to ensure we're constantly building on our existing skills and knowledge and to assist us in taking away the hassle, stress and headache of IT and Telecoms for our customers.

### Teams webinars training



Microsoft Teams has become an invaluable means of keeping businesses connected over the lockdown period. With more remote and homeworking than ever before, the system has allowed companies to collaborate effectively - wherever they might be.

Senior engineers Tom and Warren undertake regular additional training in Teams to keep abreast of all of the latest developments, including the new voice-link feature.

### Protecting your business with professional back up

Did you know that 43% of companies have experience a major disaster in the past few years? How would you cope if your IT systems went down? How about the financial impact?



Our back-up solutions protect your business with reliable, easy to use, secure back up. The Digicomm team regularly take additional training to enhance the services we offer our customers – ensuring that when disaster strikes, it's business as usual with Digicomm!

### Call management training

Did you know that by better managing your calls, you'll be running your entire business more effectively – and more profitably? We're constantly undertaking refresher and feature update training to ensure our customers benefit from technological advances to help them operate their businesses in a more efficient manner.



# Charity news:



## Mark's on his bike for 'cycle of hope'

**At Digicomm 360, we love to help local good causes - particularly when we can combine our fundraising with our out-of-work-passions.**

Managing Director Mark Pollitt will soon be doing just that. He is currently in training for the Cycle of Hope, in aid of North West Cancer Research and will be dusting off his saddle and hopping on his bike to complete

a loop of beautiful countryside terrain across Lancashire and Merseyside.

A keen cyclist, Mark can often be found spending his evening and weekends riding across the North West and beyond. His next challenge will be to take part in the one-day, 60 mile adventure, covering the more advanced route. It will see him start off in Southport before travelling South East and



then North, taking in the stunning scenery in Merseyside and Lancashire. You can support Mark on his journey by donating to his Cycle of Hope and remember – and if you didn't know what a MAMIL was before, you do now! (It's a middle aged man in lycra, in case you were wondering!)



## Supporting: Bolton Lads & Girls Club



We're long time supporters of Bolton Lads and Girls Club and this winter we were proud to deliver sets of fresh duvets and bedding for local children in crisis.

We continue to support this amazing charity and encourage local business owners to do the same and help if they can.



# Keeping you ahead of the curve:

Digicomm - Proud to keep businesses communicating through the pandemic

We're facilitating safe and effective agile working through smart IT and telecoms to ensure that organisations not only survive but thrive throughout the pandemic.

As the new restrictions have drastically changed the way we work, we've been busy helping businesses with the transition to home and remote working – something many organisations are simply not geared up to do.

As the situation continues, it's clear that for many organisations, agile working is here to stay, and ensuring a solid infrastructure with reliable, secure systems is quite simply the only way that this is workable.

"Thanks to the team at Digicomm 360 for setting up our new telephone system and for their ongoing support. Great customer service and we would highly recommend."

Victoria Melling,  
Managing Director,  
VM Family Law.



## Hosted telephony

Hosted telephony offers the capability to route calls to any location using a handset, a mobile phone or an app, keeping customers connected to the company network at all times – making it ideal for agile and remote working.

Many businesses that involve a high volume of calls have noticed a dip in productivity during the pandemic. This could be for several reasons including:

- Poor internet resulting in poor quality calls
- No call recording systems meaning they are unable to keep track of calls

Hosted telephony offers the capability to route calls to any location using a handset, a mobile phone or an app, keeping customers connected to the company network at all times.

### Key features of hosted telephony

- Ideal to ensure consistent communication during remote and agile working
- A flexible, integrated solution for all communication devices
- Peace of mind and instant disaster recovery implication
- Monthly predictable pricing

**Fact**  
If not carried out correctly, homeworking can subject businesses to vulnerabilities which can leave them wide open to both cyber attacks, security risks and data protection breaches.

## Office 365

Office 365 is the ultimate productivity application – the ideal platform to facilitate effective collaboration.

Employees work together in the cloud, access resources and shared files with Office apps across the web, mobile and desktop, storing their content in the cloud by default. This allows staff

to access their emails, calendars and files within file explorer on Windows, Finder on Mac and Office Apps on mobile devices. It's super easy for work to be saved, and it's secure.



### Key features of Office 365

- Allows employees to be more productive with full flexibility, wherever they are.
- Safeguards employees, data and customer information with enterprise grade security you can trust.
- Facilitates the secure sharing of information.
- Easy collaboration for all the team.

**Fact**  
Digicomm has heavily invested in achieving the Cyber Essentials Plus certification with trusted partner status. This government-backed GCHQ certification means that the business is perfectly placed to guard customers from the most common cyber threats and reduce their risk by up to 80%.

Visit us at [www.digicomm360.com](http://www.digicomm360.com)

Have you checked out the new Digicomm website? It's been a huge hit, packed with news, updates and insights.

Remember to follow us on social media:

- Facebook – Digicomm 360 LTD
- Twitter - @digicomm360
- LinkedIn - Digicomm 360 Ltd



# Industry insights news:

## More than a communications system

### Engage customers with music on hold

You Don't Get a Second Chance to  
Make a First Impression

**Music on Hold**  
gives you a voice



Did you know that 90% of callers will hang up if greeted by silence? Music on hold is a fantastic way to engage customers if your staff can't immediately answer the phone. It's also the perfect way to increase sales opportunities, detail products and

services and alert them to special offers – and evoke enthusiasm for your services before they've even spoken to your team! For more information visit [www.digicomm360.com](http://www.digicomm360.com) select Telephony then information and music on hold and try out our Digimixer

## Market with every email

On average we send and receive 126 emails every day - do you fully maximise every marketing opportunity? Our email signature solution means you can design,



control and manage signatures across your entire organisation for a consistent, professional look – perfect for brand awareness and targeted marketing campaigns. For more information visit Email Footers - Digicomm 360

## digi-know?

At Digicomm 360, we keep our customer's businesses communicating by providing the best outsourced telecoms and IT solutions in the North West now more than ever.

Here's some fun telecommunications facts that might just surprise you:

The first text message that was ever sent was by Neil Papworth. It was a festive one as well, stating "Merry Christmas"

The most common use of mobile phones is to check the time

The first-ever VoIP, Voice over Internet Protocol, was made in December 1974

The telephone is the most profitable invention in the history of the United States

The Nokia tone for getting an SMS text message is actually Morse code for SMS

**Did you learn something today?  
Every day is a school day**

If you like what you've read and want to learn more about how we can help your business run more effectively, please get in touch

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