

# ISME Webinar: Enabling Remote Working

**Stephen Mackarel**



**8x8**

**workair**  
enabling business growth

# Introductions

Stephen  
Mackarel

- Chartered Director
- Board Member New Measured Power (Pinery), Credent Exchange, Kefron Holdings
- Former Carphone Warehouse CEO
- Current CEO of workair  
[www.workair.ie](http://www.workair.ie)

# Who

workair

Only specialised cloud communications provider in Ireland.

Agents for 8x8 , LogmeIn, Ring Central . Clients include Free Now, Nissan, Sixt, Windsor, SalesSense

[www.workair.ie](http://www.workair.ie)

8x8

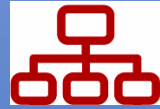
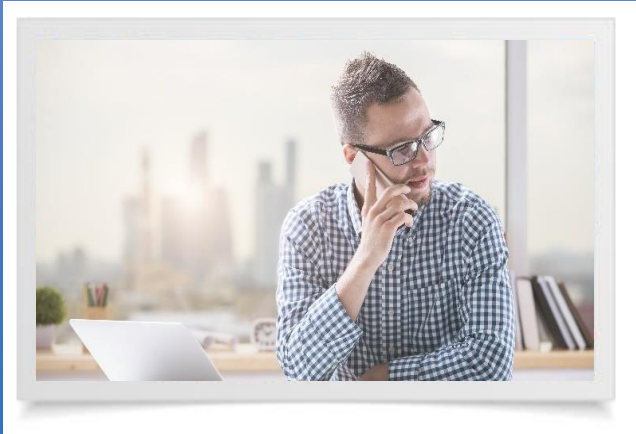
Leader in cloud communications, virtual contact centre. NYSE Listed and Gartner Magic Quadrant for last 8 years.

[www.8x8.com](http://www.8x8.com)

# 8x8 UCaaS and CCaaS from One Single Provider = XSeries

## Virtual Office

**Collaborative, Enterprise  
HD Voice Services**



Auto-attendant  
Call Queues/Ring Groups  
Monitor/Whisper/Barge



Virtual Meetings/Video  
Screen Share  
Call Recording



1:2:1 & Group IM



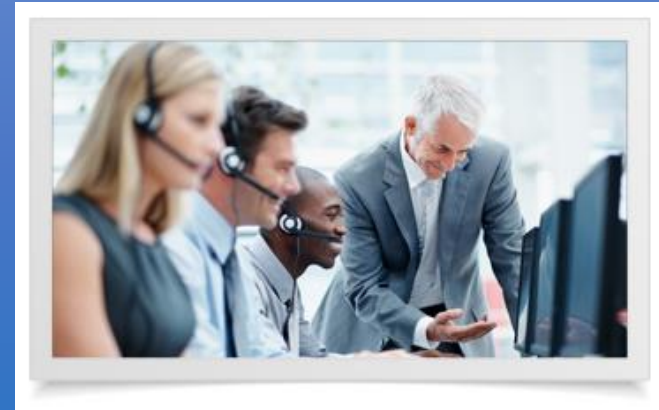
Virtual Office Mobility



Analytics

## Virtual Contact Center

**Multi-Channel, Enterprise  
Contact Center**



Multi-Channel:  
• Calls  
• Email  
• Chat  
• Social Media



QM & WFO



Advanced  
Analytics



Personal meeting space ⓘ

stephen.mackarel



Start



Upcoming

Recents

Today, April 03

No scheduled events

April 04 - April 05

No scheduled events

Enter meeting name ⓘ



Join



Click the buttons below to install our plugin for your calendar:



Start with video on



Start with mic on



Pair with 8x8 Meeting Room





# ALL YOU NEED IS GOOD BROADBAND AND A LAPTOP OR PHONE



# The COVID-19 Pandemic Has Changed the Way We Work: Some Recent Case Studies



# HANNON TRAVEL



Irish Government-repatriate  
600 people from Australia

- 30 people had to home work
  - 24 hour cover
  - 3 shifts of 10
- Phone platform set up in 1 hour on Thursday
  - workair and 8x8
  - 500 calls between 2100hrs and 0300 hrs
- Payment platform set up 5 hours on Friday
  - workair and eComm365
- Filled all seats between Friday night and Saturday 1300 hrs





Payroll services for large corporates including Deloitte, GlaxoSmithKline, Aviva

#### THE SHOW MUST GO ON ...

- Contact Centre Phone platform
- workair and 8x8
- 60 operatives set up from home
- 5 days

# WHITNEY MOORE

LAW FIRM

70 employees work from  
home

- Brought their work laptops home
- Used Home broadband
- Phone system, with work extensions
- Receptionist handles all calls as normal using extension numbers
- Invisible to clients

LetsGet  
Checked



Developed COVID-19 home  
test to protect Health workers

- Developed a home Testing kit for Frontline Health workers to test themselves
- About to release to the public
- LetsGetChecked offices closed due to COVID-19
- Deployed 100 users in cloud to enable NY and Ireland staff work from home seamlessly

# Security – A key requirement for Business Leaders







# Compliant Cloud – Secure for Board Meetings



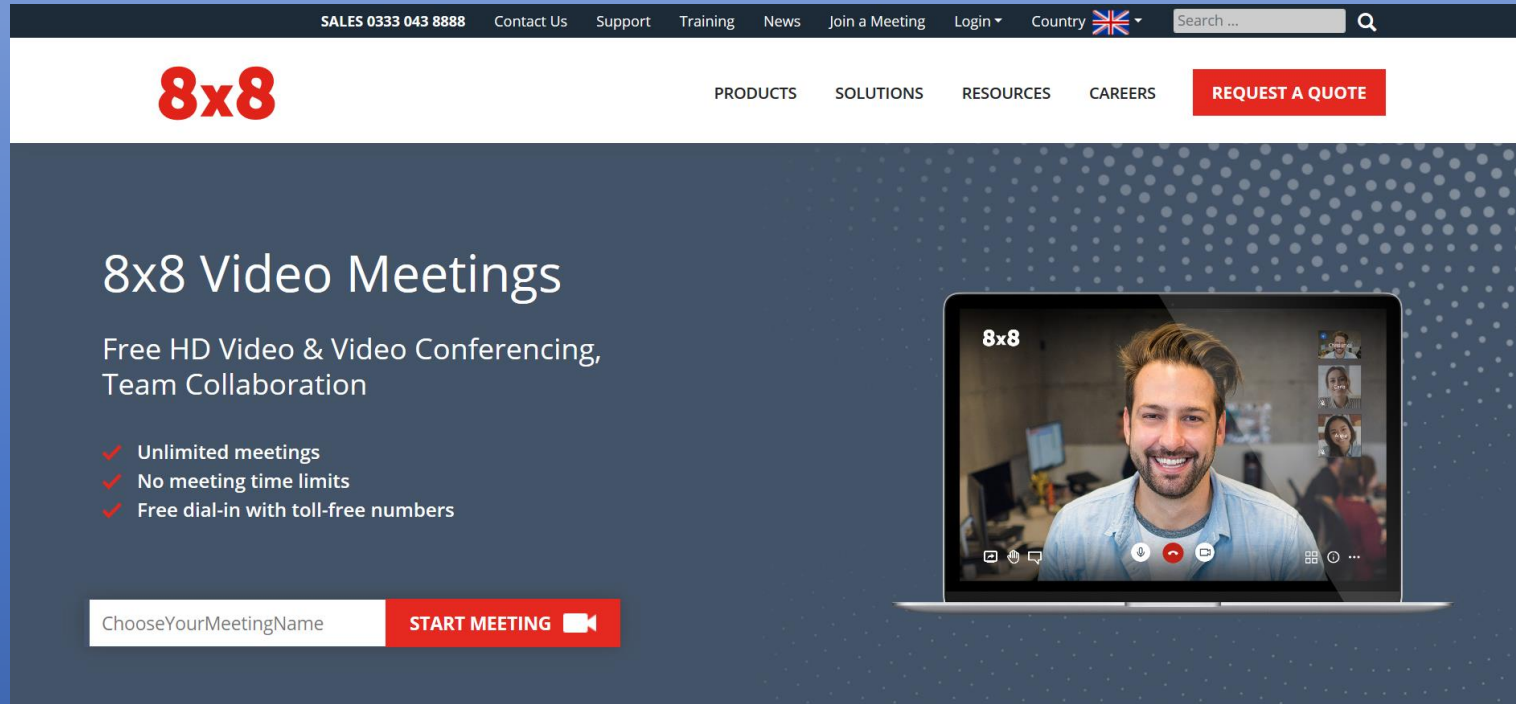
National Cyber Security Centre  
a part of GCHQ



Federal Communications Commission



# Free Video Meetings



The screenshot shows the 8x8 website homepage. At the top, there is a navigation bar with the phone number SALES 0333 043 8888, links for Contact Us, Support, Training, News, Join a Meeting, Login, and Country (with a UK flag), and a search bar. Below this is a white header with the 8x8 logo on the left, and links for PRODUCTS, SOLUTIONS, RESOURCES, CAREERS, and a red button for REQUEST A QUOTE. The main content area has a dark background with a pattern of white dots. On the left, the text reads '8x8 Video Meetings' followed by 'Free HD Video & Video Conferencing, Team Collaboration'. Below this is a list of three benefits: 'Unlimited meetings', 'No meeting time limits', and 'Free dial-in with toll-free numbers'. At the bottom left, there is a text input field labeled 'ChooseYourMeetingName' and a red button labeled 'START MEETING' with a video camera icon. On the right, there is a laptop displaying a video conference interface with a large video of a smiling man and a sidebar of smaller video thumbnails.

workair and 8x8 have launched Free Video Meetings in Ireland, now accessible through our website: <http://www.workair.ie>

## Secure, Unlimited, and Free



# Q & A and Further Information

Please contact Steve or Nick directly on the email addresses below for further information:

[stephenm@workair.ie](mailto:stephenm@workair.ie)

[billk@workair.ie](mailto:billk@workair.ie)

[sales@workair.ie](mailto:sales@workair.ie)

Or contact us on: <https://www.workair.ie>