

Connect Flexible Workforce FAQs



Connecting your workforce with location independence

Q. *How does your office voice solution work?*

A. By incorporating IP technology, Civica Connect is able to use this solution as a platform to create a virtual private network for voice as well as data. The remote office becomes an extension from the main office phone system, and as such, users can call each other and place calls to the outside world in an identical manner as they would in the office.

Q. *But what if my main office phone system fails?*

A. Civica Connect has expertise in Disaster Recovery solutions, and could include a standby phone platform at one of our Data Centres. This option allows the remote workers to continue making and receiving calls even if the main office has become disabled.



Q. *What will my remote workers' experience be like if they are accessing office-based applications?*

A. Civica Connect is an expert in "thin client" technology. This is a clever way of extending the "front-end" of the application out to the remote office, using as little bandwidth as possible. Response time and functionality of your application is designed to be as close as possible to that experienced by an office-based user.

