



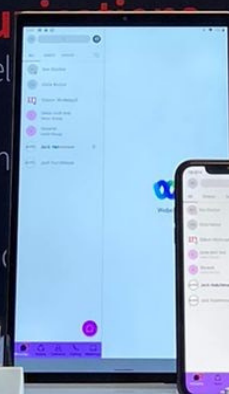
unite

Group



Communications

- Hosted Tel and SIP
- Leased Line
- Mobiles
- Broadband



Social

- Social
- Works
- Social Training
- Netw

IN THIS NEWSLETTER:

NORTHERN INSIGHT MAGAZINE

PATIENT PARTNER

CLIENT SPOTLIGHT

WELCOME TO THE TEAM!

NEW SERVICE

SOCIAL+ REVIEW

NORTHERN INSIGHT MAGAZINE

Have you seen us in Northern Insight Magazine this month? Our Director Paul Sykes is featured this month talking all things technology. Paul discusses his career and how it has been impacted by the pandemic, his future career aspirations and how he likes to spend his spare time - but we all know that already! To read Paul's feature visit the Northern Insight website and read page 97 of the September edition.

CHARITY GOLF TOURNAMENT

Yes, you guessed it, our Director Paul Sykes, is playing golf again! Once again, we are raising money for amazing charities around the North East that fund vital cancer research and help those who are undergoing treatment. The event will take place on the 23rd September. Paul is very much looking forward to raising money for a great cause and networking on behalf of The Unite Group. Hopefully Paul will see some of you there too!

Keep an eye out for our free e-book!

OUR FREE EXCLUSIVE E-BOOK



PATIENT PARTNER AND HOW IT CAN BENEFIT YOUR PRACTICE



Contact us on 0191 466 1050 or email us on info@theunitegroup.co.uk

Each month we are sending our customers a FREE e-book with detailed and easy to understand information regarding IT and Communications. At The Unite Group, we like to remove the jargon and make understanding technology simple. So, to learn a little more about the services that could help you, keep an eye out for our free e-books which will be sent to your emails!



For any general queries contact us on 0191 466 1050 or email info@theunitegroup.co.uk



PATIENT PARTNER

We are now offering a new service which would massively benefit those in the medical sector. Patient Partner is a new tool which acts as a virtual receptionist, allowing patients to book medical appointments and order repeat prescriptions without having to speak to a receptionist in the practice. Patients can book routine appointments such as smear tests and asthma reviews by being taken through an automatic call menu over the phone. The triaging service also allows patients to book specific appointments and leave a recorded message which details why they need the appointment - patient partner will direct the patient to the correct health care professional and book this in automatically. Patient Partner reduces call traffic, alleviates staff pressure, is accessible over a 24 hour period and has self-referral tools. Patient Partner streamlines the process for the patients and benefits receptionists working days. Since the pandemic, phone appointments have been increased massively, consequently increasing the call traffic for medical practices. Patient Partner can help reduce this and if you would like to learn more, look out for our next e-book or contact us today on 0191 466 1050.



Photo credit - Joe Laws Photography

CLIENT SPOTLIGHT: MICHAELANGELOS

We recently welcomed a new client to Social+! Michaelangelos in Ryton is a family-owned restaurant and bar with 10 letting rooms, function room facilities and a brand new wedding venue. Michaelangelos are known for serving exceptional Mediterranean holiday inspired food and offer competitive bed and breakfast accommodation. The restaurant and hotel were recently featured on The Hotel Inspector on Channel 5 and they had an amazing response. Paulo and Giacomo had such a great response they knew they needed support to build on their brand and the timing was perfect to bring them on board with the introduction of their wedding venue. Our Web Design Manager Danielle is currently working alongside the team at Michaelangelos to build a new website to match the new theme and showcase all of the hard work that has gone into the venue. We will be working with them on their social media strategy and content, not only for the restaurant and hotel but the events side of the business too. We are very excited to be working with the team!

Client Testimonial

"Working with Social+ has literally transformed our business. Unlike other agencies we spoke to, they absolutely understand Amazing Jane as a brand and what we are trying to achieve rather than just creating some generic images. Emma has been brilliant, and whilst we deal with her the most, it's great to get additional input for Danielle, Courtney and Rachel too. Social Plus are now viewed as part of our organisation and not an external provider."

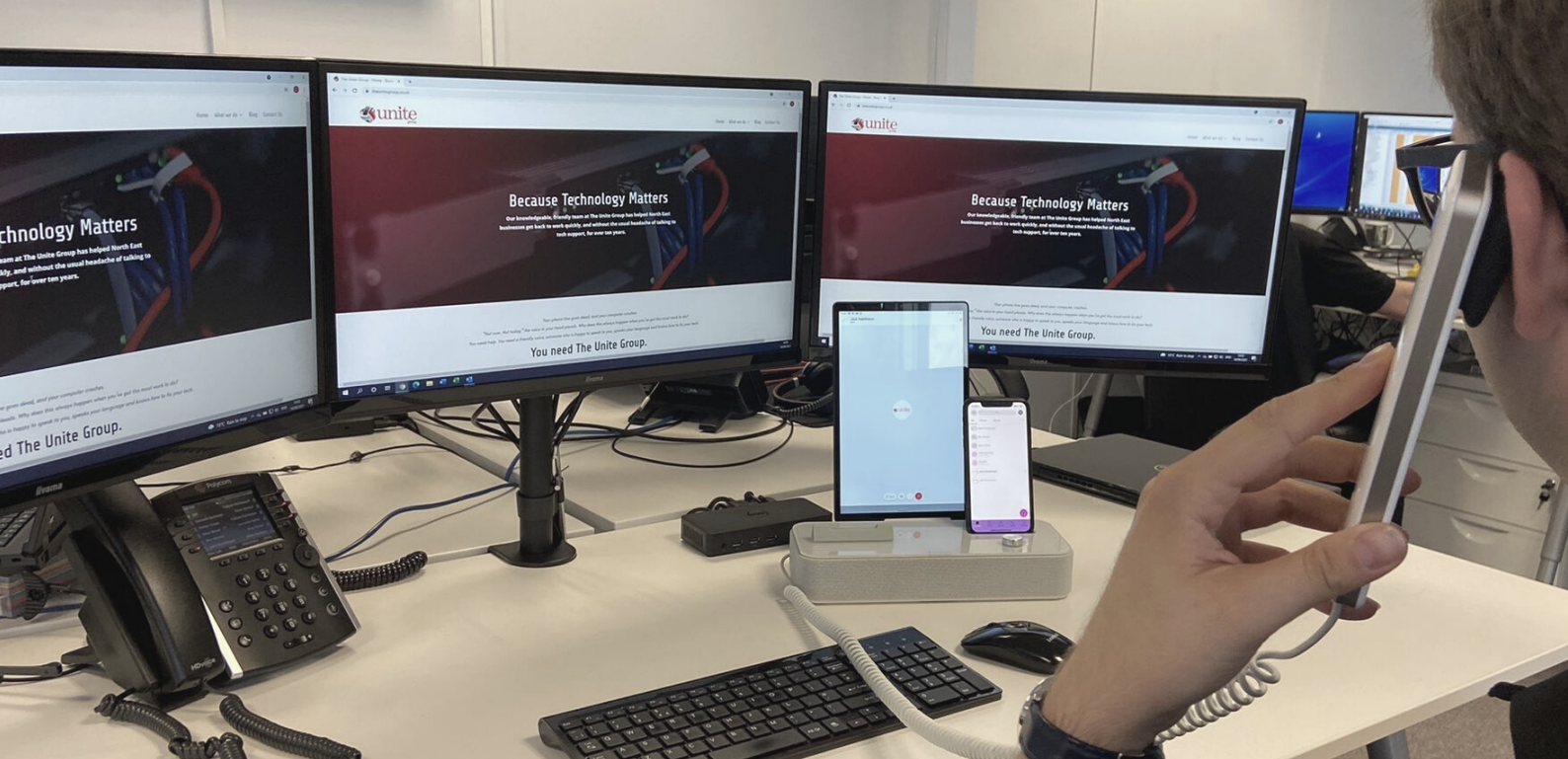
- Amazing Jane Activewear

Welcome to the team!



Eloise

We would like to give a very warm welcome to our newest member of the Social+ team, Eloise! Eloise is joining us this month as an intern for the next three months and we are sure she will be a great asset to the team.



NEW SERVICE: VOICE 365

The Unite Group are pleased to let you know that our cloud based telephone system Voice 365 is continually being updated and improved and we wanted to make you aware of some recent updates.

The system is designed to help you work from any location on multiple devices and we have recently launched our docking station allowing users to place their mobile phone and tablet devices with the softphone installed and ready to use.

The Voice 365 system also has a new improved softphone provided by Webex, this has an improved look and feel it now provides video calling and an improved conference facility offering up to 250 participants at a time!

Another key improvement is the addition of a new “white board” allowing users to both edit the same document from the Webex softphone.

If you use our Voice 365 system and would like more information on the new services please contact our helpdesk on support@theunitegroup.co.uk or call 0191 466 1050.

If you are not on Voice 365 but would like to find out more please call 0191 466 1050 and we will arrange to come out and meet you.