



**IN THIS NEWSLETTER:**

**NEW YEAR, NEW ROLES!**

**LOCK & KEY EVENT**

**THE PERFECT PICTURE!**

**LINKEDIN WEBINAR**

**WE'RE HIRING**

**NEW PRODUCTS - SMARTTALK & SMARTHOST**

**NEW YEAR, NEW ROLES!**

Happy New Year! We have had an exciting start to 2023 here at The Unite Group. As a company, we believe it is important to work with our employees to find their strengths and allow them to develop these further. Therefore, we have had a company restructure to ensure our talented individuals are in roles which allow them to utilise their strengths.

Congratulations to:

- Ben who is our new Project Team Leader.
- Chris Nichol who is our System Administrator.
- Chris Walker who is our new Account Manager.

Chris Walker's new role means our customers will be seeing a lot more of him as he will be out and about ensuring we are delivering the best service possible to all our clients.

We are sure all 3 will excel in their new roles!

# Upcoming Events



## LOCK & KEY NETWORKING EVENT

Network+ evening networking events are a great informal, way to mix with other businesses.

We are the proud sponsors of these events!

Join us on 15th February 5-7pm at ChaChaBuchi Newcastle for an evening of networking with your first drink on us.

Sign up today to avoid disappointment here:

<https://www.eventbrite.co.uk/e/lock-key-networking-event-tickets-516758116437>



@Network\_Plus\_NE



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@Network Plus NE



## THE PERFECT PICTURE!

This month we spotlight our longstanding client Gavin Forster Photography.

Gavin Forster Photography are based in the North East and focus on telling your business story through creative, impactful on brand photography.

Gavin, the owner, says great commercial photography tells a story. From emotive headshots to detailed property pictures and press photography, a commercial photographer captures the personality of your organisation and the people in it.

Here at The Unite Group, we regularly have photoshoots with the team and we are looking forward to another one soon!

We are proud to provide IT Services to Gavin Forster Photography.



[www.gforsterphoto.co.uk](http://www.gforsterphoto.co.uk)



@Gavin Forster Photography



@gavinforstercommercial





## An IT Project Engineer

We currently have an opening for a Project Engineer to join our technical team, the role will be based in our Newcastle Office.

The role of the Project Engineer is to work in our project team delivering a range of IT and VOIP services.

The role will include visits to customer sites to install equipment and resolve technical issues. Previous experience in Microsoft 365, IT Support, Cloud Telephony, and Data Cabling in a similar role would be required.

Salary: £21,000.£30,000 per year DOE.

2 years relevant experience and a valid UK driving license are required for this role.

<https://uk.indeed.com/job/it-project-engineer-f372adf00402c907>

## DO YOU BEST UTILISE LINKEDIN?

Did you know that according to studies a salesperson who regularly engages on LinkedIn is 45% more likely to exceed quota?

3% of employees share content about their company, but they're responsible for driving a 30% of the total engagement a company sees. On average, a company's employees' networks are at least 10x larger than a company's follower base.

These stats go to show that having your employees engage in your company's digital marketing efforts could be extremely beneficial for your business.

We are offering all Unite customers a free webinar on the 27th February covering how you can leverage employee engagement to increase return on investment in your digital marketing.

Please register your interest by [clicking here](#).



## SMARTTALK & SMARTHOST FROM THE UNITE GROUP

The Unite Group is pleased to announce we have added some exciting new voice products that we can offer our customers!

This is a new cloud-based telephone system called SmartHost. SmartHost offers a fantastic interactive softphone enabling users to see instantly if colleagues are available. The Softphone also provides the ability to instant message your colleagues and drop and drag incoming calls to them.

The SmartHost system comes with a range of features including call queues, call recording, conferencing and integration with your CRM system. All features are included in your monthly subscription.

The Unite Group have also recently added the SmartTalk Contact Centre to provide an omni-channel option. The SmartTalk contact centre provides the ability for agents to manage your customers using all forms of modern day communications.

Omni-channel means you can manage requests on the telephone and on all social channels including Facebook, WhatsApp, LinkedIn, we can also set up and provide a chat box on your website that again connects directly to your agent.

If you would like to find out more on either of our new products please call us on 0191 466 1050 or email [info@theunitegroup.co.uk](mailto:info@theunitegroup.co.uk)