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## Welcome...

### to the latest edition of our newsletter!

We've had Christmas, New Year, Valentine's and Pancake Day since we last wrote. Imagine combining the magic of all those events, then doubling it, and it still doesn't compare with the major milestone looming large on the horizon. What on earth are we on about? It's the G-Force Communications 10 Year Anniversary!!!



We're celebrating in style at our very own Charity Ball and you are invited! See G-Force News for more details, where we also turn the spotlight on a member of staff to find out what makes them tick.

Our 'Industry Focus' is the 'Go Paperless' software solution AllOnMobile. Imagine any form, anytime, anywhere - and fully customisable too. No wonder it's flying off the shelf! 'Product News' focuses on business telephony. If your traditional, hosted or mobile system needs a review, we've got it covered. We can maximise your existing investment by transforming it with our numerous feature rich bolt-on solutions.

Finally, for our Case Study we're in Knowsley, Merseyside learning how a loyal customer gains competitive edge by embracing fleet vehicle technology to protect against insurance scams, improve productivity, efficiency and customer service, and so much more!

*Enjoy the read!*

## Go Paperless!



# AllOnMobile

We all know the challenges of a paper-based mobile job management system – the time your field team spends completing and delivering the forms back to base; the time your office team spends chasing up late or lost forms, deciphering and inputting the data. If you're tired of pushing paper around and think there must be a better way – then look no further than AllOnMobile and save time, money and hassle by going paperless.

The AllOnMobile service takes any paper form and transforms it into a mobile app, accessible through TomTom, iPhone or Android devices. It really is as simple as it sounds! It's fully customisable to fit your business needs. You can use AllOnMobile for any job including electronic vehicle checks, deliveries, inspections, assessment and surveys. Plus you can capture photos, videos, signatures and barcodes. The system works like your email, synchronising when a mobile signal is available. You can even integrate workflow with your forms, for example, if a defect is found during a vehicle check, an email can be sent straight to the technician.

AllOnMobile integrates with TomTom WEBFLEET and you can collect signatures, barcodes and photos directly through your TomTom device.



**Ever wondered how much your paper-based system really costs you? Use our online calculator to find out now: [www.g-forcecommunications.com/roi-calculator/](http://www.g-forcecommunications.com/roi-calculator/). Then contact G-Force to discuss how AllOnMobile can work for you.**

# G-Force News

## 10th Anniversary!



The **BIG** news is that from April 2015 G-Force Communications will be celebrating our 10th Anniversary. We couldn't let such an important milestone pass without a fuss, so we're staging a number of events throughout the year starting with our Charity Ball on Friday April 24th at 7pm!

Tickets are on sale now at just £35 each. Enjoy a three-course dinner, live band, disco and charity auction at a fabulous evening at The Village Hotel, Warrington.

**Invites are being sent but you can book your tickets now at [www.g-forcecommunications.com/10-year-ball](http://www.g-forcecommunications.com/10-year-ball) or with Alison Mellor on 01928 715724.**



To mark our 10 year anniversary you'll see our new commemorative logo on our digital media and marketing collateral, hope you like it? Plus we've been continuing with our office improvements, so if you haven't yet paid us a visit isn't it time you did? We'd love to see you!

## 'Meet The Team' Spotlight on Alison Mellor



- Q.** G-Force Position & Tenure  
**A.** Office Administrator / 12 Months
- Q.** Describe your role at G-Force  
**A.** Accounts and Admin
- Q.** What skills and qualities do you bring to the team?  
**A.** Organisation, attention to detail, persistence and professionalism!
- Q.** Previous employment?  
**A.** Lloyds Banking Group, Tesco, BHS
- Q.** Best/worst thing about working at G-Force?  
**A.** Best thing – the people,  
Worst thing – \*Not open 24-7, 365 days a year
- Q.** Hobbies/interests?  
**A.** Cooking, socialising, reading / new restaurants, new places, and good TV box sets and films
- Q.** Favourite holiday destination?  
**A.** City – New York, Beach – Mexico
- Q.** Karaoke song/tune guaranteed to get you on the dancefloor?  
**A.** \*Agadoo - Black Lace
- Q.** Celebrity heartthrob?  
**A.** Matthew Perry (Friends!)
- Q.** Celeb lookalike / Nickname?  
**A.** Anne Hathaway / Alibaba, Ali or \*Downton Abbey!

*\*Where no answer is provided, the editor claims artistic license!!*

## Radio Ga Ga!

Did you catch Stephen Roberts taking to the airwaves to discuss all things 'G-Force' and spin a few discs? **If not, listen now at [www.g-forcecommunications.com/g-force-talks-to-business-day-to-day/](http://www.g-forcecommunications.com/g-force-talks-to-business-day-to-day/)!**



## Stop Press!

Elite Video Systems have a stolen vehicle recovered by Police with the help of G-Force & TomTom Telematics. **"I just wanted to thank you for your help yesterday on the phone in locating the vehicle that had been stolen. We were able to direct the police to the van and it was recovered by them. They currently have it for forensic examination but it appears to be in one piece and at least we will be getting it back."** Karen - Office Manager.

# Product News

## Make a smart investment in smart communications



Designed specifically for small and medium businesses, NEC's UNIVERGE® SV9100 phone system has been engineered to solve your communications challenges today, and expand as your business grows in the future.

It comes with:

- Scalable and future-proof technology
- Option for both VoIP and traditional circuit-switched technology
- Multi-carrier SIP support for resilience and cost-effective call routing
- Low total cost of ownership
- An unrivalled warranty for peace of mind

**Talk to us about why the SV9100 could be the right solution for you.**



LO RES IMAGE

## Let's Get Digital with O2!



How often do your own processes slow you down? How often do you wish you could work smarter, faster and more efficiently? Well, we're delighted to tell you that, in conjunction with O2, we can offer you a range of digital products designed to help you do just that!

With O2's Let's Get Digital solution you get the complete digital package including Microsoft Office 365, McAfee, Box and TU Go.

- Office 365 is Microsoft's cloud based solution, and it's so much more than just the traditional Office package. It means you can work whenever you want, almost anywhere you want and on a device of your choice.

With a range of services including basic instant messaging, emails and calendars, document storage and collaboration, it will simplify how you and your team work together.

- File security is a major concern for us all, especially with mobiles and tablets holding increasing amounts of sensitive documents. McAfee Multi Access protects up to five devices from viruses, spam, malware and identity theft, meaning documents and data are kept safe.
- Box gives you a secure way to share documents, inside or outside the office and with people outside your business. Box means you can share and collaborate easily regardless of distance between colleagues – critical now that estimates show over a third of us work in three or more office locations.
- TU Go is an app that lets you use WiFi for calling and texting out of your bundled minutes where mobile coverage has been lost, or even while abroad.

**Speak to G-Force to learn more about O2's Digital propositions.**

# Case Study

## Neston Environmental Services

At a recent visit to Neston Environmental Services, development director Dawn Thorpe kindly invited us to use Neston as a case study for the quality of products and service we've supplied over the years. No sooner said than done!

Based in Knowsley, Merseyside, Neston specialise in management, collection and disposal of dry and liquid wastes. With a reputation for excellent service and offering innovative solutions proven to reduce landfill and carbon footprint, the business continues to expand. Neston's specialist fleet includes Disab High Air Flow Vacuum Tankers, Artic & Rigid Super Suckers and Acid Barrels, catering for many types of industrial cleaning including high pressure jetting, confined space entry and compliance with Petrochem regulations. To find out more visit: [www.neston.uk.com/](http://www.neston.uk.com/)



'gforce' also recorded. This data is collated in WEBFLEET to generate an OptiDrive performance reflected in the drivers' league table position. Improvement in driver behaviour has led to fuel savings and a reduction in maintenance costs.

With estimates suggesting UK 'crash for cash' incidents cost the insurance industry £392m a year, and linking 1 in 7 of all personal injury claims to these scams, Neston Environmental Services have recently invested in market leading SmartWitness vehicle CCTV. This technology helps protect against false claims and also supports prosecution with evidence available for review via memory card.

Dawn Thorpe, Development Director, says: ***"TomTom Telematics has provided far greater information and benefits than originally anticipated enabling us to manage the fleet far more efficiently and provide more effective reporting to customers. The quality of the camera recordings is fantastic and has assisted in HR investigations and backed drivers in insurance claims. The team at G-Force has been amazing, their engineers have gone beyond the call of duty even working weekends or nights. G-Force are now seen as key strategic partners in the day to day running of Neston Environmental Services which I hope will continue for many years"***.

**Insurers support the development of this technology, and some offer premium discounts where cameras and/or TomTom Telematics devices are used. Please contact G-Force for more details.**

## What's the Story?

In 2012 Neston were in the market for a fleet vehicle management solution. Ease of use, and many features and benefits convinced them to place an order for the TomTom Telematics WEBFLEET platform, with the full 'connected navigation' option. This combines track & trace technology with job dispatch & allocation functionality direct to market leading Truck navigation devices, necessary for the sheer size of the fleet vehicles. In-cab devices convert text-to-speech so drivers can receive and accept jobs at the touch of a button, navigate to appropriate routes avoiding traffic congestion and delays, and communicate an accurate and dynamic ETA back to the office.

One of the biggest benefits has been the 'Active Driver Feedback' on the Truck navigation devices, which notifies drivers instantly of any harsh braking or steering events, graded by severity with the incident



### G-Force Communications Ltd

Solutions House, 11 Whitworth Court, Manor Farm Road, Runcorn, Cheshire, WA7 1WA.

t: 01928 715724 · f: 01928 715723 · e: [info@g-forcecommunications.com](mailto:info@g-forcecommunications.com)