

Plenty of optimism and big



ADAM CATHCART
9 GROUP

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Really confident. The accelerating growth in migrations to SIP and hosted IP telephony presents a fabulous opportunity for our partners. Having seen thirteen consecutive quarters of growth in this area, we have good reason to be bullish.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

We are seeing real opportunities for partners in mobile add on sales. Whether this be hardware as a service, mobile device management or M2M solutions.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

We can work side by side with our partners to explain how to sell new technology solutions, tap in to new revenue streams and underpin this with our award-winning marketing support so they can uncover new opportunities.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

We see a real advantage in being able to offer structured business planning support to help partners plot how they can maximise their chances of success.



FOLLOWING the landslide election victory for Boris Johnson the ICT industry will have breathed a collective sigh of relief that free broadband and Openreach nationalisation is no longer on the political agenda.

Inevitably, post all the euphoria the doom-mongers are predicting a world recession and Brexit may indeed lead to a UK slowdown, but whatever happens in the year ahead the flow of investment into the digitisation of technology will continue unabated.

We are at the forefront of the Fourth Industrial Revolution and technology is evolving faster than ever. Companies that don't keep up with some of the major tech trends run the risk of being left behind. Understanding these will allow channel businesses to prepare and grasp the opportunities.

So, what disruptive technologies should you be looking at as we kick off a new decade? We have identified five we feel will make a big impact in 2020 and our Kaleidoscope contributors generally concur with these thoughts.

Microsoft Teams the cloud-based team collaboration software that is part of the Office 365 suite of applications. The core capabilities in Microsoft Teams include business messaging, calling, video meetings and file sharing.



TERRY O'BRIEN
DWS

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

I do believe that the innovative and converging landscape of IT, telecoms and cloud is a huge opportunity for us all.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

The emergence of Microsoft Teams as the new desktop operating platform for business, plus the opening up of voice on that platform with the emergence of Direct Routing.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

Our continued investment in sales and service. We are also using new strategies to become a data driven business and we're proactive in giving partners information that helps them grow and create value.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

Our big idea remains simple and very consistent. We will continue to broaden our portfolio throughout this year and I'm very excited about our new webstore service this year. It could be very disruptive and brilliant for our partners.



STEVE MCINTYRE
NIMANS

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

We are very optimistic as there are many opportunities for customers to grasp especially through our new security division, a market which is set to double in value over the next five years.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

CCTV, including facial recognition and redaction is set to flourish in 2020. It's not just about surveillance. There's body worn cameras too. This is going to be a huge across many different environments.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

Our 40-year trading pedigree, trusted advisor status, exceptional logistics, unrivalled expertise and huge breadth of products will continue to give us an advantage this year.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

The continual Microsoft Teams journey. As more and more resellers and their customers become familiar with the UC platform, any device that is certified for Teams is flying out the door.



ANDREW WILSON
CITYFIBRE

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Extremely confident. Backed by a £2.5bn investment, we're fibre-ing up the UK. In July we reached the first 1% of our target to reach five million properties by 2025 in 18 months, the second 1% was achieved just four months later.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

Smart technologies are driving better housing, healthcare and business innovation. This requires a future proof network that can meet the increasing need to share more data at faster speeds.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

Our approach of building a network that serves whole cities, from street lights and classrooms to offices and homes is designed and built for the channel to profit from.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

In 2020 our focus is on supporting our partners to become our City Champions. This involves partners actively promoting the take up of full fibre services.



AXEL KLOESSNER
FONTEVO

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Absolutely. We are going to see a lot more countries transitioning from ISDN to SIP and this creates a fantastic opportunity for the industry, our resellers and their customers.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

The advancement in behavioural technology, smarter working environments and advanced AI applications. These will change the way we communicate thus opening up greater collaboration opportunities and 'real life' unified solutions.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

The ISDN to SIP switch has already taken place in Germany. The knowledge gained will help our UK resellers capitalise from this migration.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

To provide our resellers with an outstanding portfolio of communication solutions from on-prem PBX through to Hosted Telephony and our unique Private Cloud Hosted solution that will enable them to do valuable business with their customers and increase their company value.



Don't forfeit your potential to maximize margin.

The future of calling is Microsoft Teams. Engage your customers before they do. Wavenet simplifies the transition to Microsoft Teams with the introduction of TeamsLink.

ideas for roaring twenties

Businesses of all sizes can use Teams.

It is predicted that during 2020, there will be wider adoption of AI and a growing pool of providers that are likely to start offering more tailored applications and services for specific or specialised tasks. This will mean no company will have any excuses left not to use AI and AI-as-a-service will be added to many partner portfolios.

2020 is likely to be the year when 5G really starts to fly, with more affordable data plans as well as greatly improved coverage.

Blockchain is essentially a digital ledger used to record transactions but secured due to its encrypted and decentralized nature. Continued investment is likely to start to show real-world results and could quickly lead to an increase in adoption by smaller players.

Super-fast data networks will provide stable internet access anywhere. The increased bandwidth will enable machines, robots, and autonomous vehicles to collect and transfer more data than ever, leading to advances in the area of the Internet of Things (IoT) and smart machinery.

Whatever happens with the economy, we are now entering the 'era of the possible' and forward-thinking channel players are poised to benefit.



ENZO VISCOTI
INCLARITY

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Absolutely. Firstly, with around two thirds of the UK market yet to adopt cloud telephony, the market is buoyant. Secondly, our current channel recruitment campaign continues to bring new reseller partners to work with us; exciting times!

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

Our continued adoption of collaboration technologies. We are exploring some exciting new cloud collaboration services, including integrating with the MS Teams platform. These services will be pre-launched to our channels at our Partner Day in March 2020.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

Our plans to launch new cloud services over and above our traditional Hosted Voice. Watch this space!

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

We'll continue to provide new and existing channels with market-leading, ultra-resilient cloud services, and a choice of technology stuffed bundles which come with winning commercials backed up by our superior customer support.



DARREN SALISBURY
INFORM BILLING

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Confident and excited! There are always uncertainties, but we're going into the new year off the back of our strongest ever year in terms of sales growth and major new enhancements to our offering.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

Digital Britain is still in its infancy; the concept of super-fast, low-cost data connectivity anywhere will be revolutionary - making the digital world even more accessible.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

2020 will be a major year for Inform billing, as we reach our 10th anniversary in February. The extensive experience and expertise that we have built up over the past decade, alongside key channel relationships will see some exciting collaborations to benefit mutual customers.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

Inform Billing will be focused on further improving our software's workflow and efficiencies, offering greater integration capabilities.



ANDREW DICKINSON
JOLA

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Jola almost doubled in size last year and this growth will continue. The channel is buoyant and valuation multiples are high for companies that solve real problems and improve productivity.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

eSIM will disrupt the mobile data market, especially in IoT/M2M - where resellers have customers and opportunities but have lacked a channel product to compete with the networks. Microsoft's Business Voice will create both a threat and an opportunity for resellers.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

Product and software development keep us ahead of our competitors. Jola launches, on average, two products every month, capable of being ordered by 600+ partners simultaneously, and aligned with sales, marketing and support. Also, culture - the hardest thing to copy.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

Don't tell your competitors all your Big Ideas!



DARREN GARLAND
PROVU

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

We certainly are! 2019 has been another record-breaking year for ProVu and we don't see it slowing down.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

IoT has been spoken about for a while, but it's really gaining momentum now. Our sister company, Alliot has done incredibly well in its first year of business.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

ProVu has lots of advantages, but I believe our main edge will continue to be the quality of service we deliver to our channel partners. As we further expand, it is vital we do not lose this edge.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

I have too many big ideas! ProVu was built on the principle of easing the deployment of VoIP hardware, and we're dedicated to making our customers' lives easy. The main theme for 2020 will be to further expand these services.



VINCENT DISNEUR
UNION STREET

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Very confident. During 2019 our market share has continued to grow, our CP customers are prospering, and the channel is presented with enormous opportunities thanks to infrastructure upgrades, changing consumer habits and the transition to IP telephony.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

Blockchain and cryptocurrencies have potential to change the world. For 2020, the arrival of 5G is a game changer.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

CPs need a billing provider with knowledge and expertise they can depend on for this vital service. Providing feature-rich software that's backed with robust service and support is what's given us our edge.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

Our latest product, NxTier, will give CPs unprecedented control over WLR3 conversion and VoIP services. We'll also be rolling out an amazing new feature for our aBILlity software which offers all the features our customers know and love.



JUSTIN BLAINE
NTA

ARE YOU CONFIDENT ABOUT THE YEAR AHEAD?

Absolutely. Our industry is buoyant, adaptive and very resilient. I am sure they will be some turbulence because of the political situation however we are confident of another solid growth year.

WHAT NEW TECHNOLOGIES REALLY EXCITE YOU?

I really am intrigued by AI and when this becomes more capable and affordable, this really will be everywhere in our homes, work, car, public transport performing a number of tasks currently unthinkable.

WHAT WILL GIVE YOUR BUSINESS AN EDGE IN 2020?

The continued development of our platform and commercial offering, our staff's dedication to help our partners and how we engage with prospective ones, will continue to give us the edge.

WHAT'S YOUR 'BIG IDEA' FOR THE YEAR AHEAD?

A conference in Cyprus in April where new features on our platform will be released particularly around collaboration plus a HaaS model for our range of handsets which is unique.

TeamsLink
One application, one team, one solution.

Join the voice revolution

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