

Gamma Horizon Contact

Horizon Contact is a cloud-based customer engagement platform that simplifies and enhances your customer communication.

Delivered via WebRTC, Horizon Contact supports User access anytime, anywhere and provides a consistent quality Omnichannel solution for the SME market.

Market need

Customer demands have changed quite drastically over the past few years. Speed, convenience and personalisation are high up on customers' top priorities. Smaller businesses have struggled to compete with larger enterprises in the CX space. Horizon Contact offer a solution that enables SMEs to benefit from a wide range of CX improvement tools in an accessible, affordable manner.

USP

Horizon Contact is a cost effective, simple licensed customer engagement platform, delivered on WebRTC for the SME Market

It is easy to provision and manage and supported by a dedicated UK Team of experts

Our network has been designed and deployed to ensure very high levels of system availability through multiple layers of technical and geographical resilience

Proof points

- Best CCaaS Vendor – Comms National Awards 2022
- Successful delivery of Uni Clearing
- 11K seats within 18 months of launch
- Mondays- handle 350k inbound calls. At peak at 219 inbound calls per second.
- Between 08:00 and 08:10 when the majority of doctor surgeries open their lines, we take circa 24K calls
- Top 50 companies taking these calls were all medical practices

Sanne Roschmann

Senior Product Manager



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Key adjectives

Enterprise grade

True cloud

Carrier-class resilience

Simple use and deployment

Intuitive

Collaboration

Extensive reporting

Simple scalable licencing

Access anywhere

Customer Experience

Engagement

Example customers



[Battlecards](#)

[Sales deck](#)

[Data sheet](#)

