

MindLink Professional Services

By The Persistent Chat Company

Making Persistent Chat simpler, more secure and accessible

What is Persistent Chat?

Persistent Chat is a communication paradigm for real-time, high volume messaging across different teams and organisations, built on the following core values.

Persistent Chat Core Values:

- Real-time, high volume chat
- Secure, partitioned and compliant messaging backbone
- Open, standardised approach towards federation
- Transient and ad-hoc participation user experience, with persistent and searchable history
- Lightweight and flexible implementation and design

Although Persistent Chat is not a new concept, its core values have diluted over time. Many tools available today shift their focus away from real-time high volume chat and have evolved into casual, conversational, social collaboration tools. As a result, such tools are often unsuited for organisations relying on Persistent Chat in a traditional sense: for real-time high volume chat.

Why use Persistent Chat?

Underpinned by its core values, Persistent Chat is ideal for circumstances that require teamwork and quick decisions, as events unfold. By letting organisations connect and the capacity to handle high message volumes, Persistent Chat introduces fast pace communication between different teams and organisations. Through secure and partitioned messaging; both compliance and data protection are ensured. The combined result is a trusted environment for collaboration between organisations that enables real-time coordination. It allows them, and their partners, to be more agile and responsive in urgent situations.

The Persistent Chat Company

At MindLink, we understand and maintain the traditional concept of Persistent Chat. By building on top of the core values, we deliver best in class solutions for Persistent Chat. MindLink enables and adds value to mission-critical use cases such as incident management, shift-based teamwork and inter-organisational collaboration. Through our unique security, technology and data protection capabilities, paired with a user experience designed for high-volume messaging; we offer the tools organisations need, and users want.

Professional Services for Unified Communications

Whether your organisation is looking to implement solution for Unified Communications, investigating ways to make the most of what you have deployed or looking to take the leap to a new platform, UC professional services is the guaranteed way forward.

Every organisation will have their own business requirements and specific use cases that need to be met. Often this is best done leveraging outside expertise to guarantee a successful roll-out and results in significant time-savings allowing the organisation to focus on business-as-usual.



Introducing MindLink Professional Services

MindLink Professional Services are aimed at all things Unified Communications. We're prepared to help your organisation underway with any requirement from end to end. We offer custom chatbot development, advanced integrations and deployment, migration and management services for Unified Communications systems.

Our professional services team consists of certified Microsoft Professionals and with a specialization in Unified Communications systems such as Microsoft Office Communicator, Lync 2010/2013, Skype for Business On-Premise and Skype for Business Online. Our team can also readily assist with non-Microsoft systems.

Whatever UC-challenges you may face, get in touch to find out how MindLink can help today.

Microsoft Gold Partner



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Consultancy Services

Planning your Unified Communications strategy

The MindLink Professional Services team can readily assist with your Unified Communications requirements from design to execution. MindLink offers support for your organisation to plan the next move in choice of Unified Communications platform, deployment/migration path, bespoke integrations and fulfilling specialist requirements to tick all of the boxes.

Deployment Services

Installation and Configuration

Our team of Unified Communications specialists are ready to assist with the deployment and configuration of your organisations UC platform based on organisational requirements. Post deployment MindLink conducts thorough testing to ensure a healthy production roll-out and offers enterprise support and maintenance.

Migration Services

Move Users & Data from Legacy to Latest

With expertise in Microsoft Unified Communications solutions and a range of migration projects completed for notable financial institutions, MindLink Professional Services can successfully plan and execute your organisation's UC migration. Using custom tools our team can migrate user preferences, conversation history and meeting data from your legacy platform to your future solution.

Custom Development Services

Bespoke Integrations

If your Unified Communications solution is already up and running but are exploring ways to get more out of it, the MindLink team can develop bespoke integrations to connect existing business workflows with messaging.

Custom Chatbots

Similar to our bespoke integrations, MindLink also offers custom chatbot development to help users get more out of messaging, allowing external systems to post information directly into a chatroom based on specific use cases and organisational requirements.

Specialist Features

As your organisational requirements and use cases evolve the MindLink development team can deliver custom builds for the core product range that include specialist features to meet specific needs.

Unified Communications Expertise

MindLink can support and assist with the following Unified Communications platforms:

- Microsoft Office Communicator Server 2008
- Microsoft Lync 2010
- Microsoft Lync 2013
- Skype for Business 2015, 2019 (On-Premise Edition)
- Skype for Business Online (Office 365 Edition)
- MindLink Chat Engine

Is your organisation using another Unified Communications solution? Don't hesitate to get in touch with us to find out how we can help.

Experienced UC Consultants & Engineers

The MindLink team consists of experienced Unified Communications consultants and certified engineers. MindLink has been active in the field of UC for over 10 years and has successfully delivered on notable, high-scale projects specifically in the financial services sector with tier one global banks.

Experts in Persistent Chat

Within the field of Unified Communications, MindLink is a reputable solution provider for Persistent Chat (Group Chat). Our products continue to add value to the Persistent Chat experience on mobile devices, web browsers and integration possibilities.