Communication Package

Product Overview

The need for telecommunications is **vital** for any business, from sole traders to massive enterprise size businesses. Without this and the loss of communication amongst clients and other businesses would certainly lead to disaster and **loss of income.**

With **expert** advice a phone call away, we can have you back up and running in no time. With a **proactive** approach via remote monitoring, if your phone system crashes, we will know about it and an engineer will visit you **on site**.

We support all major companies in the communications market. We offer not only a **support package** consisting of unlimited phone support but we can help support your current system and **future goals**. For example, call routing, call menus, conferencing facilities, call retention. We can train your staff on the true **potential** of your telephone system showing you all of the features and how they can help your business.

When a **support** package is put in place should a disaster strike, if we cannot fix the problem remotely, an engineer will **attend** your site to quickly assess and provide a **solution** to the problem.

The **proactive protection** works silently in the background waiting for an issue to arise, it actively **monitors** call traffic as well as several other systems to ensure you are **protected**.

Aside from your own **dedicated** account manager and direct line, you will also have access to your own bespoke ticketing system to report any issues. The **portal** will give you access to average **SLA times**, amount of tickets open and much more.

More detailed information available on request