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COMMUNICATIONS

At Comtec we help organisations, large and small, to become better connected through highly effective business communication solutions.

We do this by taking the time to understand the needs and requirements of our clients. We then combine best-of-breed communication technologies and applications with our highly flexible, reliable and scalable voice and data connectivity services to deliver significant business value.

At the heart of our capability is our core communication network that enables us to deliver any voice and data service to any location. Our experience and investment in this core infrastructure allows us to deliver the highest levels of reliability and flexibility at truly competitive rates.

As a strategic partner of Avaya and Cisco we are able to offer our clients the communication technology and applications that best suit their business. We offer a comprehensive range of IP Telephony, Unified Communication, Contact Centre and Collaboration solutions and deliver these as either premise-based systems or fully hosted and managed services in our Cloud.



VOICE & DATA CONNECTIVITY

At Comtec we help organisations to reduce the cost of voice and data connectivity while significantly improving business agility.

We achieve this by leveraging the investment we have made in creating a highly secure and reliable voice and data network that, with multiple points of presence, is capable of delivering any type and level of service to any location.

We help you to converge voice and data connectivity, gaining the advantage of economies of scale, benefiting from inherent redundancy and achieving far greater levels of flexibility.

CAPABILITIES

- Voice & Data Connectivity
- Unified Communications
- Contact Centre
- Cloud-Based Telephony
- Business Mobile

DELIVERED BENEFITS

- Significant reduction in on-going communication expenditure through reducing costs for voice, data and mobile connections and usage
- Increase in staff productivity by providing them with the tools that enable them to communicate more efficiently and effectively
- Improvement in customer satisfaction through greater accessibility to the right person first time to handle their enquiry
- A reduction in both the complexity and management overhead by creating a single, unified communication infrastructure across all offices and remote workers

CAPABILITIES

- Fully Converged Network Connectivity
- Traditional & SIP-based Voice Services
- Full Range of Data Connectivity
- Intelligent and Managed Voice & Data Services

VALUE

- A reduction in costs for both connectivity and usage
- Reduced business risk through inherent increased reliability of services
- Greater business agility through the flexibility provided by convergence and SIP-based services
- Greater control of costs through single billing and analysis
- Reduced costs through on-network connectivity

Voice Services - As well as the traditional range of Analogue ISDN2 and ISDN30 services, Comtec provides a comprehensive range of VoIP services based on SIP. Not only do these services offer far more attractive line rental and call charges, they also offer significantly more flexibility over the non-IP services.

Data Services - Through the Comtec voice and data network a full range of data connectivity services can be provided including DSL, Fibre, MPLS and VPLS. Through our investment in creating a highly reliable, secure and low-latency infrastructure we are able to deliver these data connectivity services to any location at the service level that you require.



UNIFIED COMMUNICATIONS

At Comtec we help organisations gain value and differentiate their business through embracing Unified Communications and Collaboration applications.

We combine many years of experience of deploying business communication solutions with a unique understanding of what can now be achieved with virtualisation, converged connectivity and cloud-based applications.

As a strategic partner of both Avaya and Cisco, we are able to provide our customers with the solution that best meets the immediate and future needs of their business including Avaya Aura, Avaya IP Office and Cisco Unified Communications Manager. For all of these solutions we are able to deliver:

IP Telephony & UC – delivering enterprise-grade IP telephony for single, or multiple office environments, desktop and application integration to enable enterprise-wide presence and unified and instant messaging.

Video & Collaboration – ranging from high-definition meeting room video conferencing through to personal desk-based telepresence, mobile video and web-conferencing and collaboration.

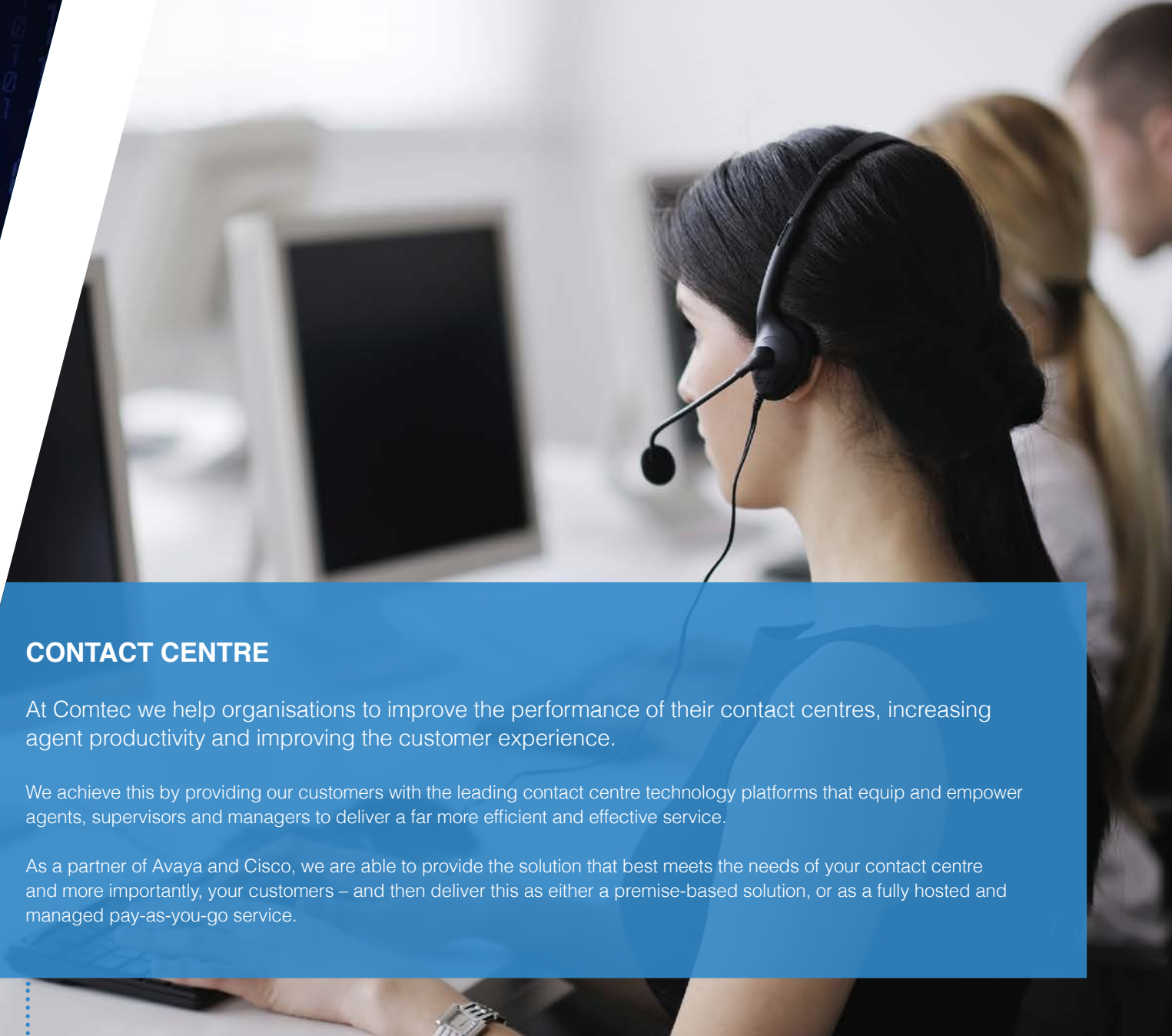
Mobile Integration – embracing smartphones and tablet PCs as an end-point of the Unified Communications and Collaboration application either as an integral part of your communications infrastructure, or part of your BYOD strategy.

CAPABILITIES

- Provide both Avaya & Cisco-based solutions
- Enterprise-class IP Telephony
- Unified Communications Including Presence & Messaging
- Video & Collaboration
- Mobile Integration

VALUE

- Improved workforce productivity through UC capability
- Greater workforce collaboration with Video and Web conferencing
- Reduced costs through IPT and Mobile integration
- Greater flexibility in terms of virtualisation of infrastructure



CONTACT CENTRE

At Comtec we help organisations to improve the performance of their contact centres, increasing agent productivity and improving the customer experience.

We achieve this by providing our customers with the leading contact centre technology platforms that equip and empower agents, supervisors and managers to deliver a far more efficient and effective service.

As a partner of Avaya and Cisco, we are able to provide the solution that best meets the needs of your contact centre and more importantly, your customers – and then deliver this as either a premise-based solution, or as a fully hosted and managed pay-as-you-go service.

Inbound Call Management – ability to receive, queue and intelligently route voice-based calls to the most appropriate agent to deal with the customer's call.

Automated Outbound – ranging from simple click-to-call capability, through to fully integrated predictive dialling solutions.

Multi-Media Blending – enabling your contact centre to interact with customers in the way they want to interact with you; embracing voice, email, SMS, webchat and even video.

Self-Service – leveraging both Interactive Voice Response and Web-based self-service applications to deliver more services to your customers 24x7.

Social Media – proactively engaging with customers through the world of social media and making this an integral part of your contact centre.

Agent Performance Monitoring – utilising interaction recording to monitor and evaluate both service quality and agent performance to continually improve customer experience.

CAPABILITIES

- Premise-based or Hosted Contact Centre Applications
- Inbound and Automated Outbound
- From Voice to Blended Multi-Media Contact
- Integrated Social Media
- Agent Performance Monitoring & Management

VALUE

- Increased agent productivity through the right tools for the job
- Greater management visibility and control through performance monitoring
- Improved customer experience through a consistent service across all media types



CLOUD-BASED TELEPHONY

At Comtec we help organisations gain significant advantage from utilising next generation, cloud-based telephony services.

We have combined many years of experience of delivering premise-based business communication solutions with our expertise in datacentre and connectivity to offer our clients a comprehensive range of fully hosted and managed IP Telephony, UC and Contact Centre services.

Single Site Cloud-Based Telephony – For organisations that do not wish to make the investment in a premise-based PBX we provide a fully hosted and managed IP Telephony solution.

Multi-Site Cloud-Based Telephony – For organisations with multiple sites, cloud-based telephony provides you with the advantage of a single virtualised communications infrastructure to any user in any location.

Cloud-Based Contact Centre – Enabling organisations of any size to cost-effectively equip their telephone-based staff with purpose-built contact centre applications.

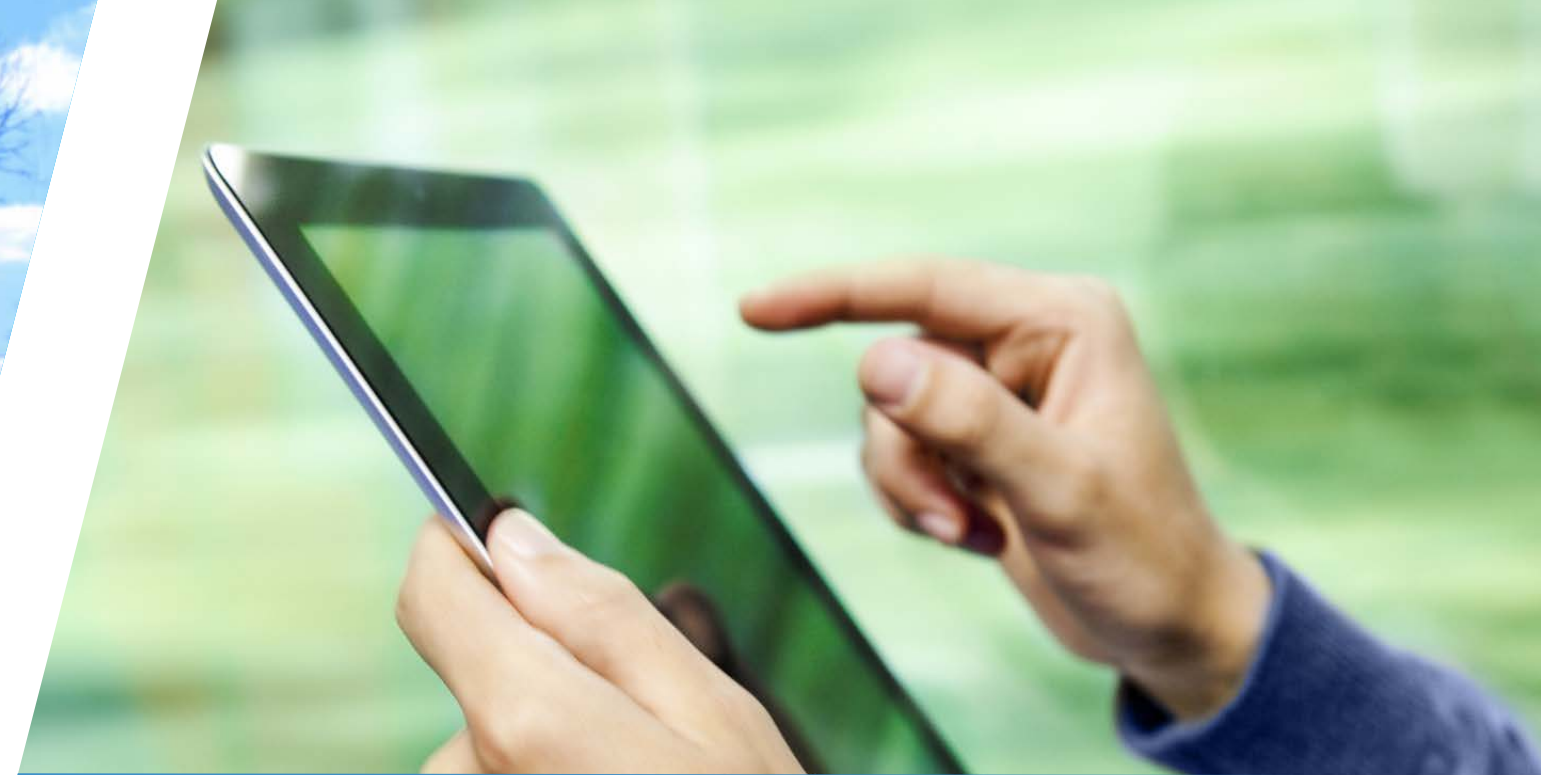
Virtualised Business Communications – For organisations with multiple sites and remote workers, we are able to help you virtualise your business communication infrastructure, creating an architecture that allows you to migrate premise-based systems into the cloud over time.

CAPABILITIES

- Hosted IP Telephony
- Cloud-based Communication Virtualisation
- Hosted Contact Centre

VALUE

- Improve productivity and collaboration through next-generation business communications
- Improve customer service quality and effectiveness through leveraging contact centre-specific capability
- Control and manage costs through an on-demand, pay-as-you-go telephony service



BUSINESS MOBILE

At Comtec we help organisations reduce the costs of their business mobiles while closely integrating them into their core business communication infrastructure.

We are able to do this because we not only understand business mobile, but we understand the business communication and UC infrastructure and are experts in voice and data connectivity.

For our clients we are able to converge voice, data and mobile into a single service, providing them with one trusted partner, single billing and most importantly, a single point for support. We help our clients reduce mobile costs while making mobility an integral part of their business communications. We do this by:

Best Fit Mobile Tariffs – We take the time to understand your business and the usage of business mobiles; we then align the most appropriate tariff for your users, increasing flexibility while, in many cases, significantly reducing costs.

Leverage On-Network Connectivity – As part of our voice and data connectivity network we have gateways into the mobile network; this means that our clients can reduce the cost of office to mobile calls by effectively making these on-network connections.

Mobility & BYOD – We are helping organisations to utilise mobile applications such as Cisco Jabber and Avaya one-X Mobile to embrace BYOD and enable business mobile to be an integral part of their business communication platform.

CAPABILITIES

- Unified Service for Voice, Data and Mobile
- Business Mobile Connectivity
- Mobile Integration into UC
- Support for BYOD

VALUE

- Reduce business mobile costs
- Greater control of holistic communications expense
- Increase productivity through a single integrated communications platform
- Greater agility and effectiveness through BYOD