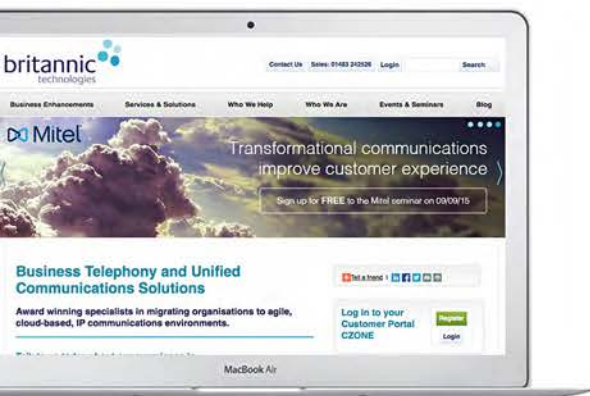


# 8 reasons to work with Britannic Technologies

Our voice communications experts work with you to build a unique communications ecosystem that smoothly integrates with your back office systems, and support your migration to a cutting-edge UC environment. Our flexible communications and network solutions boost productivity and simplify IT management across your business.

## 1. People

Our most important partners are our customers. Our experts work as an extension to your in-house team. Unifying your communications, enabling real-time collaboration, or lowering your OpEx through virtualised applications – together we tackle your communications challenges with our business-to-technology approach, bringing about measurable change. Our specialists are supported by world-leading manufacturers and service providers, so you benefit from the latest technology and outstanding support throughout our partnership.

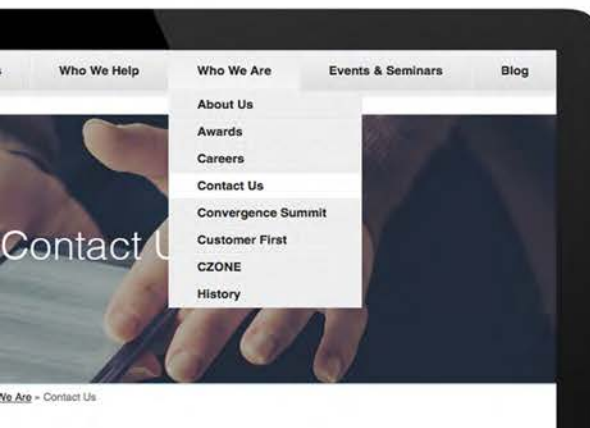
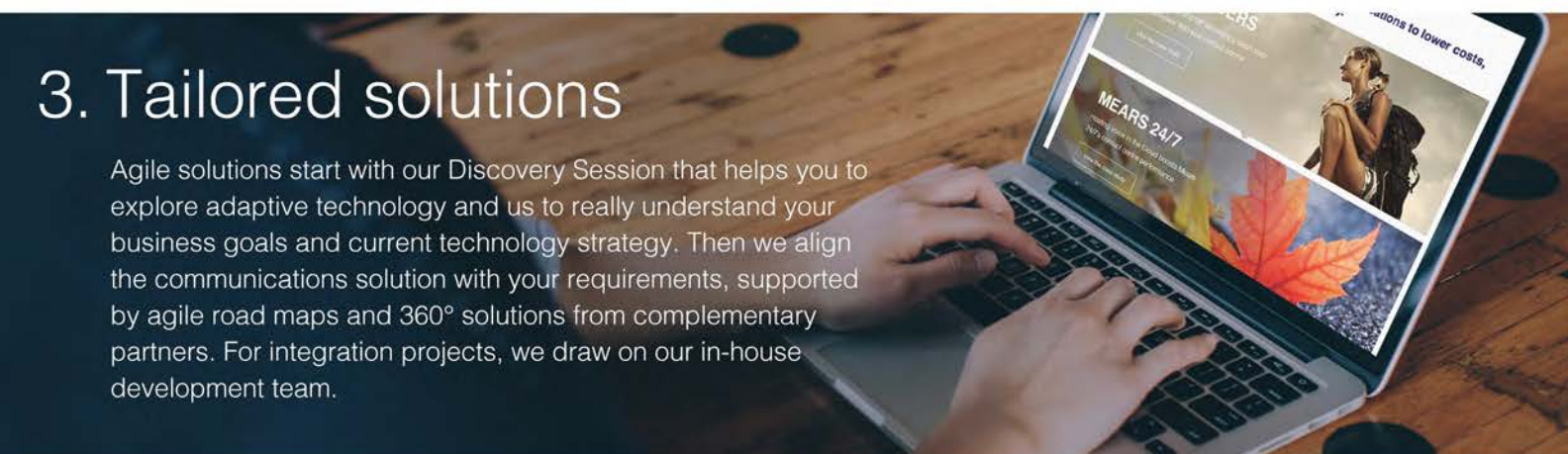


## 2. Change management

ISO 9001 and ISO 27001 certified, we follow best practice to deliver successful, tailored communications design and implementation. We manage change and ongoing systems development through our Prince 2 accredited project management team and close account management, at a strategic and tactical level, mitigating risk and delivering competitive edge.

## 3. Tailored solutions

Agile solutions start with our Discovery Session that helps you to explore adaptive technology and us to really understand your business goals and current technology strategy. Then we align the communications solution with your requirements, supported by agile road maps and 360° solutions from complementary partners. For integration projects, we draw on our in-house development team.



## 4. Service

Our Service Level Agreements and pro-active customer service team ensure that you get the best out of your solution at all times. 99.999% SLA uptime together with our 24x7 monitoring and support safeguard service and business continuity. With a 95% remote fix rate you can rest assured that disruption will be minimal. Regular updates and meetings provide systems performance reviews and continuous technology guidance.

## 5. Training

Our training sessions encourage user adoption by getting your staff up to speed with using new technology. Fully tailored to your organisation, they accommodate all skill levels. Crucially, well-trained staff minimise operational disruption during and after technology changeover. Additionally, we offer Strategy & Vision Planning Workshops, Seminars and Discovery Days for technology leaders.



## 6. Relationships

We work on a long-term strategic partner basis with our clients to add value. That way technology changes are incremental rather than big bang and reactive. 97% of our clients attest that they are well satisfied with this approach and the solutions and services that we deliver for them. Industry partnerships with manufacturers, customer experience and social media specialists bring the best in UC technology, new applications and customer service methodologies to your business.

## 7. Technology innovation

We have released 21 product innovations that complement the offerings from world-leading vendors. These put tailor-made integrated solutions right at your fingertips. With over 25,000 cloud telephony users set up, we have real experience. And if your perfect solution design needs a little extra work, you can take advantage of our innovations engine - the Britannic technical and development specialists.



## 8. Track record

We are a multi-award winning value added reseller, system integrator and managed services provider with 30 years' experience and a comprehensive solutions portfolio that will rocket your business productivity and operational efficiencies. 750 private and public sector organisations with deployments across 21 countries already rely on us.