



*Telecommunications Systems for the Modern Business*

*Consultation : Installation : Training : Local & National After-Sales Support & Service*



# How we can help you

A good phone system is key to almost every business. A well designed, well maintained system will become almost invisible and will help a company run effectively. A bad system will be highly visible and may even damage your business.

We are expert suppliers of Business Telephone Systems and associated products and services. We specialise in providing the phone system best suited to each individual customer's needs without overloading you with technical jargon.



You can depend on our proactive support and maintenance.

## Selecting a phone system

The range of features on modern phone systems is extensive. We assess all the key factors with you. When implemented appropriately they can significantly aid the running of your business.

These factors include:

- Number of lines / extensions – we can provide systems from 4 users upwards
- Potential for future expansion and changes
- Remote working – seamless communication for people who work away from site e.g. at home
- Cordless [DECT] phones - provide communication for personnel moving around your site
- Internet based Voice over IP (VoIP) systems – to support the next generation of systems
- Call logging – to provide data as to how the system is being used, enabling management of the system
- Accessories – e.g. specialist headsets for different users
- Information/Music on Hold - to retain your callers whilst they hold and to advertise your services or promotions
- Real-time statistics – enable precise control and monitoring of system and costs
- Voice mail – to take messages for people not available
- Call centre capability – if your company needs to handle vital incoming calls for technical support or customer services
- Integration with computers (sometimes called CTI or Computer Telephony integration) – e.g. Dial Out by clicking on your PC screen and Screenpop to identify the incoming caller
- Voice Recording - to protect your staff and your business; to ensure accuracy of information given and taken; to assist in training



### Additional services

We offer a range of additional services which can assist your business including:

- Reduced call charges – through the use of facilities such as least cost routing
- Video Conferencing – provides face-to-face communication
- Audio Conferencing - enables several people to take part in a telephone call
- Uninterruptible power supplies – ensure continued operation during power cuts or problems
- Single point billing – combine all your telecoms into one bill for ease of control and administration
- Structured cabling - this can include full voice and data cabling for your office
- Finance – we are also able to assist in the financing of your new phone system e.g. leasing
- Business phone numbers such as 0800, 0845, 0870

### Maintenance

We offer ongoing maintenance programmes to ensure that reliability is maintained, costs are kept to a minimum and your business efficiency is maximised.

### Support

A phone system can be "mission critical" to a business. There are few organisations which can function without their phones! Whilst we select systems for reliability it is vital that expert and proactive support is available when

you do have a problem. Testimonials which we receive bear evidence to the high level of customer support which we provide [see our website].





# Datasharp Telecom Chiltern

We have been providing business telephone systems with professional support since 1986. We are able to select and assemble the best solutions from major world manufacturers such as Siemens, Nortel, Oak Telecom and Samsung. By having this independence we are able to select the best system for your needs.

We are part of the Datasharp group. This is a buying and support group with members all over the country. This gives our customers the following benefits:

- Able to advise on best solutions since we are manufacturer- independent
- Lower pricing due to national buying power
- Direct technical support from the global suppliers
- Access to support all over the country
- Combined with personal local support and administration

Our many customers include:

- Manufacturers
- Distributors
- Printers
- Solicitors
- Estate Agents
- Accountants
- Hospitals
- Multinational companies
- Support organisations
- Clubs
- Schools
- Doctors' surgeries

See our web site ([www.dstelecom.co.uk](http://www.dstelecom.co.uk)) for more details on the company, products and a list of clients

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