



maintenance

plum communications ltd

maintenance

- 24 hour support
- trained engineers
- cost reduction

Plum already provide businesses with a resilient means of communication through telephone lines and calls, internet services, telephone systems and mobiles. However, simply selling you a product or service is not enough, we need to offer you maintenance, technical and telephone support 24/7 and be able to resolve any of your problems. Plum offers maintenance support to customers in order to guarantee that whenever you have a technical fault we will resolve their fault rapidly. With Plum, regardless of whether you already have a telephone system from us or not, we can provide you with maintenance support. Maintenance agreements are the way to keep your telephone system up and running with a guaranteed service response time.

Consider the following statements:

- What would be the costs if your telephone systems went down?
- Major disruptions happen to 1 in 5 companies every 5 years, especially hardware failures
- 80% of these companies without business continuity plans will fail
- Regardless of how good your telephone system is, without maintenance support you could end up losing time and money to repair it, possibly up to 2 days and £10,000
- Consequently, you could lose customers and revenue, and cause customer dissatisfaction

What our customers say?

"The best thing about doing business with Plum Communications is the after sales relationship, if anything goes wrong we can put a face to the problem and get it sorted"

Trained Engineers

We use experienced and trained engineers who are readily available on call out so that we can get your technical problems sorted as fast as possible.

Accreditation

Plum is accredited at Business Partner Level for Avaya and Cisco and has considerable experience and training in sales of Panasonic, Mitel and Linksys.

Support

Plum provide various levels of support depending upon the customers' needs. Most hardware can be supported remotely which means that change to system programming and remote diagnostics can be carried out without visiting site and therefore without any delay.

plum benefits

- UK based
- knowledgeable and experienced staff
- responsive service
- independent advice
- vendor accreditation
- competitive prices
- flexible billing

plum services

- broadband
- consultancy
- mobiles
- security
- telephone calls
- telephone lines
- telephone systems

plum communications

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effective communications for business

business goal: business improvement • connectivity • cost reduction • security

tel. 0161 622 3500 or e-mail info@plumcom.co.uk



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Service Levels

The cost and time taken to resolve a problem varies depending on the individual fault, but we try to resolve all problems in between 4 and 16 working hours.

Problems

Do not hesitate to get in contact with us if you have a fault. Some problems could be sorted out over the phone, some through remote access, and for others we may need to send out an engineer.

Remote Support

As long as your computer can connect to the Internet, Plum can take care of you from a distance, by gaining remote access to your computer. Therefore, many problems can be solved remotely without the need for a technician to arrive on-site at your location.

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