



telephone systems

plum communications ltd

telephone systems

- resilient communication
- free consultancy
- trained engineers

Plum offer Telephone Systems from a range of manufacturers dependent upon a customer's need. This includes hardware from Avaya, Cisco, Panasonic, Mitel and Linksys.

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"

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

The System Proposal Process

The initial step is to appoint an account manager who will help define the customer requirements which will include a review of the existing infrastructure and a forecast of their future needs.

If appropriate the account manager will assist in obtaining additional information from other people within the customer's organisation about how they intend to use the telephone system and any special reporting requirements.

Once this information is collated a technical proposal can be produced and at this stage the customer will be invited to view a similar system in operation either at another customer's premises or in a demonstration environment.

Feedback from the customer and interaction with the account manager will enable a more detailed proposal to be provided complete with budgetary costings and following on from this there may be further discussion to refine the proposal.

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.

Voicemail

Many systems can be equipped with voicemail to allow message capability and with Auto Attendant to provide callers with options to contact departments.

Call Recording

Call recording can be provided where there is a requirement to record incoming or outgoing calls. Playback of recordings can be made immediately the call is finished.

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effective communications for business

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

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Manufacturers

AVAYA

Recommended telephone systems

The IP Office Small Office system is designed for the smaller office or homemaker and is available in sizes from 2 lines and 4 extensions to 4 lines and 12 extensions.



The Cisco Unified IP Phones 7900 Series provides: IP phones with color liquid crystal display (LCD), including dynamic soft keys for call features and functions, support for information services, including Extensible Markup Language (XML) capabilities to extend IP phone systems.



The Linksys SPA9000 marries the rich feature set of high-end PBX telephone systems with the convenience and cost advantages of Voice over IP. It has common voice system features such as an auto-attendant, shared line appearances, three way call conferencing, intercom, music on hold, call-forwarding and much more.



The Mitel® 3300 IP Communications Platform (ICP) provides enterprises with a highly scalable, feature-rich communications system designed to support businesses from 10-65,000 users.



The KXT206 system gives you access to features which make your communications work harder, with less hard work. Configured for 2 lines and 6 extensions.



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