Peach Technologies

Taylor Made
COMPUTER SOLUTIONS

TELECOMMUNICATIONS

DYNAMIC & FLEXIBLE Systems
TRUSTED
KNOWLEDGE
Secure SOLUTIONS
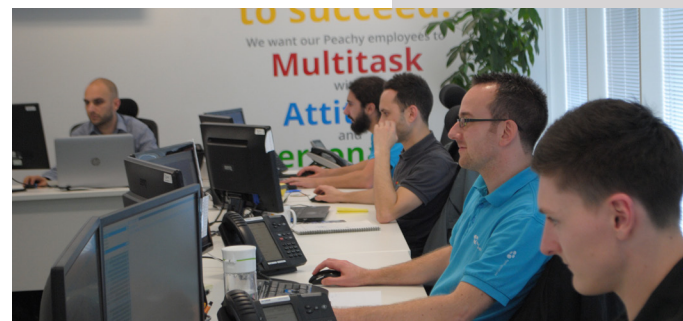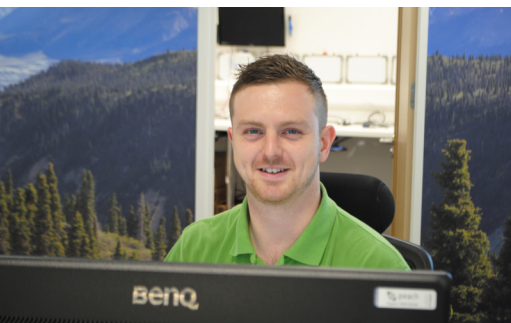
The Peach Approach

Our partnerships with leading global brands means our customers always receive the latest telephony systems. Telecom customers also   from substantial savings with line rental, competitive call rates, maintenance and mobile packages; all delivered on our 'one bill solution'. We will analyse your current costs and provide a detailed proposal that

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'Making technology simple'

"The Peach Engineer was a pleasure"

"*I just have to say your engineer was a pleasure to have in my office and did not leave until everyone had fully understood how the system worked, he tidied and Hoovered up after himself and disposed of all the rubbish.*"

Simon Pearson
The Property Explorer

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ON PREMISE
Telephony Systems.
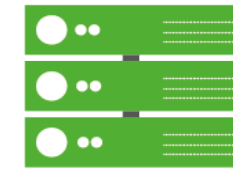
OVERVIEW

An on-premise(s) PBX telephony system resides at a customers location, generally within an IT storeroom.

An on-premise telephone system gives you — you have control over every detail so it can be tailored to your exact needs. As a PBX uses traditional and IP technology you'll have access to a variety of premium features with no additional charges; making it a   option if you need smart functionality.

COST

+ No risk of fee increases.
+ Lower total cost of ownership as system grows.
+ Higher setup cost at start, no OPEX model means you pay for and own the system.

FUTURE EXPANSION

+ You manage your telephone system and

implementations. As your company size increases and changes, you control the system expansion internally.

CONTROL

+ You have full control of your telephone system via its system interface. Adding and removing users is controlled by you.
+ You manage and utilise the system features internally.
+ Maintenance and software updates are completed by internal IT employees or can be outsourced.

IMPLEMENTATION

+ Peach Technologies will supply full training to users.
+ Internal control means that your business owns deployment of new features.

NEC   **UNIFY**

Mitel
Powering connections

ERICSSON | **LG** LG

RECOMMENDED FOR

SMB's or enterprises that require internal control over their telephone system, or companies who want to customise their telephone solution fully. On-premise is also a recommended choice for companies that do not have access to fast internet connectivity speeds.

HOSTED
Telephony System

HOSTED OVERVIEW

Hosted PBX, otherwise known as a Cloud-based telephony system are housed in secure data centres. Our internal experts handle and maintain the technology and features of your telephony system.

Customers who have hosted PBX are charged per user, per month for the service as opposed to a up-front capital expense with the on-premises system. There are both unlimited and metered minute plans to suit all types of customer requirements. As a result, customers can monitor the number of minutes spent individually by users on the telephone in a given month and can use the information to make performance or cost decisions.

COST
+ Lower setup cost.
+ No maintenance costs.
+ Monthly payment model.

FUTURE EXPANSION
+ Peach takes responsibility for all expansion work and associated upgrades.
+ System growth or reduction is easy to manage.
+ Software updates are delivered automatically, so you always have an up-to-date system.

CONTROL
+ System software updating and maintenance processes are controlled by Peach Technologies.
+ Operational resources can be deployed elsewhere in your business as Peach handles all maintenance.
+ Peach manages all aspects of the telephony system for you.

IMPLEMENTATION
+
+ Less dependency required for in-house IT resources
+ Full system training will be supplied to users by Peach Technologies

RECOMMENDED FOR
Any customers that want to allocate IT resource and spend on activities other than telecommunication maintenance; or small organisations and start-up companies that do not have in-house IT resources. A Hosted system is a good option for companies that require telecoms mobility and expect rapid growth and up-scaling of a workforce.

ONNECT

Gamma

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"Impeccable Workmanship"

"*The standard of workmanship was impeccable and the time taken to talk to every staff member so that they fully understood how to use the new system was brilliant.*"

Mel Maxwell
Sandbag Ltd

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FEATURES & BENEFITS
of a Telephony Solution from Peach

The following features can be added to either a Hosted or On-premise telephony system.

Call Recording
Call recording enables customers to automatically capture every phone conversation that takes place within your organisation. Great for training, evaluation and development. This feature is also useful in resolving disputes and for handling compliance.

Outlook Integration
pop up on the computer screen when a call becomes scheduled within the diary. Agents can then make the call at the right time by clicking a pop-up. This feature also connects with various CRM programmes.

Full CRM integration
Capture every customer interaction, increase productivity, reduce response time and build better relationships. This easy-to-install combination allows you to edit information directly, so records are updated accurately within CRM.

Screen Popping
Enable your telephone operators to see who's on the line before they have answered an incoming call, allowing them to greet customers in a personal manner.

On-Hold Marketing
Keeping callers engaged with on-hold music and messages. On-Hold Marketing is an way of informing customers about the products and services your business provides.

Screen Dialling
Your agents can make calls directly from their computer screens.

Future-focused technology
Peach telephony solutions are modern, innovative and provide future scalability to aid expansion and growth.

On-the-go Comms
Our telephony systems are great for remote working. Users can also choose a phone number of their choice no matter the location.

Cost Reductions
Peach call packages provide monthly line rental and call charge savings.

Easy Administration
Scalable telephony. All solutions enable customers to add and remove users instantaneously.

Call Logging
Peach's call logging systems allow you to know precisely who's called you and when, and whether the call was taken or missed. You can observe any unusual activity to minimise fraud and ensure missed calls don't become lost sales opportunities. You can also view historical reports or real-time activity throughout your company.

* Only available with hosted systems

Time to change your provider?

Switching to Peach has never been easier.

Simple Switching

No downtime, no disruption. Switching to Peach is easy and hassle-free!

Value for Money

You only pay for the services you need. Just one simple monthly payment.

Flexible Packages

Switch to Peach to gain a telecoms package to suit your requirements.

Customer Service

Switching your telecommunications to Peach means exceptional service and after-care.

Mobile Phones & Tablets

Peach Technologies provides a selection of premium smart phones and tablets that meet a wide variety of business requirements.

We deliver call and data packages for both single and multi-users, so customers receive the lowest price business   Our contracts come with an inclusive data allowance for browsing the internet and App. use.

Manufacturers

Networks

Customer Service & After Care

Installation
We have over 12 years experience of installing telephony systems; our engineers install with minimum fuss and complete consideration for your working environment.

Dedicated Project Co-ordinator
Customers receive a dedicated point of contact to   advice and guidance while ensuring everything is installed seamlessly.

Maintenance
Customers receive support from our UK help desk. Due to our advanced

UK Customer Service
Our substantial customer service team provides a professional and responsive customer experience at all times.

Peach Expert Services

TELEPHONY SYSTEMS
Our award-winning team take a consultative approach to telecoms so customers know how their new system will work and what   it will make to their business. We provide a trusted service that delivers

OFFICE RELOCATION
Whether you're looking for a new business telephony system, or to migrate your existing system, our support team ensures the transition is problem free.

MULTI-SITE COMPANIES
Our   team provide a   solution linking all business locations together with one fully integrated telephone system, regardless of the geographic distances between them.

MOBILE BUSINESS
Secure and simple access to your communications platform regardless of location by utilising innovative technologies.

UPGRADING
Upgrade with little or no extra cost to your business. We decommission your previous phone system removing the hassle for you.

"Smooth Transition"

"I have never heard such positive comments from my team after an installation. Peach was accommodating to the needs of the children, polite at all times and professional and did not interrupt any of the day to day running of the nursery. I can see why you have won the awards shown on your email; Peach is doing it right from top to bottom."

Freya Derrick
Hopscotch Nursery

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Based in Fareham, Hampshire. Peach Technologies is a specialist business technology company with expertise in IT, Cloud, Connectivity and Telecoms; we have been listed on The Sunday Times Tech Track 100 and Deloitte Technologies Fast 50.

Priding ourselves on 'making technology simple' means customers receive reliable telecommunication solutions and services that always work.

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www.peachtechnologies.co.uk