SOLUTION IP

Voice. Broadband. Networks.

2020 Business Communications Technology Roadmap

Leverage our technical expertise

Frictionless communications technology and systems will help you build end-to-end customer experiences. But, how do you create a roadmap for your technology improvement plans?

Since we first worked with operations and IT teams in 2007, we set out to help hundreds of clients build successful business outcomes through aligning our technical and network expertise with the demands of aggressive growth strategies and operational security.

Improve your communications technology

'Connected.' Sounds simple, doesn't it? But we understand the pressures of handling large volumes of data, a busy reception and inbound calls doesn't always mean it's that simple.

Your connectivity and phone system can have a big impact on customer experience. Each business should ensure their telephone system, at the very least, reaches the minimum specification criteria we can help develop with your team.

These changes can be a vital foundation to the exceptional customer experience journey; improving customer satisfaction, repeat business, staff productivity and creating a happier culture.

We are your starting point

The minimum specification assessment has been designed with customer service at the heart of it. If your system does not match the minimum specification criteria, Solution IP will attend your sites to provide a free consultation to review the existing set up and how to get the most out of it, and discuss potential improvements.

Does your technology enable responsiveness?

Customer engagement is increasingly dependent on technology. The challenge of appointment bookings, walk-ins and ongoing customer relationship management means your operations need to flex with the expectations of your customers and team. Many operations managers are finding disjointed systems and legacy phone systems aren't fit for purpose in today's modern business.

We have worked extensively with operations managers to design a straightforward process giving you step-by-step guidance on updating your customer-centric communications.

Telephone System Requirements: Minimum Specifications

Inbound/outbound calls	Yes	No
Can the telephone system handle multiple calls?		
Do clients ever receive the engaged tone?		
Is there always a line available for outbound calls?		
Client call handling	**Yes**	**No**
Can clients be placed on hold?		
Can a call be transferred to another user?		
Can the system play music on hold messages?		
Security and Disaster Recovery	**Yes**	**No**
Do you have a communications disaster recovery plan?		
Is your system fully supported during your operating hours (i.e. evenings and weekends if applicable)?		
Out of Hours	**Yes**	**No**
Can you place diverts on the telephone system (i.e.out of hours)?		
What happens to calls when the business is closed?		

Notes:

Hydrock

At the rate that we were growing, our provider needed to keep pace, as well as deliver solutions to the high standard we are used to.

Managed WAN
Cloud SIP Trunks
Expert support

Problem solved

Our expert in-house team delivered on fast-moving projects, on time and on budget, while maintaining a seamless customer experience.
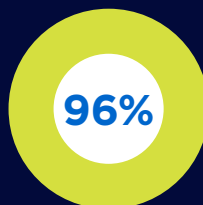
SOLUTION IP

Voice. Broadband. Networks.

Solution IP has been working with hunderds of businesses as a preferred supplier for nearly 13 years.

Our service management scores

96%
Calls answered within 3 rings

99%
Responded to within SLA

98%
Resolved to within SLA

Contact our team:
+44 (0)333 2000 903
sales@solutionip.co.uk
www.solutionip.co.uk