



Show your customers how much you care

Whatever the size of your organisation, we've got the expertise to ensure you create the right impressions to your customers



Making you sound great is what we do

Making customers feel welcome is important, so greeting them with clear, professional messages and informing or entertaining them using music or messages on hold are proven ways to deliver higher rates of customer satisfaction.

Great first impression

Create a professional image ensuring callers are welcomed and connected in the most efficient manner.

Professional greeting

Clear, professional auto-attendant messages help to manage callers' expectations and create a clear call route. It ensures that your customers' enquiries are properly directed at any time.

Effective marketing

By keeping callers engaged and informed, on-hold messages work to improve standards of service, increase enquiries and strengthen customer loyalty. This is a cost-effective marketing tool when compared with traditional advertising.

One-stop solution

We offer a one-stop solution that includes a range of on hold services, the supply of hardware and installation.

Maintenance

Choose from a range of maintenance options and we'll be here to help.





What can we offer you?

We provide premise and cloud-based on-hold music and messaging solutions that work across telephone systems.

Fully managed service

We offer a fully managed on-hold service that is a complete one-stop solution. Messages are automatically uploaded to your telephone system and played back to callers on a scheduled basis.

On-demand service

This service allows you to select your on-hold music from preloaded tracks on the digital playback unit or upload new recordings by connecting the device to the USB port on a PC.

Manage it online

On-hold services are managed via a dedicated online portal which allows you to create the bespoke message content, choose your preferred voice-over artist and music, and view the message production progress in real time.

Professional voice-over artists

Select your preferred male or female professional voice-over artist to match your caller profile. Our range includes young and mature artists that are commonly heard on local and national TV and radio.

Variety of message packs

Select the most convenient message pack choosing from a single message to quarterly or monthly message contracts.

Music for any requirement

We have an extensive library of copyright free music to allow you to create the right sound without incurring royalty charges .

Looking for more? Add something extra

There are more ways to make your telephone system go the extra mile.

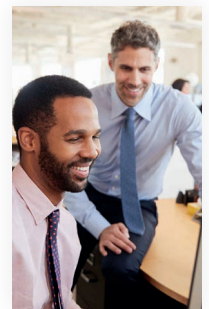
Helping you communicate, connect and collaborate

With the **innovaphone phone system**, you'll have the tools to help your business work better – now and in the future. It's a one-stop solution. A wide range of IP telephony functionalities and mobile apps help you stay in touch no matter where you're working.



Improve your data security and business continuity

Uninterruptable Power Supplies (UPS) are a great way of protecting both your valuable data and key equipment functionality ensuring you maintain business continuity in the event of a power failure or power issue.



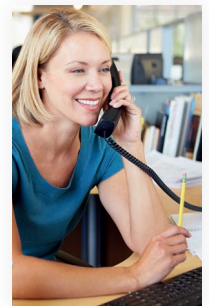
Never miss a detail

Call recording is a great way to improve your business, whatever its size. And we can help find the perfect choice for you – whether you want to record calls locally on your PC or catalogue thousands of hours of audio in a searchable, secure place.



Securing your business starts at the door

Whatever business you're in, there are some things you can't compromise on. Keeping staff safe, protecting customer data, keeping expensive equipment in safe hands; whatever matters most to you, our **secure entry systems** make it easy to protect it.



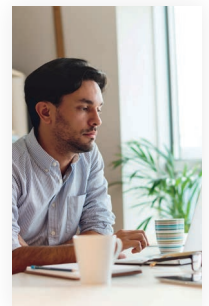
Make your daily communication easier

We provide comprehensive solutions for **voice-paging systems, telephone alerting**, safety, security and emergency notification.



Facilitate your business applications

To provide you with a complete one-stop solution, we have introduced a range of **Application Servers** that cater for a spectrum of options to meet your business needs.



Issued: March 2019

Issue number: NSMH0805/01

Find out more at: northsupply.com

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