



Commsplus is one of the leading suppliers and maintainers of Samsung telecoms equipment in the UK. Since 1984, we have been providing all types of organisations with reliable and cost-effective voice and data communications solutions.

Commsplus is a Samsung Platinum Partner. This highest level of accreditation is only awarded to companies that have demonstrated their expertise in selling, installing, and maintaining Samsung systems.

The solutions we recommend are all centred on Samsung's sophisticated communications platforms. As well as these systems, our product portfolio also includes voice and data cabling and networking solutions, voicemail systems, auto-attendant applications, voice recording, call centre products and call management software.

Our partnership with Samsung is very strong and has been developed since 1996. Commsplus service and support combine with Samsung products to solve the many communications challenges that our customers have.

Commsplus has an ongoing commitment to deliver the highest possible level of customer support and we believe that our success has been built upon these principal values:

1 Meeting your specific needs

At the start of a project, we always ensure that we take time to fully understand your organisation so that we recommend the most appropriate solutions to meet your immediate and long-term requirements. We provide resilient tailor-made solutions that expand in line with your needs as your business develops.

2 Focusing on our strengths

Our highly trained team provide quality installations and an excellent level of service.

3 Response and resolution

We are committed to resolving any issues that do arise, quickly and effectively.



Samsung Solutions

Samsung Network Division is part the Samsung Group, one of the world's largest companies with global turnover exceeding \$100 billion and more than 170,000 employees, 63,000 of which are committed to the development of fixed and wireless communications. With a proven pedigree in the manufacture of electronics for commercial and domestic applications and an annual R&D budget of over \$2 billion, Samsung is at the forefront of delivering converged voice and data technologies including Voice over IP, WAN integration and SIP.

As a Samsung Platinum Partner, we recommend the Samsung OfficeServ 7000 range of converged communications servers. This includes the 7100 for small companies or branch offices, the 7200 for slightly larger organisations and the 7400 for medium sized businesses. It's a range of systems that has been developed to make communication as simple and natural as possible, providing a secure IP convergence platform which supports traditional voice communication, Voice over IP, IP-based data communication and wireless mobility.



The Samsung OfficeServ has a comprehensive range of features and functionality, offering an effective and affordable solution for any organisation. So whether you are a small office, a head office, or the branch of a larger organisation which still needs to take advantage of cutting edge solutions, the OfficeServ 7000 range can become the heart of your communications network.

Samsung's 'building block' approach to converged communications allows you to start with a single site and grow the system in line with your business, to protect your investment. All platforms in the OfficeServ range use the same interface modules, meaning that systems can be combined to suit any size of SME organisation, all with the same applications, handsets and management interface. In a nutshell, the OfficeServ series allows you to improve your productivity whilst reducing operating costs, thanks to these key features:

- Data network connectivity
- VoIP telephony
- Wireless mobility
- Voicemail messaging
- Hotel and hospitality
- Auto attendant
- Call logging
- Fully-featured enterprise telephony



Installation, Support and Maintenance

Installation

Commsplus will project manage your entire installation. That includes working with your chosen IT partners, architects and electrical engineers where required, to provide a complete installation service. Our engineering team are all fully trained by Samsung and have full technical knowledge of the product range.

We have direct access into BT order points. This means we can place network service orders and monitor their progress on your behalf. This ensures a coordinated approach and smooth implementation of your new system and services.

As a part of the installation process we also offer comprehensive training which can be specifically aligned to your business requirements, and to meet the needs of each individual staff member.

Support and maintenance

Our technical support team are available to assist in resolving faults as they occur. This means dealing with the necessary parties – e.g. BT or your chosen service provider, and keeping you informed of progress at all times.

Samsung systems are highly reliable, but as with all technology, problems do sometimes occur and many issues can be rectified remotely without the need for a site visit. However, if a fault is more complex and does require a site visit, then this can be easily identified and an engineer allocated. Our engineering team can be on hand seven days a week if required, and always carry a full range of spare parts should these be needed.

We offer a range of maintenance contracts designed to suit individual business types, so you can be sure we have one that will fulfil your needs. This cover provides a quick and efficient service, which enables you to avoid the risk of significant downtime and the subsequent losses that this can create.

Our dedicated engineering team have an enviable reputation for their professionalism and promptness in dealing with any technical problem. They undergo continuous training to make sure that they keep up to date with the latest technological developments in the industry and are always available on our help line to assist with any issues you may have, whether urgent or otherwise. Just call us on 01934 882222.



Line Rental and Call Charges



In addition to delivering the right communications systems for our customers, we also provide the most cost-effective options when it comes to line rental and call charges:

Cheaper call costs

Through a long-established partnership with Cable & Wireless, we can offer a competitively priced call tariff that can equate to a cost reduction of up to 40%. We provide low rates, combined with the highest quality service.

Discounted line rental

With our Onebill service, we are able to provision new lines and transfer existing ones.

Onebill – never have to phone BT again!

By choosing Onebill for your calls and line rental, you will also benefit from superior customer service. Any queries you have will be dealt with efficiently by helpful, friendly staff, who will treat you as an individual and valued customer, not just as another number. We also carry out regular cost analysis and tariff reviews to ensure that you receive the best rates at all times.

Other key benefits include:

- No set-up charges, monthly administration fees or transfer costs
- Automatic call routing
- All administration carried out by us
- Retain your existing numbers
- One simple-to-understand monthly bill for your calls and line rental
- One point of contact for management of your account

SIP Trunks

We also offer the provision of SIP Trunking, a service which connects your company PBX to the ordinary telephone network via the Internet, using the VoIP standard 'Session Initiation Protocol'.



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