

# Telephone Services

Another quality solution from IndeServe's technical services gallery



PABX supply and services

VoIP supply and services

Telephone supply and services



Excellence in servicing leading edge technology



## Telephone Services

Make **COMPLEX TECHNOLOGY IMPLEMENTATIONS** simple

Good communications: it's all about efficient use of time and timely access to your suppliers, your people and your customers!

In today's competitive business world where the best use of time and timing of execution are key to success, communications excellence is essential. Whilst new directions may be taken and business requirements change, the one certain and constant factor is people and their ability to communicate effectively within an organisation, with customers and other stakeholders. The telephone is central to engaging with people all over the world!

At IndeServe we have access to the world's leading PABX and telephone solutions and our staff have the in-depth skills and experience to make sure your business is cost-effectively geared to 'talk the talk'.



- > Higher availability
- > Increased reliability
- > Greater manageability
- > Lower capital and operating costs

## Choose from our comprehensive portfolio of services!

**Needs Assessment:** An IndeServe Telecommunications Consultant will visit you to gather information pertaining to your business requirements and workplace environment, from which a Needs Assessment can be developed and a recommended technical strategy documented and defined. This document will continue to dynamically evolve, in line with changing business requirements, maintainable by IndeServe.

**Technology Audits:** An IndeServe telecommunications consultant, in concert with your staff and other relevant parties, will define the audit requirements and the rules of engagement. An IndeServe project manager will oversee the end-to-end audit timeline to ensure efficient utilisation of frontline personnel and accuracy of outcomes.

**Ordering and Supply:** IndeServe has a comprehensive purchasing and supply chain management process for ordering and shipping telephony equipment to your premises.

**Installation:** IndeServe offers a comprehensive solution for deploying new or upgraded PABX and telephone systems. Once your equipment has arrived, we will unpack all components, dispose of all packaging, position the equipment, and assemble all components into an integrated system. IndeServe technicians can carry out all other aspects of cabling, network patching and electrical wiring. Systems will be tested for all operational and connectivity requirements and outcomes documented for review and analysis. Operational training can be provided to staff. This service includes proven business processes for managing sophisticated rollouts within tight timeframes, project management and IndeServe field service engineers to carry out the on-site services. All steps of the process are fully documented as they occur so work-in-progress can be fully monitored.

**Site Support:** IndeServe field service engineers are available for scheduled visits to your sites to carry out planned and reactive equipment and system support services anywhere in New Zealand. Engineers may be contracted for as little as one hour or in a permanent capacity to address long-term project activities.

**On Site and Workshop Repairs:** IndeServe field service engineers are trained to isolate and correct an equipment or system problem quickly. A choice of Same Day, Next Day or Next Business Day response times can be negotiated for on site remedial services. IndeServe maintain workshop facilities in both Wellington and Auckland to carry out off site repairs, as appropriate, to avoid any disruption at the workplace. Shipment to/from our workshops, or other vendors' workshops, can be managed by IndeServe, including tracking of your assets in transit and in the workshop, as well as spares stored on behalf by IndeServe.

**Remote Systems Management:** IndeServe will provide centralised systems management services to ensure maximum availability of telephone systems. This may be carried out from our National Service Centre or, if for security purposes, our telecommunications consultant will make scheduled visits to carry out checks and produce reports from within your secure network infrastructure.

**Preventative Maintenance:** The IndeServe National Service Centre will centrally manage all preventative maintenance services built on a forward booking schedule for field service engineers to visit sites throughout New Zealand and carry out prescribed maintenance services.

## The Value in IndeServe

IndeServe is available to serve organisations of any size, anywhere. From jobs as simple as the installation of a telephone, to comprehensively fitting out the largest office buildings with comprehensive PABX or VoIP networks, IndeServe is at your service.

## No job is too big or too small for IndeServe

Wherever you are in New Zealand, an IndeServe engineer or telecommunications consultant can be on your doorstep, for 'same-day' service delivery. We achieve this because we operate a chain of Service Centres throughout New Zealand.

