

## Service and Support

- Fully trained and accredited engineers
- One point of contact
- Range of service levels



Commsworld are one of the UK's most respected ICT (Information Communications Technology) service support organisations. With over 40 staff working exclusively on our core communication services our customers are guaranteed 100% focused support.

Commsworld have an unrivalled reputation, we support many of the UK's most prestigious and respected organisations with their critical Voice, Mobile and Data services. Thousands of organisations from small single site SME's to large Multi-National companies rely on Commsworld to be there when they need help.

Our Engineering credentials are top class. Our field based and support desk engineers hold industry relevant accreditations in IP Telephony, VOIP, Mobile Communications and LAN/WAN technologies.

With offices in Aberdeen, Edinburgh and our Network Operations Centre in Glasgow we have the infrastructure and resources to deliver outstanding service to our clients.

### Accreditations

Our accreditations include:

- ISO 9001
- ITIL best service practices
- Mitel Select Partner
- Avaya Authorised Partner
- Cisco Select Partner
- Polycom RealPresence Video Conferencing Solutions
- Vodafone VMNO
- 02 VMNO
- BT Openreach Partner
- Prince 2 Project Management

### Service Level Options

We offer three levels of service:

- **Standard Care**  
Provides maintenance service between the hours of 09.00 and 17.00 Monday to Friday, excluding bank holidays
- **Enhanced Care**  
Provides maintenance between the hours of 07.00 and 19.00 Monday to Saturday, excluding all bank holidays.
- **Total Care**  
Maintenance 24 hours, 7 days per week. Excluding Christmas and New Year holidays (available on request).

### Your Perfect Support Partner

Your dedicated and experienced Account Manager will take the pressure away from you and allow you to focus on your own business while we take care of your communications.

Our Account Managers are backed up with Experienced Customer Service Advisors who provide on the spot advice and support to our clients 24 hours a day and 365 days per year. We allow clients to communicate with us in any way they wish, email, voice calls, Twitter are just a few of the options available.