

Keep your Call Centre Operational with Adept4

Services:

Service	Description	Hdesk Incl
Help Desk	24 x 7 Remote Support for any IT Issues	✓
Hosted Desktop	Secure access anywhere to desktop via Browser or any mobile device	✓
Mail & Mobility	Secure email delivered from Browser / full outlook client / any mobile device Outlook 2010 allows visibility of multiple mailboxes!	✓
Hosted Application	Any application securely hosted, backed up with 24 x 7 monitoring and support	✓
Hosted Server	Managed 24 x7. Includes backup, Anti Virus, infrastructure resilience	✓
Small Business Server	Microsoft all in one server delivering email / intranet / Web site File & print Delivered hosted or onsite	✓
IT Buddy	Total Support package including home visits	✓
Recover IT	Laptop backup recovery service. One call ignites a recovery to a hosted desktop - Back up and running within hours!	✓
On site IT	Any location in UK – Charged per hour	✓

Voice Services:

	Description
Line Rentals	Lines at wholesale prices - typically 20% cheaper
Cheap Phone Calls	Let us negotiate volume tariffs making calls cheaper

Broadband services	Secure Broadband solutions including managing your security
Hosted IP Phone	Multiple extensions, Voicemail or Receptionist services - no overhead
Hosted Telephone System	Simple Pay as you Go service in the cloud - ideal for multiple locations We even administer your plans for you
Mobile	We have volume deals with multiple clients to drive down your costs
Instant Messaging & Collaboration	Manage all your chats / voice calls on your laptop- works well as a failover solution
Mobile Voice Recording	3000 minutes , 6 months retention & FSA compliant
Call Recording	Record, monitor & evaluate the calls you're employees make

* Prices are per device / User per month

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