







APSL Support and Maintenance Services

Does your current Nortel support and maintenance partner:

-  Only make contact when contract renewal is due or you have a problem?
-  Treat you as a partner or just another one of their customers?
-  Have their own team of experienced engineers that are fully trained on the Nortel product suite?
-  Ensure you are able to maximise the full capability of your customers current Nortel PBX system, including upgrading with a number of cost effective programmes, supporting the latest IP Telephony and Unified Communications solutions??
-  Deal with a problem within minutes rather than hours?
-  Meet regularly to update you or your customer on the latest technology changes and how these could be applied to their business?

What we offer

We provide a complete Pro-Active service that contacts and logs a fault with our Network Operations Centre before you or your customer are even aware of a problem, 24 hours a day 365 days a year.

We also take a pro-active partnership approach to the relationship with all of our support customers. As a partner of ours you will be provided with an Account Manager as well as a Service Delivery Manager and will have regular support reviews.

We deliver customer support services and maintenance in a flexible manner and provide services that are required and needed tailored to your business, not ours.

We provide our partners and customers with the highest level of Nortel support and maintenance available. We have some of the highest trained Nortel engineers in the country, and as a company have the highest partner accreditation - Nortel Gold Solutions Support status for both telephony and data.

We have always specialised in Nortel technology and many of our engineers worked for Nortel in the past.

Our single number help desk is manned by our experienced support team.

We pride ourselves on working in a partnership approach with our partners and delivering the services, support and maintenance that their customer require and want.

We support the Nortel telephony systems of some of the largest companies in the United Kingdom with some of the largest integrators in the country.

Today, voice and data networks are the lifeblood of your customers operation. Support Services provide the maintenance of these converged networks in a manner that guarantees your peace of mind. Our engineers are based throughout the United Kingdom so that we are able to despatch one to site with replacement parts in a timely manner.







Unlock the full potential of your customers Nortel Meriden system

No-one wants service interruption, but for some organisations it is more critical than for others. We recognise this and provide a range of service levels, so that there is sure to be one that matches your needs. To deliver the service that you have selected, we follow a simple, but rigorous process which ensures that every incident is tracked to a satisfactory conclusion.

Service is our business and whether you have a simple digital network, or a complex converged network infrastructure you can be assured that

it is being supported and maintained to the highest level by qualified and experienced engineers. We will ensure that our in-depth knowledge is used to enable you to offer the best possible service to your users. Our aim is to minimise the operational down time of your vital but complex converged infrastructures.

Some current APSL support facts

-  Response is the first meaningful attempt by an appropriately qualified engineer to analyse, diagnose or resolve a problem or technical enquiry
-  APSL's average response time is currently 21 minutes
-  APSL's average on site response time is 1 hrs 54 minutes
(Across all customers and Service Level Agreements)
-  Using remote access technology we are able to resolve the majority of reported incidents without visiting site. Providing our customers with prompt resolution reducing business impact.

(Information from APSLs March 2008 help desk data)

Our engineers have combined experience totalling over 800 years, with qualifications in converged data and voice networks. They are equipped to answer all of your technical questions, and will work with our consultants to recommend products and configurations to improve and develop your network to deliver the communication infrastructure that your business requires today and in the future.

Even if your customer is in a multi year contract please call us to discuss how APSL is able to improve the support and maintenance of your customers Nortel telephony system and how you can offer our services as your own..

To discuss further how we can work with you call us now on **0118 930 1266**

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