



g3 telecommunications

# Corporate Brochure G3 Telecommunications Plc



Improving  
communications  
between you and  
your customers...

Corporate Brochure

Leveraging your success through our expertise

## About G3 Telecommunications

G3 is a leading converged voice and data communications specialist. We design, implement and maintain bespoke IP Telephony with integrated data communications solutions for businesses across the globe.

### Contents:

- Page 2 About G3**
- Page 3 What We Do**
- Page 4 Converged Networks**
- Page 5 G3 Account Management**
- Page 6 G3 Helpdesk**
- Page 7 Additional G3 Services**

The team at G3 has wealth of knowledge and years of experience in implementing solutions from our selected partners. We work with best of breed technologies and products from manufacturers with a proven history and a future proofed roadmap. G3 deliver a bespoke communications infrastructures that achieve your business objectives, improves your customer interaction and raises business efficiencies.

We look at the individual needs of companies to establish the best solution for their business, in many cases this involves enhancing existing systems; it is not always necessary to rip out and replace existing communications investments to deliver IP Telephony and improved functionality. We want you to make informed decisions about your communications and will guide you through your options

ensuring the solution suits all your requirements.

G3 is dedicated to providing the best customer services by ensuring your business requirements and objectives are fully understood. We will work with you to deliver a service level that suites your business needs.

All solutions designed by G3 will evolve with your business and are flexible to support your business as needs change

By understanding all your business drivers we will ensure that the infrastructure we design and deliver realises immediate business benefits.



**g3** telecommunications

## What We Do

### Our Focus

G3 has a reputation for designing and delivering innovative voice and data communications solutions that make the most of your existing infrastructure and best suit your business requirements. G3 houses the skills to design and deliver complete communications infrastructures, whether for LANs/WANs, IP Telephony upgrades, complete rollouts or migrations.

We aim to know and understand our customer's requirements; we design communications infrastructures that complement a business' existing investments. If customers want to migrate to and take advantage of the benefits of IP Telephony, we will design a solution that enables IP Telephony whilst retaining up to 90% of their existing infrastructure.

G3 works with businesses looking at moving or consolidating sites,

upgrading LAN and telephony systems, adding mobile worker functionality, implementing voice over IP, implementing a contact centre or support/maintenance on existing communications systems.

All G3 solution designs are specific to the customer's business requirements and deliver immediate benefits and a measurable return on investment.

### Award Winning Designs

G3 consistently wins industry awards for its innovative communications infrastructure designs. We develop the most cost effective solution that makes the most of existing investments and delivers the business objectives. All G3 solutions are designed with technology advances in mind; your communications infrastructure can be built on as the business grows and as technology advances.



## Leveraging your success through our expertise

G3 designs, implements and maintains converged voice and data networks. G3 uses best of breed technology solutions to develop customers businesses. A leader in the market, G3 delivers reliable and proven IP communication solutions that will enable companies to lower risk, reduce costs and grow revenue.

Focused only on medium to large enterprises, G3 really understands the business needs of the customer. As one of the only companies to fully understand and design truly converged solutions, G3 has reference sites with many global household names.

### Converged Voice and Data Networks - When to Migrate to IP

A converged network delivers both voice and data traffic over one IP network. Convergence delivers genuine cost savings and productivity improvements to all enterprises no matter how basic or demanding the requirements.

Data networks utilise internet protocol (IP), voice however, has traditionally been proprietary making it inflexible to work with.

VoIP or IP Telephony is now proven technology and has revolutionised the capabilities of voice making

businesses far more flexible and adaptable to change e.g. the new flexible working legislation.

With IP Telephony, staff are contactable by a desktop telephone, a wireless IP phone (similar to a mobile phone), softphone, (loaded on a laptop or desktop computer) or mobile phone using extension to cellular software, wherever they are.

With this setup, users can literally pick up their things and move to another location in the office, or

even to another site office, without having to forward calls to a new telephone.

The added flexibility and quicker response times translates as greater customer satisfaction and increased productivity throughout your organisation.

**G3 only targets medium to large customers, our core business is IP Telephony; in order to implement an IP Telephony infrastructure you need to be good at implementing everything around it!**





## Account Management

Every G3 customer has a dedicated Account Manager supported by an Account Director; they will update you on new product announcements and developments, any offers we have and are there as a central point of contact when you have any queries.

We hold regular knowledge transfer workshops for you and/or your colleagues to learn more about IP Telephony and its benefits, plus the Account Managers will happily come and speak with you with any cost saving initiatives you have been tasked.

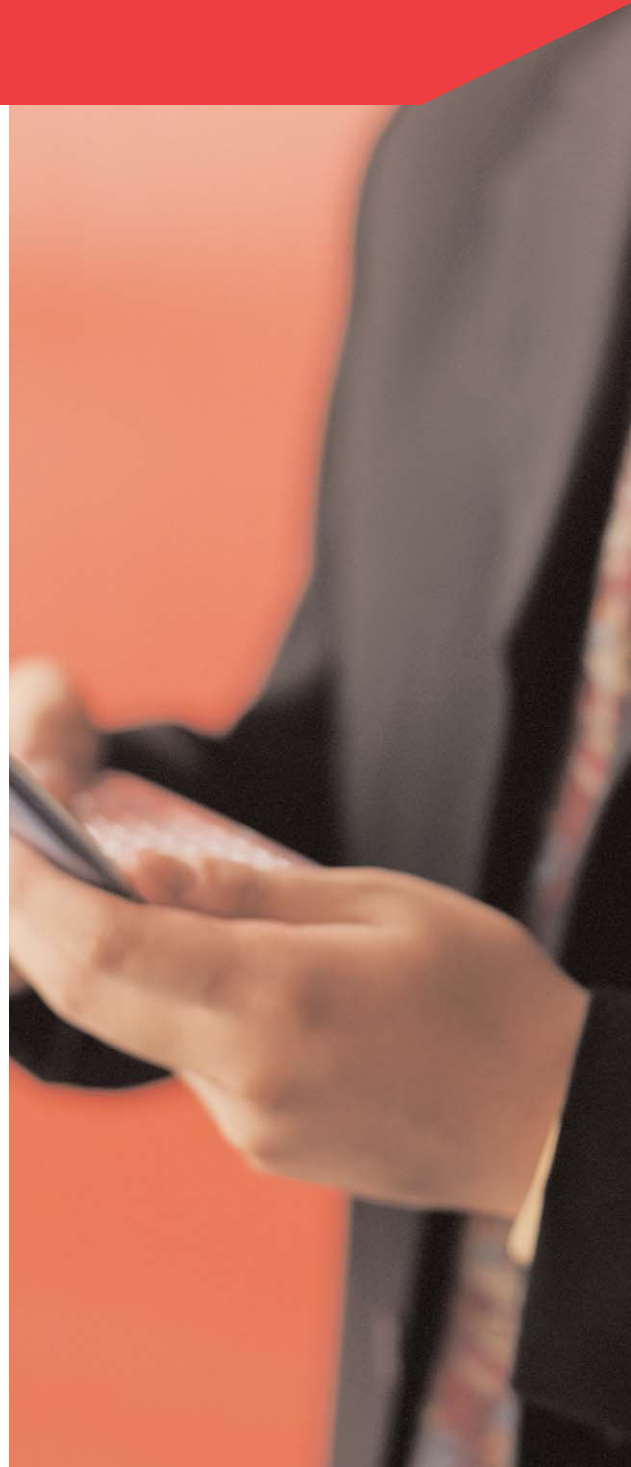
G3's Account Management staff are fully product trained, they take an interest and understand the way your business operates to ensure that the solution we design will

benefit your business and provide a visible return on your investment.

Our key differentiator is our staff

- We employ only people with "intellect and attitude" as we have found that neither of these assets can be taught. We employ the best and offer the best, and this is our single biggest asset.
- G3 provides the best and most proactive service. We are here to add value to your business. We want to understand your goals and through our expertise help you achieve them.

We are completely focused on and value the relationships with our customers, we pride ourselves on our customer service levels, customers satisfaction ratings and proactive approach. It is this focus that has lead us to have a 100% customer retention rate.



## Leveraging your success through our expertise

“We wanted a company that would lead us in technology, not just help when things went wrong, we wanted a company that would be proactive in the relationship and save us money. We needed someone to understand what we wanted to achieve, not just take the money and run. It was clear from the start that G3 was the company we were looking for.”

### **G3 Helpdesk**

The G3 helpdesk provides a unique service which will give you peace of mind over your communications technology. By using our helpdesk services, which include Single Point of Contact, Remote Diagnostics, Health Checks and Moves and Changes, we can help you maximise your investment.

The G3 Helpdesk is available as standard to all G3 customers. Manned by experience engineers, the helpdesk will, in 85% of cases, either talk you through the issue or dial in remotely to carry out your requests. In the event that the problem cannot be resolved remotely, G3 will arrange for a field engineer to resolve the issue onsite.

The Helpdesk is available for faults as well as user guidance, information on systems features and programming assistance. The

team is able to carry out remote diagnostics - and in the majority of situations diagnose and rectify a fault or situation remotely. This is a vital element of our specialist post sales service as we are able to evaluate a situation and provide detailed reports to both customers and field engineers.

### **Maintenance**

G3's after sales services are second to none, ask any one of our customers.

We have several maintenance options for you to choose, our ratio of engineers to customer is one of the best in the industry ensuring a quick turn around time from highly skilled engineers.

If you require an engineer onsite for any adds/moves/changes or just need to order extra hardware for additional users, your internal Account Manager will arrange everything for you.

### **Additional G3 Services**

**Cabling** - G3 carry out structured cabling for new offices and additional cabling works - we offer a full range including CAT5/6, Copper cabling, Optical fibre links, electrical cabling and containment and offer a full 25 year warranty.

**Network Readiness Testing** - G3's VoIP Assessment service helps you determine whether your network is ready to handle Voice over IP in its present configuration. The G3's VoIP Readiness Assessment Report provides:

1. An inventory of devices and links on your network.
2. The utilisation of these devices and links.
3. WAN link capacity based on the bandwidth required for VoIP calls.
4. An evaluation of the quality of simulated VoIP calls.



**g3** telecommunications

**Business Communication Review Meetings** are available for those who want to learn more about data networks, IP Telephony and its benefits. Your Account Manager will happily arrange this for you.

#### **Administrator and user training**

If we have deployed a new system, you have new users or if you just want a refresher, we have a number of training courses available to help.

We want you to make the most of your phone system.

Training can either be for groups or the individual, typical examples of the courses we offer are:

**System Administration Training**

**Attendant Console or Softconsole Training**

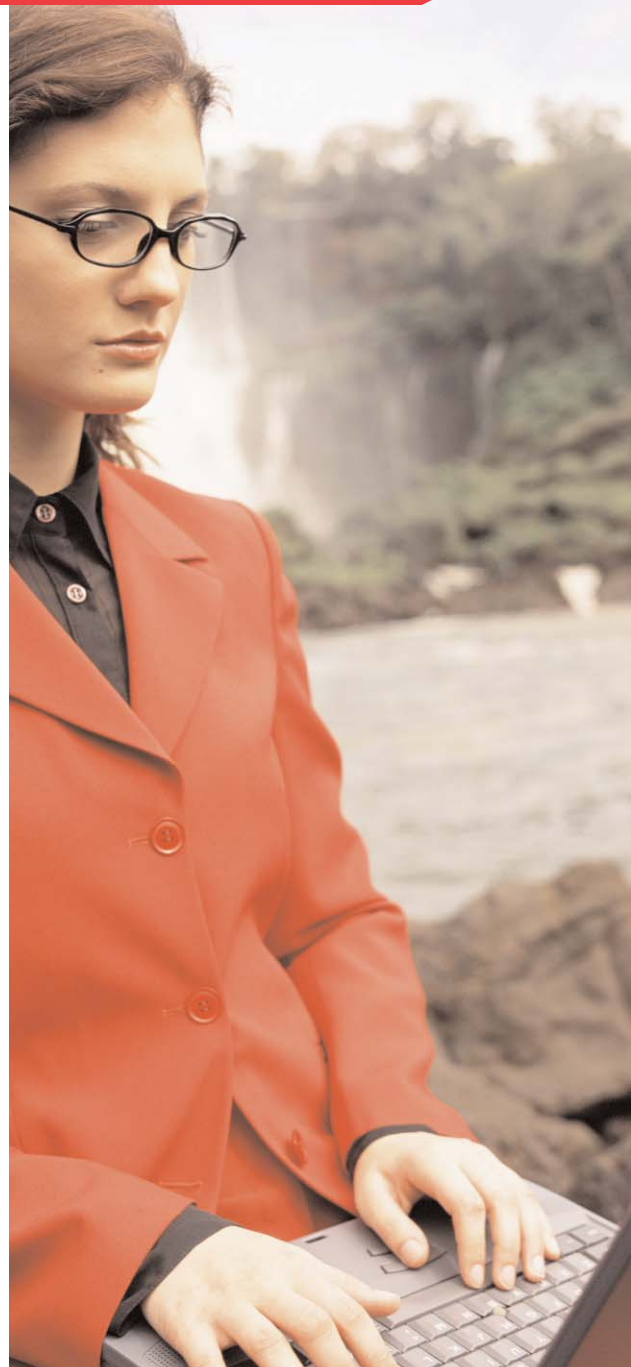
**Digital & IP Extension User Training**

**Voicemail User Training**

If you wish to have a bespoke course for you and your colleagues, this can also be arranged with your Account Manager.

#### **G3 Network Services**

G3's network services will look after your Internet Access, MPLS, LES Circuits, IP Networks and all lines. Our network services enable you to monitor call costs and maximise productivity and business efficiency. The dedicated Network Services team will ensure you receive the lowest call rate, are making the most of your incoming lines, look after your data circuits and provide easy to access online billing.



## Leveraging your success through our expertise

### About G3

G3 designs, delivers and maintains converged voice and data networks. G3 uses best of breed technology solutions to develop customers businesses. A leader in the market, G3 delivers reliable and proven IP communication solutions that will enable companies to lower risk, reduce costs and grow revenue.

Focused on both large and small enterprises, G3 really understands the business needs of the customer. As one of the only companies to fully understand and deliver truly converged solutions, G3 has reference sites with many global household names, some of which have been customers of G3 for 16 years!