



Complete voice and data solutions for business

Voice Services
Data Service
Maintenance Support
Equipment Solutions

fenix

Complete voice and data solutions for business

Fenix Solutions offer a range of services targeted specifically at small and medium-sized enterprises. All of our systems will improve the way your business communicates whilst providing scalable solutions to grow with your business.

Our complete service offers voice services, data services, telephone maintenance support, call services, equipment sales and installations.

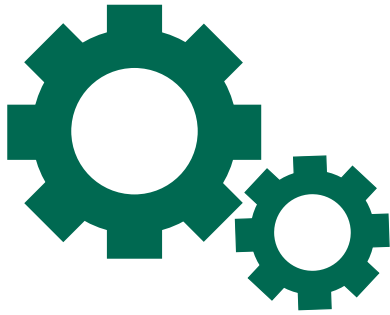
Fenix Solutions utilizes the strength of whichever of our partners is most suited to meet your business needs. Our partners include:

Aastra
Avaya
Mitel
Nortel
Panasonic
Siemens



fenix

Data Maintenance



Data Maintenance

IT infrastructure

Fenix provides an IT infrastructure service to supply, install and configure your network needs. We offer maintenance on routers and switches for the leading providers. Fenix performance options include 24/7, 4 hour rapid response, remote programming, on-site and one point of contact.

Voice over IP (VoIP)

Readiness tests Fenix provide the facility to check your current LAN / WAN's capability. The service gives you the knowledge of your capacity to deploy VoIP and highlights issues prior to installation.

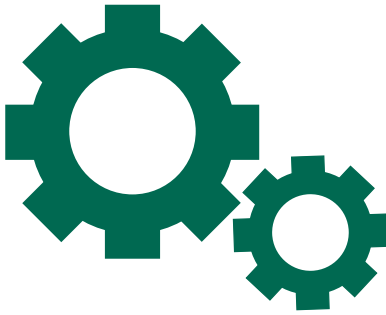
Reliability testing

Our testing ensures a reliable service delivery. We test your network over a prolonged period to check its durability under pressure, i.e. to find areas with low bandwidth.

“ extremely
proactive in
offering us
the best ”

Chris Doran
Interfusion

Maintenance Support



Maintenance Support

Extensive product knowledge

Fenix has expertise across all leading communication products. If you have one or more telephone systems, make an inspired choice with Fenix.

Maintenance cover

Maintenance support from Fenix is tailored to suit your business requirements, for increased flexibility, peace of mind, security and lower costs.

Flexible cover

24 hour maintenance cover that comes in a 'pay as you go' format. One fixed fee for any fault regardless of call out time.

24 hour cover

Pre-paid 24 hour cover – 365 days a year cover. One fixed fee every year that gives you peace of mind and a structured budget for your system faults.

Engineers

Fenix UK engineer presence allows you to see the same engineers who you get to know and trust. We provide a guaranteed 7 day service on any move, adds and change work.

Maintenance back-up support

Our engineers are committed to return your calls within 30 minutes. Fault management is tailored to meet agreed service level agreements. Additional manufacturer support also gives Fenix the ability to escalate faults back to the manufacturer directly.

Online fault reporting (Webcall)

An easy to use Internet based fault reporting service that provides a useful alternative to fault logging over the telephone. Webcall provides current fault status, history, call statistics and asset register in a most effective way.

Legacy systems

Fenix offer ongoing maintenance support beyond manufacturer cover, which will extend the life of your systems whilst not forcing you to upgrade before you are ready.

Dedicated service desk

Fenix provides a dedicated service desk team working for you. The team will ensure you maintain continuity of fault resolution contact regardless of your telephone system, network provider or location.

Remote programming changes

Daily remote programming changes will be made within 24 hours of your request, which allows time for your staff to concentrate on other business. An easy choice to save you both time and money.

Account management

You will have access to an account management team who will provide you with regular account reviews. Your Fenix team will ensure you are kept up-to-date with new developments and provide you with independent advice.

Project management

Dedicated support for large-scale implementations and migrations through an experienced and fully committed project management team.

Small Business solutions



Voice Services

Telephone line rental

Fenix can take over existing lines and offer you a highly competitive price. You will also benefit from one easy monthly bill for all line rental and call charges.

One company to deal with

With Fenix dealing with your telephone system, lines and calls, you will only ever need to speak with us to order any service or report any fault.

Call Tariffs

We tailor call plans to suit individual client's calling patterns and provide clear and concise reporting in flexible formats, (including e-mail billing).

New Technologies

Fenix will help you understand and implement new technologies such as Voice over IP and IP telephony, (explaining how they can benefit your business and reduce costs).

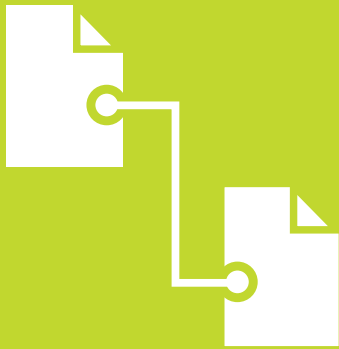
Non-Geographical numbers

NGNs allow you to improve the efficiency of incoming call handling and create the image of a larger nationwide company. An NGN can also provide you revenue from incoming calls and minimise the disruption of moving site or line failure. Can you afford not to act now.

Protection against fraud

Telephone fraud can financially cripple a small business. We monitor all our client's calling patterns to help identify abuse or hacking in order to limit the impact on your business. Protection can be further enhanced with our daily reporting options and on-site software.

Small Business solutions



Data Services

Fenix broadband

Broadband is up to 40 x faster than a dial-up connection and gives you a fixed monthly charge for your Internet access which is added to your one easy bill. Fenix broadband is truly business class and is therefore also ideal for creating virtual private networks between offices or home workers. Inspired?

Leased lines

Where applications require greater resilience, a leased line to the Internet or between sites may be more appropriate.

IP Virtual private network

With an IP VPN you can link sites and home workers together for both voice and data allowing all your staff to work together more efficiently.

Voice Over IP (VoIP)

Need help with how VoIP could benefit your business? Fenix's IP based telephony solutions include Hosted PBX solutions which deliver the features of a phone system via a broadband connection and use broadband to help reduce your telephone call charges.

Wireless LAN pre-installation

Fenix offers a site survey providing detailed recommendations to ensure you choose the right products, configurations and power / cabling services.

Wireless LAN installation

Installation results in continuity of knowledge from pre-installation documentation to provide minimum hassle for the client.

“ Fenix’s quality service has established a strong and trusted partnership ”

Geraldine McAleese
Skyline Ni

Large Business solutions



Voice Services

Telephone line rental

Fenix can take over existing lines and offer you a highly competitive price. You will also benefit from one easy monthly bill for all line rental and call charges.

Outbound call traffic

We tailor call plans to suit individual client's calling patterns and provide clear and concise reporting in flexible formats, including online and e-mail billing. We only use tier 1 carriers for our business telephony services to offer premium quality at competitive prices and we build in redundancy to help ensure continuity of service.

Direct network connection

For larger sites a direct voice circuit from a provider other than BT may significantly reduce line rental and call charges whilst adding carrier resilience.

Non-Geographical numbers

NGNs allow you to improve the efficiency of incoming call handling and ensure that calls are directed to the most appropriate part of your business. The ability to quickly change the delivery number also makes an NGN perfect for disaster recovery applications and the call statistics available will allow marketing departments to accurately monitor the success of campaigns.

Daily call reports

We monitor all our client's calling patterns to help identify abuse or hacking in order to limit the impact on your business. We also offer clients the option of receiving daily call summary reports which enable you to monitor your own telephone call spend and identify unusual activity.

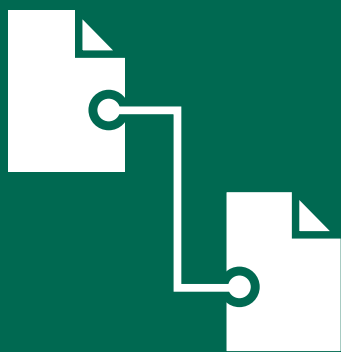
Call logging software

On-site software allows closer cost control, analysis and departmental allocation with the ability to synchronise with Fenix's billing platform so that call rates always match those on your own individual call plan.

New technologies

Fenix will help you understand and implement new technologies such as Voice over IP and IP telephony.

Large Business solutions



Data Services

Fenix Broadband

Fenix broadband is truly business class with guaranteed minimum throughput, unlimited access and 8 static IP addresses at no extra charge. Ideal for creating virtual private networks between offices or home workers for both voice and data.

Leased lines

Where applications require guaranteed bandwidth with strict service level agreements, a leased line to the Internet or between sites may be more appropriate.

IP Virtual Private Network

With an IP VPN you can link sites and home workers together for both voice and data allowing all your staff to work together more efficiently, (providing the option of centralised control over Internet access). Using DSL as an access method makes adding new staff to your VPN a quick and simple task.

IP Telephony solutions

Need help with how VoIP could benefit your business? Fenix's IP based telephony solutions include Hosted PBX solutions and IP Centrex which deliver the features of a phone system via a broadband connection and use broadband to help reduce telephone call charges. Inspired?

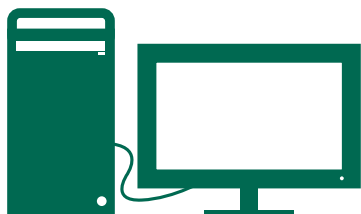
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Wireless LAN installation

Installation results in continuity of knowledge from pre-installation documentation to provide minimum hassle for the client.

Equipment solutions



Voice Equipment

Telephone systems

Fenix are accredited to consult, supply and install all leading telephone systems. We offer both traditional telephone systems and also a full range of Voice over IP telephony solutions.

Handsets and headsets

Fenix offers an inspired choice of both telephone handsets and headsets at highly competitive prices.

Cordless digital phones (DECT)

A choice of DECT phones are available to provide greater workforce mobility and improved communications.

Project management

The Fenix team will provide dedicated planning support for all installations and upgrades.

Installation

Our engineers are trained and experienced to install and maintain a wide variety of telecommunication equipment for our clients.

Voice mail

Whether you are a small or large company Fenix provides voicemail solutions suited to your telephone needs.

One inbox (unified messaging)

Our unified messaging options allow a user to send or receive any form or format of message via one inbox (i.e. e-mail, fax, voicemail and texts).

Battery backup (UPS)

Plan for the unexpected. Fenix offers uninterrupted back up power supplies to meet your requirements.

“Great equipment choice backed up with first class engineers”

Alan Singleton
Sercio



**complete
voice and data
solutions
why not get
in contact?**

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Voice Services
Data Services
Maintenance Support
Equipment Solutions

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