



*making the right connection...*

**digitel**  
Business Communications

## providing future safe solutions



**With over 25,000 of our business phones at work, we recognise two clear facts, first your business is different from anyone else's and second, a phone call is always an opportunity.**

Your phone rings. No matter what your business, it means the same thing, an opportunity, somebody wants to buy your product, your service or your expertise; or it's a chance for you to reinforce a relationship with a customer or client. How you handle that call is going to be different from the business across the street, or the one across the country. Your business is unique.

That phone call also represents an opportunity to promote your unique qualities... to gain an advantage over your competition... **to do business.**

That's why you need a communications solution that reflects the precise way you work. Of course, an outgoing call is also an opportunity, so your telephone solution must manage these calls too, without limiting your business flow. The ideal communications solution is one that gives you that competitive edge. It's the one that adapts to your changing needs, grows with you and helps you grow.

Digitel understands just how special your needs are, that's why we are one of the fastest growing business communications companies in the UK. This success is due in large part to our commitment to provide our customers with solutions that reduce communications costs, increase operating efficiency and enhance customer service. In many cases our unique consultative approach has reduced our customer's communications costs by over 50%. That's why a Digitel communications solution means greater operating profit for our customers.

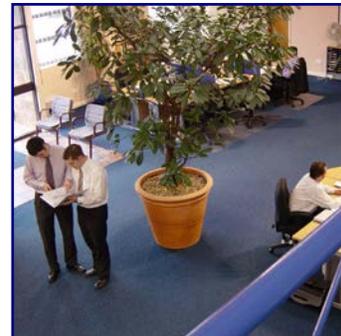
The endless range of options, coupled with the complexity of today's communications products and services, means the communications supplier you select must be capable of providing a seamless end to end solution that includes the integration of Telephone Systems, Fixed Line Network Services, Mobile Services, Voice Over IP (VoIP) applications and LAN/WAN Solutions. That's where Digitel comes in. We have the expertise to guide you through the maze of options.

**The best test of a service provider is how they respond when you have a problem with your system.**

At Digitel, we know that your telephone system is probably the front door to your business, as it is ours, that's why we can provide on site emergency service within four hours of the fault being received by our customer service center. Each Digitel engineer is factory trained and carries a complete stock of parts to ensure fast responsive service. Digitel's Total Customer Care program also provides for disaster recovery in the event of the total loss of your system through fire or flood etc. We can have you back in business with the supply of an emergency turnkey system on site within 24 hours.

One Digitel customer said, "After experiencing a fire at our business in North Wales, Digitel were the only contractor that got us back in business on time as promised".

The high standard of customer service we provide is just one reason why we are a recognized leader and quality provider of communications systems and services. This is why we have global corporations as partners, such as Avaya, BT, LG Electronics, Panasonic, Microsoft, Samsung, Vodaphone and 02, that's why we believe you won't find a better combination of technical excellence and customer support.





**Regardless of how your telephone system is designed and installed, it's only as good as the supplier you select, and the level of ongoing support you receive.**

At Digitel, we provide a comprehensive customer support package which is designed to maintain your system at its optimum level of performance by providing ongoing consultation, training and technical support throughout the life of the system. So as your needs change and your business evolves Digitel will be there to provide support. It's like having your own communications department. So if you need new staff trained, equipment relocated around the office or across the country, whether you need to reconfigure your total system, or just add an extension, Digitel customer service operations will be there to help. Just call our 24-hour help line. Rapid advancements in technology are providing integrated solutions, like the Integrated Services Digital Network (ISDN), Computer Telephony Integration (CTI), Converged voice & data Transmission and Voice Over IP Networking (VOIP), opening up a whole new world of communications solutions by providing packetised voice processing over broadband and private digital circuits, delivering low cost inter-branch networking, home worker applications and mobile soft phone solutions.

Digitel Account Managers and Applications Engineers can provide expert advice on the various options to meet your present and future needs. You can even see all the options for yourself; just ask to visit our Technology Suite at our 8,000 sq ft head office. As with the systems we design and install, the service and maintenance support provided by Digitel is designed to meet the varying needs of our customers, from small businesses to large corporations. The size and complexity of our customers needs change, so we provide a wide range of service options; each guarantees outstanding quality of service and Total Customer Care, that's why so many businesses select Digitel to be their service provider.

**At Digitel we provide communications solutions that are not just right for the times but right for the times ahead.**

global partners world class products

Samsung



AVAYA

Panasonic  
ideas for life



PLANTRONICS

PLANET  
Networks & Communication

MultiTech  
Systems

Microsoft  
Partner

NETGEAR®  
Everybody's connecting™



uniteL  
Network Services

NOKIA



**digitel**

Business Communications

NORTEL

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# what our customers say

**The following are some comments from a few of our valued customers.**

"One of the best aspects of dealing with Digitel is the advice we received. It saved my company over £2,000 pounds a year after the installation of our new LG Nexer voice and data network. With the Digitel solution we now deal with one company, and receive one bill for all our voice and data communications needs. It used to be four companies with four different bills."

**Morris Dickie, Managing Director  
Voss Training Ltd**

"Before we were incurring a lot of unnecessary costs; overall the new system has been a resounding success and created substantial savings, but we are still not using its full horsepower."

**Ken O'Donoghue, Information Services Director,  
Liverpool Institute for Performing Arts**

"We needed to provide modem points as well as phones in our 19 guest rooms so visitors can plug in a laptop. The system also makes calls from bedrooms both cheaper to the customer and cheaper to us,"

**Alan and Carole Thompson, Owners,  
Bron Eifion Hotel**

"We are also delighted that Digitel have enabled PH Jones to cut costs on line billing and calls. We recognise though, that the main benefit of the system is that it allows better man management, and that adds up, ultimately, to a better service for our customers."

**Simon Shillabeer, IT Manager  
PH Jones Ltd**

"We depend completely on the telephone here and we'd be lost without an efficient system. That's why we have relied on Digitel for the past eight years to keep it up to date and take care of our changing needs. Being so remote, it's very reassuring to know that if there ever is a problem, Digitel will respond quickly and solve it for us."

**David Birch, Financial Controller  
Lake Vyrnwy Hotel**

"As well as creating considerable savings by cutting the number of lines we needed to rent, a further spin-off benefit of the system installed by Digitel was the ISDN which provided us with the ability to use a single line for all the various items of plant monitoring equipment - again saving money compared with the seven or eight previously required for each greenhouse."

**Rob Porter, Managing Director  
Porters Horticultural**

"We particularly liked the idea of being able to have calls transferred between the depots or diverted to salesmen's mobiles - as well as the facility for voicemail. Not only can it be retrieved in-office, but also from any phone in the U.K. This is helping with missed calls and improving customer service. We also appreciate the savings we're making on maintenance costs, while overall call charges are now much lower compared with our previous supplier. A single supplier and single internal billing platform has simplified the accounting side."

**Nigel Parry, Financial Controller  
Malpas Tractors**

