



# Business Telecoms System Support & Maintenance

## Reliable, cost-effective Telecoms Support

Business communications are integral to your business and without the appropriate support and periodic maintenance problems can ensue, especially in the advancing world of unified communications. Given the heightened expectations on our communications infrastructure and our demand to have them service greater functions and capabilities, it is essential you get the right support to ensure uptime and efficiency.

*Support  
across all  
comms  
devices*



Here at incovo we have spent a lot of time and effort developing a comprehensive support infrastructure that ensures complete reliability. Our support service is underpinned by the following fundamentals:

Engineer manned helpdesk

Remote access support

Bespoke training

Account Management

Monthly back-ups

Preventative maintenance

Software upgrades

Fully trained and accredited  
Avaya engineers

## About incovo

Incovo is a value added reseller of category leading unified communications, infrastructure, integrated network solutions and document management solutions to small and mid-sized organisations throughout the UK. Our focus is creating dependable, cost effective business communications solutions for businesses that ensure a variety of methods of collaboration to meet the ever changing market conditions.

At incovo, we provide fast and effective support to all of our customers through our multichannel support network – allowing our customers to feel the benefits of compelling solutions that will enable their businesses to grow, tailored to their needs.

[www.incovo.com](http://www.incovo.com)



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## Why choose incovo

### incovo are quicker

We appreciate that without a fully operational communications system your business can be compromised. That's why we maintain a strong focus on rapid response to your issues.

Call outs fixed  
within response time

99%

Response rate  
within SLA

99%

Average  
response time

15 mins

Queries actioned  
within 30 mins

97%

### We deliver value

Offering a competitive and comprehensive system maintenance package focused on delivering improved efficiency and cost reductions is the foundation of incovo's service. This is delivered through:



### Tailored to your requirements

Catering for a variety of clients of different sizes, we understand that your requirements will vary. Our flexible approach allows us to tailor our services to needs, including Billing Frequency Options, Contact Response Methods or Be spoke Training.



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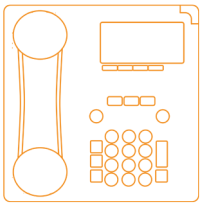


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## Why choose incovo

### Excellent training/support

We understand that a system's value is underpinned by the ability to maximise efficiency from it and that's why we take a proactive approach to educating our clients on their systems – to ensure a full return on your investment. We offer a series of materials to help troubleshoot and learn standard functions with your system through the use of:



- Tutorial Videos
- Helpful Blog Series
- Takeaway Guides
- Onsite Training



### One point of contact for expertise

As an experienced solutions provider we always try to look at the bigger picture and our experience often allows for us to explore opportunities to maximise efficiency or spot potential issues further down the line during the planning stage.

With complementary services we can help with expansions or migrations to minimise expenditure. Additional services on offer:

- Project Management
- Consultancy
- Additional Training

### Want to know more?

contact incovo today to discuss your requirements

0845 450 8400

[info@incovo.com](mailto:info@incovo.com)

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