



# BUSINESS TELECOM SOLUTIONS

Communications Solutions delivered throughout Scotland

## Consultancy & Design



Working with our clients to understand, identify, and produce a scope of works and provide an agreed solution for their specific requirements. Our accredited engineers work with clients to provide a detailed report on the work to be carried out.

## Installation



As technology continues to evolve at a rapid rate, using accredited professionals becomes a justified expense for complex installs. Using incovo's technical professionals who meticulously plan and deliver installs across all scales and technologies guarantees optimum efficiency and minimal downtime, with negligible cost to the end-user.

## Configuration



our accredited engineers are able to build, test, configure and despatch a wide range of hardware including phone systems, associated software and hardware, switches, routers and firewalls.

## Integration



Ensuring that new installations perform seamlessly with your existing systems is integral to supporting the overall end-user experience and maintaining strong customer relationships. Due to the volume and diversity of installs completed by our technical teams, customers can rest assure that all incovo's Engineers are fully proficient at incorporating new systems with an established infrastructure and troubleshooting on-site if required.

## Maintenance



For those customers that need more protection from limiting downtime, incovo provide Service Level Agreement's tailored to cover a variety of time-frames with UK-wide technical on-site or remote support through a 24/7/365 Technical Service Centre.

## Technical Support



incovo maintain a support desk manned by enigeers at all times to help trouble-shoot any faults with your communications infrastructure.