

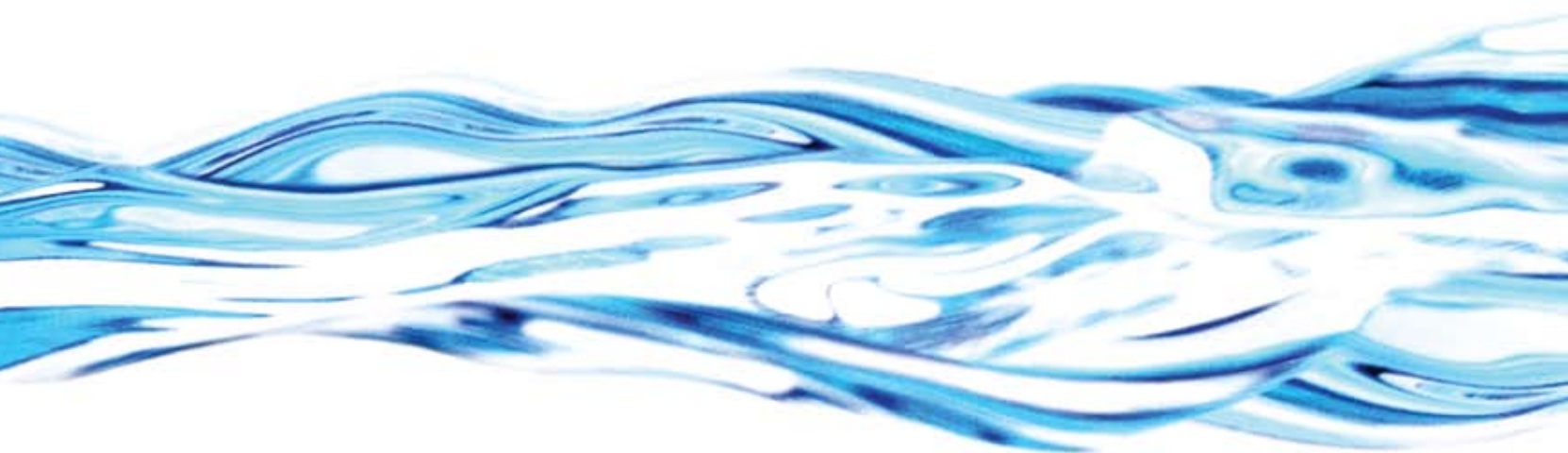


switchcommunications



fluid communications solutions
for today's businesses

communications solutions that make sense



Switch Communications provides a complete range of seamless, tailored and centrally managed voice and data systems. We combine the very latest fixed and mobile technology components to create end-to-end solutions that establish more effective internal and external communications for your business.

We take customer satisfaction seriously. We listen carefully and thoughtfully to our customers' briefs and design solutions that meet their current and future communications needs. Once our solution is in place, we can provide round-the-clock network monitoring and management capabilities, and have a dedicated team of UK-based telephone and on-site technical support on hand to offer assistance.

Switch Communications is established as a market leader. We have achieved our position today through constant growth, a series of strategic acquisitions and partnerships with some of the leading communications companies. For example, we have a rich heritage as an Alcatel-Lucent partner, confirmed by our receipt of the prestigious "Alcatel-Lucent Reseller of the Year" award – and we also partner with BT and Cisco. In addition, we have been awarded the Catalyst Framework Agreement by the Office of Government Commerce (OGC) to sell and install Voice over IP and Wide Area Networks to public sector organisations.

Our partners:



BT wholesale



 **Catalist** Choose with confidence
use with ease



To complement our voice and data solutions, we can also provide our own family of secure and trusted Wide Area Networks – the first to deliver Quality of Service standards for voice, data and video conferencing in a broadband environment. This enables us to deploy safe and secure multi-site communications solutions and, if appropriate, seamlessly manage all connections on your behalf. We can also deliver competitive call packages and wholesale line rental solutions.

As a result, Switch Communications has installed solutions for thousands of UK businesses, and has a wealth of testimonies from them that highlight the company's innovative, cost-effective and common-sense approach. So whether you're looking for a new communications infrastructure, contact centre environment, multi-site connectivity or just a more flexible, innovative way of communicating with employees and customers, we have a business communications solution to meet your needs.

- **Voice & Data**
- **Converged Communications**
- **Contact Centres**
- **Mobility**
- **Wi-Fi**
- **Homeworking**
- **Virtual Private Networks**
- **Network Services**
- **Wholesale Line Rental**
- **Cost-effective Call Package Solutions**
- **Expert Service**
- **Clear & Open Advice**

meeting our customers' needs a testimony to our service

Southbank Centre



Working on a high-profile, high-budget installation set a number of challenges for Switch Communications, but the company exceeded expectations to deliver flexibility, commitment and professionalism. This provided a range of benefits to the Southbank Centre, each of which have improved the day-to-day efficiency and responsiveness of its employees.

"Now that the refurbishment project is concluded we have one of the best performing arts venues in the world. I am sure that the telecommunications side of the refurbishment – in particular the Voice over IP and contact centre implementations – will help us to communicate effectively with each other and the general public for a long time to come."

Sue Murray, IT project manager at the Southbank Centre

JVC (UK) Ltd



"Switch Communications has consistently punched above its weight and been able to deliver all the diverse components that form the basis of today's most successful comms networks directly to us, while maintaining a single point of contact that ensured the project was completed on time and to budget – succeeding where many larger rivals would have floundered. As a result, I have no problem at all in recommending the company for large-scale projects such as this."

Tim Andrews, IS Manager for JVC UK

The Perfume Shop



Switch Communications provided The Perfume Shop with a fully converged IP-based voice and data network that has transformed the way in which the company operates. The fast data transfer capabilities have streamlined the company's stock picking operations and enabled it to process credit and debit card transactions at more than four times the speed of the old PSTN infrastructure.

"In addition, Switch Communications' Wide Area Network has provided us with high quality digital voice communications – saving us in the region of 25% per month on line rental alone – while also delivering a host of features that simply weren't available in an analogue environment. I therefore have no hesitation in recommending Switch Communications to any business looking for a highly professional and dedicated team to solve their voice and data challenges."

Alistair Cossins, Systems Manager at The Perfume Shop

Ipswich Council

Switch Communications installed an Alcatel-Lucent Voice over IP solution comprising of approximately 600 VoIP handsets at the council.

"We chose Switch Communications, an OGC Catalyst Partner, as they were able to meet the strict public sector IT selection criteria and demonstrate excellent value for money at each stage of the project. I was particularly impressed by the fact that they provide a single point of contact for all our comms needs, which really helps to make my job a lot simpler. We also have an excellent account manager, who is always on hand to provide professional and proactive advice, which ensures we're always making the most of our investment. For example, we've been able to increase the amount of hot-desking in the offices, which makes for a more flexible and productive working environment."

"We are extremely happy to be a Switch Communications customer and are delighted with our decision. They are professional, courteous and deliver exactly what they promise – plus they're a great bunch of people to work with."

Andy Mills Telecoms Manager, Ipswich Council



Knight Frank

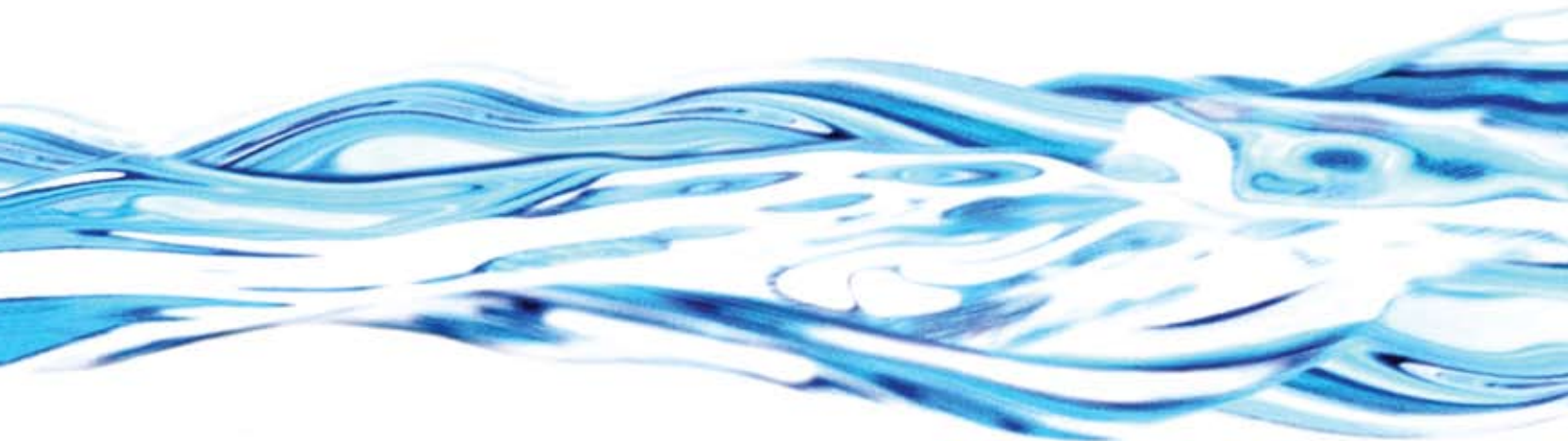
Knight Frank is a worldwide property specialist with a UK estate that extends to 70 offices and a prestigious head office in Baker Street housing upwards of 800 employees. In order to keep pace with the fast moving executive property market and to provide a high standard of service, it is essential for all the company's consultants to have access to its bespoke real-time applications. These allow them to retrieve information quickly on residential markets, valuations and real estate management while talking to their clients.

"Switch Communications has helped us continue to meet our core business aim of providing outstanding real estate and business support services, as well as up-to-date national, regional and local intelligence on commercial and residential property markets. The company has also ensured that our experienced and dedicated team of professionals are not let down in front of their clients because of slow functioning network connections – allowing them to provide a high quality customer experience and continuing Knight Frank's reputation as worldwide property professionals."

Owen Williams, Group Head of IT, Knight Frank



Photo courtesy of Make Architects



switch communications

Switch Communications Ltd
No1 Croydon
CR0 0XT

HQ: 020 8604 0000
Fax: 020 8604 0001
Service: 0845 034 7777

Riverside House
31 Cathedral Road
Cardiff
CF11 9HB

Tel: 02920 229 755
Fax: 02920 821 065

www.switchcomms.co.uk
www.switchip.net