



Kelly Maynard of Micro-P

Samsung excellence

Micro-P has boosted its Samsung PBX and communications team by recruiting Technical Support Manager John Bird and Samsung Business Manager Kelly Maynard. Both join Micro-P from within the industry and bring with them a combined telecoms career of more than 28 years.

The Samsung specialists will be tasked with developing and delivering Micro-P's Samsung Centre of Excellence. The Centre of Excellence offers Micro-P customers exclusive access to the best in product training, technical support and sales support the industry has to offer. In addition John will be migrating this 'Centre of Excellence' ethos across to other brands within the Communications Division portfolio.

"They provide the cornerstones of our Samsung team and we are very pleased to welcome them on board," said Gerry O'Keeffe, Managing Director, Micro-P

Kelly Maynard said "The opportunities that Micro-P can offer the distribution channel are second to none. We now have full access to the entire Samsung portfolio from Audio Visual to PC products and now the OfficeServ range of PBX systems. Our ability to supply a total converged voice and data solution for any end-user is unrivalled in our market place."

Combating fraud

Gamma Telecom is helping PBX resellers combat growing telephony fraud with alerts when customers' calls exceed pre-set limits or there are unexpected premium rate, mobile or international calls. These alerts are available as either push reports or on the Gamma portal, and will ensure that resellers can prevent lost revenues for themselves and also their customers.

"With the recession there has been an inevitable rise in telephony fraud, where hackers attempt to use PBXs to make a large number of calls to mobiles or international and premium rate numbers. This means lost revenues for customers, and also for reseller

partners that act as franchisees for PBX suppliers. It is all very well reducing rates of calls for your customers, but fraudulent calls can potentially cost thousands in lost revenues, and our push alerts help combat this," commented Tim Dulle, revenue assurance and fraud manager, Gamma Telecom.



John Massey of Actimax

Why wait for pricing?

Tempest is offering its resellers high-speed data access without the wait. With internet access available from 2Mb to 100Mb, the complete solutions provider for the channel is offering its resellers instant access to a matrix of prices which will enable them to deal with customer requests fast.

Tempest's managing director, Rob Sims said: "Providing instant pricing was difficult in the past as with traditional products it all depended on the bandwidth multiplied by the distance from the network.

"For every request we got, we had to go back to the network and ask for a bespoke price, which can take anything from two days to two weeks. "Being able to now provide a fixed matrix of costs makes it easier for our resellers to provide a quote for their customers, which we are confident will make it easier for them to win sales."

"The push reports are of major benefit to us; we can set limits to the number of calls made and to which numbers, and be alerted by text message or email if these are exceeded so that we can quickly respond to minimise any theft," commented John Massey, managing director at reseller Actimax. "We can even be alerted if calls go over a set length of time. These alerts ensure that we can save our customers money and more importantly show them that we are in control of the service we offer them."

White label engineers

Resellers taking advantage of the current MPLS and Ethernet boom are finding that some sites require on-site installation. Most cannot afford a nationwide team of engineers but want to offer a consistent, affordable and reliable service in their own name. Griffin has provided a solution in the form of white label engineers.

Griffin's Partners simply tick a box and a highly skilled engineer is dispatched to deliver the appropriate router anywhere in the UK for a flat fee. The engineer installs the router, applies any custom configurations and carries out extensive testing.



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