



The Actimax Guide to Choosing a Telecom Consultant

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SELECTION CRITERIA

We would always recommend you select a company that has experience in your relevant industry. This is not essential but it will save a lot of initial learning of terminology and explaining how your industry processes work. The second main criteria is to find a consultancy that has put in similar technical solutions and has either case studies or references to the solution. This may not always be easy as your company may not actually know the solution required.

IMPARTIALITY

- Put the interests of their clients first at all times.
- Act solely in the best interests of their clients.
- Disclose any potential conflicts of interests.
- Not accept assignments which impair objectivity and integrity.

Not accept any form of influential inducement.

QUALITY

- Exercise good management through careful planning, regular progress reviews and effective controls.
- Ensure their involvement in assignments is coherent and structured.
- Advise their client of any reservations they may have of client's expectations.
- Carry out work with due care and diligence and will if their judgement is overruled, indicate likely consequences.
- Ensure that clearly identified quality procedures are followed.

Only sub-contract work with the prior approval of clients and always assume responsibility for the quality of sub-contractors' work.

PROFESSIONALISM

- Only accept assignments which they are qualified to undertake.
- Always ensure they possess the appropriate level of competence.
- Always attempt to agree in writing the objectives, scope of work, responsibilities and charges for any assignment.
- Recognise the confidentiality of client information, before, during
 - and after assignments.
- Recognise and accept the intellectual property rights of others.
- Not misrepresent, or withhold information, on the capabilities of products, systems, or services.

Not take advantage of the lack of knowledge or inexperience of others

REFERENCES

Always insure that your selected company has references that are reasonably up to date i.e. work that has been done in the last 6 months and also long term in that they have a customer that is happy 2 years on from the initial study. Has there been any follow up with regard to the older customers and devise a simple scoring system to rate the criteria that you consider important when taking the reference rather than a subjective view of the project. Also ask for the financial benefits that have been obtained and how much time has been taken in the ongoing management of the solution that the consultant has provided.

ABOUT ACTIMAX

Actimax, established in 1997 has a firm track record of proven results and satisfied customers in the telecommunications market. Our core business is the supply, installation and maintenance of communications systems, and our strength is in the technical background of our team of 38 employees.

With a management team that have worked together for a combined total of over 75 years, we are a hard working company that knows where it is heading. The experience of John Massey Managing Director who's background in the communications industry goes back over 30 years is invaluable in the company being one step ahead of the competition. Actimax invests over 50k per annum on training it's team, including technical engineering courses, management courses, sales and marketing seminars and we also recently offered Learn Direct courses to the whole company, which saw a good up take. The company ethos is to keep our team, happy, motivated and interested, that way they are more likely to stay with us. This has proved to be a benefit with 60% of our team having been with us for over 3 years,

We provide communications hardware from five leading manufacturers along with a whole portfolio of supporting products. We have gained superior accreditation with all of the suppliers we work with, along with awards for Customer Care and Service (2004 and 2005) , Comms Channel Reseller of the Year 2005, Essex Business of the Year 2005 and Business-to-Business winner 2005.

Our target market are companies, either single or multisites with over 20 employees, and with no upper limit. Our market sector is any company looking to improve their process and procedures along with increase in sales, cutting costs and improving service, and we have been especially successful in Government, Financial, Travel and the Motor Trade.

For More Information on Actimax and the services we offer please contact us:

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