



# The Actimax Guide to Choosing a Telecom Consultant



# CONTENTS

**1. Selection Criteria**

**2. Impartiality**

**3. Quality**

**4. Professionalism**

**5. References**

**6. About Actimax**

## 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

We are a National supplier of IT and Telecoms Infrastructure. We aim to help improve our clients business processes by implementing change, which improves service levels and efficiency while reducing cost.

## How we do it

Our strategy for providing solutions for our customers is split into two components. The first of these is infrastructure and we provide Mitel and Alcatel telephony solutions together with Alcatel Data Switches, WiFi Solutions and Cisco routers, to provide a complete infrastructure for our clients.

This infrastructure is then connected to the network by a variety of methods including, ISDN, SIP Trunks and Wide Area Network connections. We also provide as part of our infrastructure offering, Call Recording and Mobile Telephony.

Actimax are able to provide an end-to-end offering for any customer infrastructure requirements.

The second component of our product solution is providing elements of the solution, which we would regard as value added services. These would include Collaboration and Unified Communications, Video Conferencing and Managed Services such as Least Cost Routing, Maintenance, Fraud Detection and various hosted services to provide the customer with value added services to enable them to manage their business on an ongoing business.

## Our History

Actimax have won a large number of awards for technical innovation. In 2009 we were awarded the contract for Salvation Army to deploy a voice infrastructure for their business. This followed successes in 2008 with being awarded the contract to be the supplier for the telephone system for the Wimbledon Championships and five Royal Palaces in 2006, including Hampton Court, Tower of London and Kensington Palace.

We have a large number of high profile customers including The Church of England, The Delfont Mackintosh Theatre chain, The National Union of Teachers and The Restaurant Group.

We are Mitel Premier Resellers and direct Alcatel Voice and Data Partners.

We aim to achieve excellence in the solutions we provide and also in our technical accreditations and customer support. We believe this is paramount in looking after our customers.

We have very high staff retention, with around two thirds of our staff having been with the business for more than 5 of our 12 years.