



The Actimax guide to Charities

A collage of various text elements related to charity, including 'People in need', 'GIVING', 'Charity', 'Building', and 'Volunteer'. The text is in different fonts and colors, creating a layered effect.

People in need
GIVING
Charity
Building
Volunteer

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OUR APPROACH

At Actimax, our approach is to see each charity as an individual organisation that shares similar communication challenges with others in the industry. Our objective is to provide the best possible, advice, consultation and solutions for your specific needs. It's an ethos, which chimes with some of the country's biggest and most respected institutions, including the Salvation Army and the Kings Fund.

Specialist teams

Within Actimax, we have developed a specialised team to focus directly on the Charity Sector. They have been handpicked for their knowledge, experience and sensitivity to the key challenges facing your organisation. This hands-on approach means that you only ever get the very best consultation – and as Actimax is fiercely independent you can rely and trust our advice.

World-class partners

Actimax partners with world-class suppliers, manufacturers and providers to give you an unprecedented choice for your institution. We work across all aspects of telecommunications, from mobile and fixed-line telephony, to systems, billing and IT solutions. Holding top accreditations with the likes of Mitel and Alcatel-Lucent, Actimax are able to work closely with such key businesses to ensure that we deliver only the products that work for your individual requirements.

Client focus

In a rapidly changing societal and technological environment, it's important to have a partner who can work strategically with you. We allocate a dedicated Account Manager to each of our clients, all of whom are expert at improving your existing telecoms infrastructure and offering a road map to help accomplish your specific goals. Whether you need to control costs, improve the contractibility of your staff or provide 24/7 support for those that need it most, Actimax will provide a solution that will meet and exceed your expectations.

Requirements

For Actimax, understanding your organisation's particular focus is paramount. We believe passionately that charities should be treated with sensitivity and respect, as well as with a professionalism that multi-national corporations would expect. Whatever the size of your organisation, Actimax offers unrivalled customer support and a real opportunity to lower your expenditure by converging your telecoms solution to one supplier. We want to help you to help the people, groups and interests you represent, a commitment that we take very seriously indeed.

HOW CAN WE HELP?

Because Actimax works across all areas of telecoms, we are able to offer a series of solutions, which really can boost your organisation's efficiency, improve contactability, and also lower costs. There are endless solutions, but these are just some of the ways that we have helped charities really make a difference to the way they operate.

Contact centre solution

At Actimax, we never lose sight of the fact that charities exist to help their clients. Contact centres are a vital part of making sure you're always available for those that need your assistance and advice, as well as ensuring important information is always available.

Actimax has a very broad contact centre solutions portfolio, with system and applications that are perfect for every kind of organisation. We analyse exactly what your requirements are and then match them to a system from some of the world's best manufacturers. Whether you have ten users or a hundred, you can take advantage of benefits such as:

- View historical events for a particular date, in simulated real time
 - Monitor all contact centre activities for queues and agents in real time
- Capture detailed and accurate reports on queue and agent performance

- Monitor usage and establish call patterns for departments and work groups
- Track, report, and control telecoms costs
- Manage call flow and schedule staff when they are needed
- Dynamically control the availability of individual agents and queues
- Schedule queues to open or close automatically based on business hours

Being there for your clients has never been easier or most cost effective.

Remote and mobile working

With the varied nature of charity work, the ability to be contactable wherever you are is vital. Whether you're on a three-hill challenge, meeting sponsors or travelling to a conference, missing calls, emails and messages can really compromise the smooth running and effectiveness of your organisation. At Actimax we work closely with our clients to design mobile and remote working solutions which answer all of their specific needs.

Mobile telephony is the easiest way to keep your teams and members of staff in contact. Our smartphone solutions- including BlackBerry and I-Phone devices – can make all the difference, especially with Instant Messaging, useful when out on group projects. A recent survey suggested an hour a day was saved by using BlackBerry solutions, meaning your staff can concentrate upon essential fundraising and support functions.

Around telecommunications systems, we have a whole host of products and services, which can help make your agents more mobile. Using IP-based telephony, you can give employees the opportunity to answer their phone at home, log in at a remote office, or check email remotely. Unified Communications applications can forward calls to mobiles instantly, while also offering presence and availability software to let users know where members of staff are and whether they are on the phone. This saves valuable time means clients are better served and teams can work far more effectively.

Cost control and management

Understanding and controlling your costs is critical to the way every business performs – and the charity sector is no different.

Our exclusive billing and asset management tool has been rigorously designed to help you do that. It shows you exactly what you're paying for, where savings can be made and how to use technology to work more efficiently.

As you'd expect, you can download your bills at any time from anywhere – even on a smartphone. This can be managed in any way you like, allowing you to administer your own invoices and change cost centres.

The bespoke reporting capabilities mean that you can generate reports to focus on any aspect of your telecoms spend. And as you can view billing data on all of your lines and connections from just 36 hours after they are made, you can really control your costs – especially as alerts can be set for when call usage limits are breached. Telecom Expense Management, for example, helps to manage telecoms costs, assets, network and usage as efficiently as possible. A large proportion of the UK's mid-market and

corporate customers are looking towards this and we believe that charities should consider the option just as seriously.

Asset management and audit

It's often difficult to get a full impression of everything that you are paying for, you may have lines that have become redundant, usage patterns may have changed and offices expand or contract. What this usually means is that organisations are paying for things that they simply don't use or aren't using effectively enough.

We believe that to get the most from your telecoms, you have to know what you have and what you use it for. This is why we use a telecoms audit to let you know exactly what you have and whether you really do need it. It's a simple, yet wholly effective way of lowering costs – some clients have reported savings of over £50,000 just by following our suggestions. And with our billing platform, you can continue to keep a close eye on the effectiveness of your telecoms.

Environmental issues

Green policies are becoming increasingly important in the charity sector. Actimax has helped many organisations really lower their carbon footprint – while also saving on costs. What it really boils down to is using technology to cut out unnecessary travel.

There are many ways to cut your company's carbon footprint. The new generation of network and video conferencing allows workers to meaningfully interact with each other. Plus they can share files, presentations and web pages as well as opinions. Advances such as these mean that it's no longer necessary for employees to travel cross country for short meetings, saving time, expense and natural resources.

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.