
4net Technologies

Partnership programme



4net's Partnership Programme provides full access to the Avaya portfolio for Avaya Enterprise Voice, Data and Video technology.

Our Partnership Programme is designed to enhance your current capabilities, giving you more freedom to support new services, maintain current technologies and exploit up-selling opportunities.

With the highest levels of Avaya technical accreditations and UK wide coverage we provide flexible, on demand pre-sales and design, implementation and support for Contact Centre and Enterprise communications solutions.

Our Approach

4net understands that your customers are the lifeline of your organisation and we realise that using external organisations could be a cause for concern.

By partnering with 4net you can be sure that we will work with you, seamlessly blending in with your team to give breadth and diversity to your portfolio when you need it most.

Our teams of expert engineers and help desk operatives are well placed to provide your customer and your business with the key skills that are currently over-stretched or unavailable.

Your success is our success.

Our People

4net's employees make the difference; continuous investment with Avaya in the education of our highly experienced technical staff allows us to maintain our high standards of service delivery, aiming for 100% satisfaction in every project we undertake.

In order to maintain our Avaya accreditations, we have to ensure that engineers are trained to the highest levels possible. As winners of Avaya's Service Excellence Partner 2012 customers can be assured that we will provide the very best service delivery.

Our Culture

4net strive to be the best in all that we do. We achieve this through hard work and the continuous dedication of our staff. From our engineers to our help desk operatives, every employee is tasked with providing the highest level of service to everyone both externally and internally. It is the professionalism from start to finish that makes us stand out from the competition and our ability to go that extra mile that will keep you coming back time and again.

Our portfolio covers the Avaya product range with an array of complementary professional services from design through to installation and support.

"I would have no hesitation in recommending 4net's Partnership Programme services to anyone else and intend to introduce them to new projects in the future. In fact I am in the process of doing that now as something has come up that we need additional expertise on!"

Carl Richardson, Managing Partner,
Communications Consultants

What we provide

4net's Partnership Programme provides professional and maintenance services to support the installation, implementation and continued support of all Avaya technologies. Listed below are the services we can offer to you through this programme:

Engineering

- Implementations, Engineering & Project Management
- Application, Configuration & Integration

Consultancy

- Pre-sales Design
- IP Telephony & Contact Centre Consultancy & Design
- Training - End User

Centre Consultancy & Design

- Training - End User
- Contact Centre Applications
 - System Admin

Maintenance Services

- Ongoing Support & Systems Maintenance
- Fully Managed Services
- Remote Helpdesk Support & Services
- Remote Alarm Management and Proactive monitoring

Supported Technologies

Legacy and SMB including

- Avaya Index
- IP Office suite

Enterprise

- Avaya Aura (Communications Manager) portfolio
- Messaging
- Contact centre technology
- Voice recording and Compliance
- WFO and WFO application

Voice Recording

- Avaya Aura Workforce Optimisation

Accreditations

- Avaya Silver partner
- Avaya Co-Delivery Partner
- Avaya Service Expert Partner
- Avaya Professional Design Specialists (APDS)
- Avaya Certified Implementation Specialists (ACIS)
- Avaya Certified Support Specialists (ACSS)
- Avaya Service partner of the year 2012

Experience

Our team has over 200 years combined industry and technical experience, ranging from highly skilled pre-sales consultants to the help desk operatives. This wealth of in-house knowledge and the continuous development of staff ensure that our customers benefit from working with some of the most highly trained and sought after resource in the industry.

“Having met the entire team and subsequently engaged with them on joint projects we are absolutely thrilled with both the response and attention to detail they have provided to our clients and our own personnel alike.” Carl Richardson, Managing Partner, Communications Consultants

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Flexibility

To ensure we meet your needs 4net’s Partnership Programme provides a full range of options to suit differing requirements that can be selected as and when you require them:

- Full range of engagement models
- Pre-sales and design consultancy
- Full or part project delivery
- Incremental and overflow resources
- Ad-hoc and project based engineering and professional services resources
- A range of maintenance, help desk and managed services

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4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Cisco and Shoretel to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.