



RHM Care

RHM knows how much your business results rely on communications. We understand and care about your voice and data services - you can depend on us to deliver them where you need them efficiently and cost effectively while maintaining business continuity.

All of our practical and personalised solutions are designed with one thing in mind - allowing you to make the most of your existing communications framework and of all subsequent investment. Support is an important part of that and we offer exceptional levels of service.

Service desk

The RHM service desk gives you a dedicated service support number and email address. You retain one central point of contact throughout the term of your relationship with us. Any enquiry is handled by a professional team that understands the complexities of your business. Only this level of understanding can give you the consistency and quality of service you demand.

Account management

Account management continues uninterrupted following the delivery of our initial solution. We make sure that you can understand and capitalise on your communications investment. RHM has developed account management teams with a very effective mix of skills - these embrace BT's core products and services as well as those of our key solutions vendors such as Avaya, LG, ZyXEL, Microsoft and Nortel.

Reviews

As your business grows your requirements change. To ensure that your communications environment remains as effective and responsive as possible, RHM schedules regular review meetings. We discuss with you how your existing products and services are working for your business and we make recommendations on what could help you stay ahead of the competition.

Platinum or Gold?

No business can survive a communications blackout for long but we recognise that complexity and priorities vary between organisations. So that you pay only for the level of support you need, we offer both Platinum and Gold levels of care. The Platinum service is usually chosen by large, multi-site organisations with; a wide area network, high call spend, and a telephone system supplied and maintained by RHM. With the option to structure service support hours in accordance with your requirements, including 24/7/365. Gold is usually chosen by growing SMEs with; one or a small number of sites, moderate call spend, and a telephone system maintained by RHM.

Platinum

Chosen by:

- Large, multi site organisations
- Complex communications requirements
- Wide area network
- Multiple phone systems supplied and maintained by RHM
- High call spend

Gold

Chosen by:

- Growing SMEs
- One or a small number of sites
- Telephone system maintained by RHM
- Moderate call spend

A summary of what you can expect from each level of care is shown below:

	Platinum	Gold
Account management	<ul style="list-style-type: none"> • Account director • Data and IT specialist • Voice specialist • Desk based account manager 	<ul style="list-style-type: none"> • Field based account manager • Desk based account manager
Service desk access	<ul style="list-style-type: none"> • Dedicated Platinum 0845 contact number • Personalised greeting • Personalised call routing plan • Dedicated Platinum email address 	<ul style="list-style-type: none"> • Dedicated Gold contact number • Dedicated Gold email address
Service desk hours	<p>Standard:</p> <ul style="list-style-type: none"> • Monday - Friday • 9.00hrs - 17.00hrs <p>Personalised:</p> <ul style="list-style-type: none"> • Structured in accordance with your requirements eg. 24/7/365 	<p>Office hours:</p> <ul style="list-style-type: none"> • Monday - Friday • 9.00hrs - 17.00hrs
Training	<ul style="list-style-type: none"> • Tailored training plans and packages • Hardware and application training 	<ul style="list-style-type: none"> • Standard training modules • Hardware training
Reviews	<p>Quarterly Platinum review meeting that covers:</p> <ul style="list-style-type: none"> • Service updates • Project updates • Technology updates 	<ul style="list-style-type: none"> • Annual Gold review meeting • Six monthly telephone review

Understand

- your business
- your current communications and how they are performing
- your requirements moving forward
- what you are paying

Recommend

- assessment of current communications
- recommendations for improvements

Implement

- agree with you what actions to take
- develop a joint implementation plan
- assign project management if needed
- install any technology based solutions
- sign off the project with you

Support

- appropriate support levels agreed and monitored
- dedicated account management
- a reliable review structure with stated frequency

Call us today

We're always happy to explain how we can help provide cost-effective and efficient communications so call us today for a no-obligation talk about your own business needs.

Tel: 0845 136 60 60

www.rhmtelecom.com