



Maintaining your Inter-Tel Telephone System



Inter-Tel Phone Systems
Support and Maintenance Specialists



The importance of having your system supported and maintained

The telephone is probably one of the most essential devices in business today. If your customers cannot contact you, your day to day business can grind to a halt and it could have unseen longer term repercussions. Few people realise that the statutory warranty offered by the manufacturer, usually for a period of 12 months, will cover your hardware for the period, but relies on you to return it for repair or replacement. This type of guarantee is adequate when you consider devices such as media players or toasters which are easy to transport and hence could be dropped back to the shop at anytime. But consider the implications if you had to unscrew your business telephone system from the wall and return that for repair. How would your business operate for the time that your system was back at the manufacturers being repaired?

That's why it's essential to have an on-site maintenance contract in place to ensure that your telephone system is always available and ready to provide that vital link with the outside world.



I would just like to record our thanks for the excellent service and friendly and professional manner in which it was carried out.

client
testimonial
Osborne
Insurance



Relax in the knowledge that help is at hand

PSU Technology Group, in conjunction with Inter-Tel Europe, can provide a comprehensive nationwide on-site parts and labour warranty which will guarantee that your link to the outside world is continuously maintained.

PSU have been supplying and supporting Inter-Tel telephone systems for some of the biggest names in the UK since 1996 and audit figures show that on average, 98% of issues have been resolved remotely without an engineer even needing to attend site. This ensures that any downtime at a customer's premises is minimised. We also hold a significant stock of replacements parts distributed across the country, so in the unlikely event that an issue cannot be resolved by dialling into the system, one of our fully trained engineers (many having joined us directly from Inter-Tel) will attend site and replace any parts required to get the system back up and running.



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Working in conjunction with Inter-Tel

Having a close relationship with a manufacturer is essential in understanding a systems capabilities and the myriad of configuration and programming options available to satisfy even the most demanding of users.

PSU is one of the three largest suppliers and maintainers of Inter-Tel products within the UK. This dedication has been recognised by our inclusion within the prestigious Inter-Tel European Principal Reseller Group since 2006; an 'invitation only' group consisting of eight companies who have shown a particularly high commitment to service and engineering excellence.



We logged the call in the morning and within an hour or so, the engineer had visited and fixed the problem. Talk about speedy service.

client
testimonial
Premiere
Products



Maintenance Plans

Standard Cover

Monday – Friday / 09:00 – 17:00

(excluding public holidays)

Standard response - 16 working hours

Optional response - 8 working hours

Optional response - 4 working hours

Extended Cover

Monday – Saturday / 09:00 – 17:00

(excluding public holidays)

Standard response - 8 working hours

Optional response - 4 working hours

365 Day Cover

365 days a year / 09:00 – 17:00

(including public holidays)

Response - 4 working hours

365 / 24 Cover

365 days a year / 24 hours

(including public holidays)

Response - 4 working hours

What's included:

- Full parts and labour cover
- Remote diagnostics / fix
- Remote programming*
- Onsite diagnostics / fix
- Liaison with network provider

Benefits:

- Total support for your telephone system
- Concise Service Level Agreements (SLA)
- Broad choice of maintenance plans
- Easy payment options
- Unrivalled experience on Inter-Tel systems
- BS (EN) ISO9001 audited by BSI since 1994

 **INTER-TEL**[®]
A Mitel Company

Customer Portfolio

PSU maintain some of the biggest names in the UK.

- Ringway Highways Limited (32 UK Sites)
- Culligans water (6 UK sites)
- Hazel Carr (7 UK sites)
- Weststaff Recruitment (25 UK sites)
- British Energy (2 UK sites)
- Goldsmith Jewellers PLC (HQ)
- Ford
- Citation PLC (2 UK sites)
- The Jewellery Channel
- Directline Holidays (HQ)
- Over 20 NHS Trusts

Plus many more.

Recent contract wins include:

- After a 9 month evaluation of telephone solutions, Mitsui Sumitomo placed an order with PSU for one of the largest Inter-Tel solutions in the UK, supporting over 300 SIP based extensions, unified messaging and full presence management.
- Voice over IP solution for Ringway Highways Limited, using fully managed hardware spread across multiple UK sites for over 500 users.
- Voice over IP solution for Culligans using resilient networking hardware spread across multiple UK sites for over 600 users.
- Renewal of three year 24/7 contract to ensure the specialist support of ITC data hardware at two nuclear power stations for British Energy Group PLC.

Accreditations:

- Inter-Tel Principal Reseller
- Microsoft Certified Partner
- Citrix Silver Solutions Advisor
- TIA CTP qualified engineers



If you feel that your telephone system could be doing more for your staff and customers, or you're concerned that you're telephone system is not being maintained and supported, call our friendly team on 0800 131 3416 and we'll talk you through how we can help. Alternatively, visit our website at www.intertel-systems.co.uk



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client
testimonial

These days it is rare to be involved with a company that backs up what they talk about in their promotional material. PSU have always responded to our issues with speed, accuracy and care. We use various IT related companies at Culligan but none match PSU for 100% satisfaction. Thank you and well done all!

Culligan



client
testimonial
Masa
International

I just wanted to thank you and everyone at PSU who have been absolutely fantastic in helping with our new telephone system. The service we have had so far has been flawless and feel free to use us if you ever need a client endorsement.



client
testimonial
Hazell Carr

Over two weekends we needed to relocate the IT and telecommunications equipment needed to support the 300 staff who would be working from this new site. The PSU engineers were helpful in the extreme, going out of their way to assist us with our telephone and desktop deployment, and doing far more than the call of duty required to ensure that not just the telephony, but the whole project went off smoothly. It was a delight to be supported by such a professional and hardworking group of people who worked with us as though part of the same team. Please accept our thanks to PSU for their help and pass on my praise to the engineers.

