

“Partnering with Multimessage means we can concentrate on new sales and support, knowing that handling of warranty and repairs is being professionally managed.”
Tim Brooks, Managing Director, Pragma



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Managed Services

Since 1989 Multimessage core business has always been repairs and will continue to be our area of strength. This is one of the main reasons why customers decide to partner with us. We pride ourselves on the quality of our repairs, quick turnaround and the range of products we support. Voice, data, IT & Mobile devices are supported to offer a complete solution to our customers. We have a dedicated engineering team constantly working on new products and repair solutions to support our engineers.

Multimessage is the EMEA approved repair centre for AVAYA IP Office Products, UK repair centre for PRAGMA (Ericsson-LG Products) & BT repair & logistics partner. We also offer support on all the other major manufacturers, such as Ascom, Cisco, DELL, Extreme, HP, Huawei, & Mitel to name a few; we provide multi-vendor solutions for our customers.

In 2006 we expanded the services we offer to include stock & warranty management, pre configuration and logistics as managed services. The net result

Focus on what you do best, outsource the rest.... 96% of managed IT service users cut annual costs, and 46% of them cut costs by 25% or more*. Our customers rely on our managed services to give them the competitive advantage they need to deliver greater service.

for our customers is reduced administrative & logistics costs and full confidence that Multimessage handles it all.

Rob Cunnane, MD, said: “Our business model is producing great results for our customers. Using our managed services enables our customers to free up their own internal staff to work on revenue generating projects and ultimately making them more efficient & competitive.”

Our proactive approach to stock maintenance, automated systems and online portal speeds up all the processes involved in

stock management for both our partner and ourselves. Working with our customers we look at past history, trends and future orders to get equipment in place to meet customer requirements. Our partners can manage their stock and place orders from anywhere using our bespoke portal. Key to our managed services is our timeliness, as we have a 99.2% success rate of orders placed before 4:30pm dispatched same day.

As a business we are always evolving and our regular management reviews ensure that the ISO 9001:2015 quality

management system remains suitable & effective and also raises opportunities to improve as a business. Offering managed services, storage and logistics along side repairs is one key opportunity we acted on in 2006. We currently have 1200 pallet spaces in our warehouse and also 600m3 racking for quick moving stock in bin locations.

More recently, cloud based phone systems is the latest challenge we face, less hardware on site means less faulty equipment to repair and manage for the SME market. This brings both opportunities and threats which we tackle head on. Our multi-vendor solutions enable us to offer complete managed services for all the products our partners support. We have been repairing data, networking & transmission products for many years but have seen a lot of growth in these repairs over the past 10 years. Our ability to adapt to new products and still continue to repair legacy equipment makes us a key

partner for the channel going forward whilst not forgetting your customers yet to upgrade to newer technology.

Multimessage have a network of hubs around the country to deliver products on time to meet customer expectations and SLA's within our managed services. We work closely with our customers to understand their requirements and this is key to the solution we propose and implement.

Managed Services with Multimessage can be a full package or just segments of what we can supply:

- Repairs and warranty management
- Stock control, logistics and distribution
- Sourcing and procurement
- Pre configuration
- Supply chain planning, monitoring and control
- 1st Line, remote support
- 98% of UK covered by 4 hour SLA for parts.

“Our managed services division is constantly evolving and we are responsive to

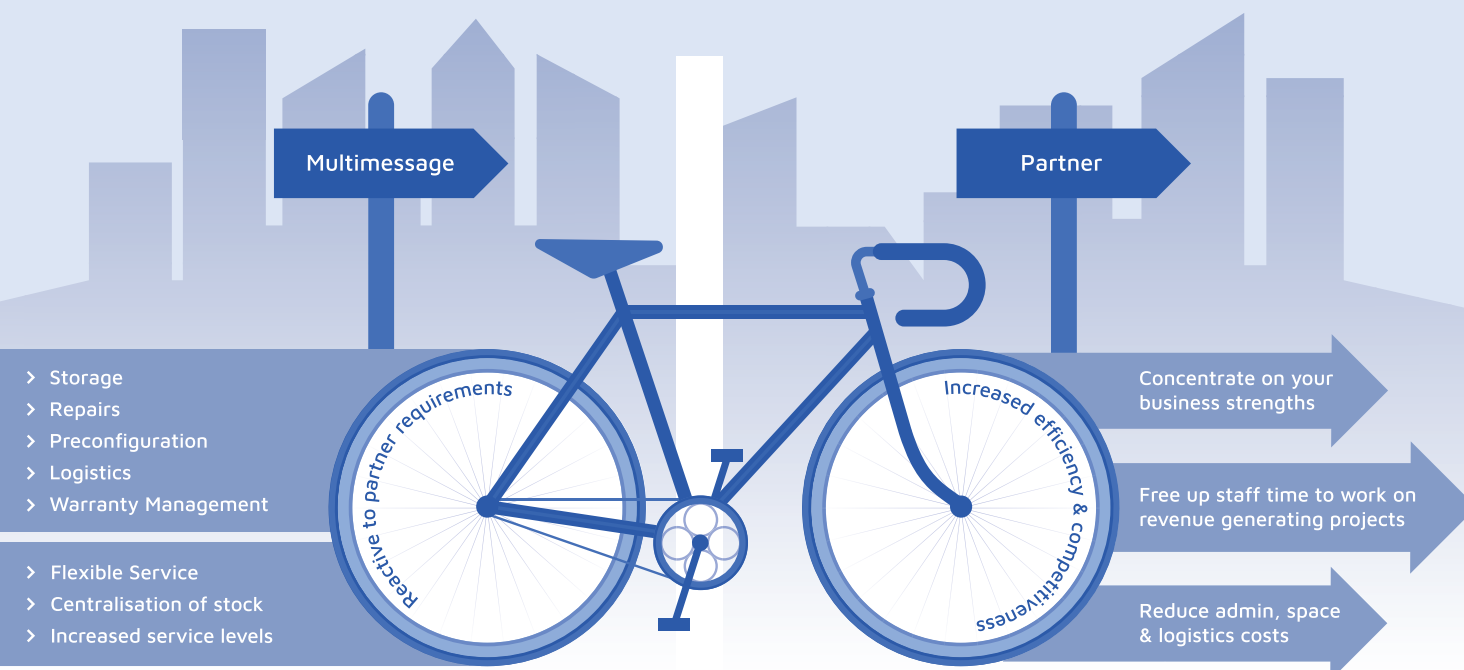


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Robert Cunnane, Managing Director at Multimessage Systems

customer requirements. We meet our customers challenges head on and produce a solution. Our managed services adds great value to our core strength on repairs and our customers are impressed how

we help them streamline stock management and logistics so they can concentrate on selling, integrating new business and great customer service.”
* Reference according to a CompTIA study in 2011.



Working as one - Multimessage & our partners