

CHECK

COMMUNICATIONS
LIMITED

News

New Company News

We have plenty of company news for you in this edition, with weddings and new births prominent, as you will see from the reverse of this issue.

We can also update you on the evolution of Check Communications, and our excitement now that our new building is almost ready for occupation!

So, more importantly what does this mean for you, our valued and potential customers? Well, more space here at Haven Buildings means we will be more efficient in all areas. To start with, we will be doubling our help desk engineer positions to provide you with even better remote diagnostics and reprogramming.

Sales and marketing have far more space so that we can deal with your ongoing enquiries more efficiently, reducing the time processing your orders.

In addition, we will be practising what we preach and installing

the latest Inter-Tel Axxess CTI system which will link directly with our database, automatically placing your details on the screen in front of the person taking your enquiry.

With these details displayed, we hope to provide you with up to date information on your current capacity, expansion capabilities, maintenance contract and asset register. All calls will be recorded for accuracy and training purposes.

Our new first floor demonstration suite will have all the latest hardware and software, so you can see first hand what the emerging technologies mean for your business. Armed with this key information, you can plan a road map for your business to make sure you stay ahead of the competition!



New Product News

So what's new?

Many of you have Ascom systems so in this issue we are concentrating on the new I6 IntelliGate platform launched July 2003. Here at Check Comms we are still maintaining version 4 systems that are well over a decade old, but this is becoming increasingly difficult due to spare parts issues.

Looking back, the system really didn't change that much over time, so essentially it kept up to date easily. This has changed radically in recent years as new technologies have emerged. Today's systems are so software based that upgrading to the latest level is simple and cost effective, and means that you can take advantage of changes in technology quickly, which

ascom

could make a big difference to your business growth.

But conversely, if you don't plan a footpath for upgrading your system software, you could find yourself with compatibility problems. Broadband is a good example of this. Miss a few software steps and the leap to the latest level may be technically difficult, expensive, and the conversion of your system data may prove problematic.

So onto the new IntelliGate server. The new hardware is rack mounted to fit well with existing and planned data installations. In most cases the extensions are presented on the front of the system chassis, negating the need for additional patch panels unless your system is quite large.

The system as the name suggests is very much IP based.

Think of it as a learning centre. Book time to sit down with your adviser to go over system enhancements, and how better to harness the resources you already have. Don't forget we are BT Partners, so any issues or orders for fixed links or Broadband services can be put in place and tracked from here free of charge. We will also have the in-house resources to host small seminars on issues that affect the way you do business. Look out for invitations to these events, with guest speakers throughout the year.



Inter-Tel makes financial sense

In this regular feature, we focus on a client who has found that the introduction of a system supplied by Check Comms has made a positive difference to their business.

Check Communications has just installed its largest Inter-Tel to date for one of Chester's leading financial institutions, Moneysupermarket.com Financial Group Ltd, also well known as Mortgage 2000.

Leading edge technology and reliability were essential for the company, which employs over 200 people, as was selecting a supplier who could ensure both a quality installation and excellent after sales support. That's why they chose Check Comms!

The company's new building at St David's Park, Hawarden has a specially constructed computer room, so first on the list was the installation of almost a thousand Category 5e data points on which to run the system. Next, the multi shelf Axxess system was racked into the cabinets and programmed for Moneysupermarket.com's needs.

As you can imagine, competition was fierce for this prestigious job and despite a gruelling installation schedule, the system was brought into service before time and our client is more than pleased with their choice.

Tens of thousands of people use their web site each day, to research and buy the best value financial products available in the UK today. They also provide services to most of the UK's leading web sites, including most of the Internet Service Providers, Newspapers, Search Engines and other leading web brands.

Yahoo, Ask Jeeves, Tiscali, BTopenworld, Financial Times, The Times, The Daily Mail, Freeserve, Lycos and many more are all partners. In addition, over 100 UK banks, building societies and insurance companies have a trading relationship with Moneysupermarket.com.

Moneysupermarket.com does not run a call centre in the traditional sense. Most of their call traffic is inbound and advanced call routing through to individuals and departments is essential. Tracking calls to underwriters and other key departmental staff is a must, and the excellent Callview software tool provides all that the company needs in this respect.

Operations Director Jamie Stobbs says,

"Our company is going from strength to strength. Partnering with Check Communications to provide all our voice and data infrastructure needs, has proved to be a wise choice."

"There is a marked difference between the knowledge and skill level available at Check and their much larger national competitors. There is an attention to detail and the sense that you are valued as a customer, which is refreshing and I feel very happy with that."

All in all the continued success of the company depends on getting the technology right. Check Communications are there to provide the right product and support long term.

INTER-TEL[®]



Buyers Guide competition

"It's easy to win with Check Communications"

You may remember from the last newsletter that we ran a caption competition, where we asked you for a Witty Comment to go along with the picture of Check trouble-makers Donna and Angela, squeezing into the same Check Comm.' waterproof jacket, and you obliged in droves. We don't have the space or insurance to print most of the answers here, but we do have a worthy winner in Mr Gary Ellmer, who controls IT for Shell's subsidiary (Basell) in both Chester and at his base in Milton Keynes. Reflecting on the attractive two-headed lady picture, here's Gary's witty caption;



"Due to further cutbacks at Starfleet Command, Captain Pickard allows Geoff to operate the transporter with disastrous results!"

Congratulations to Gary . . . who wins £50 in High Street store vouchers; no doubt he will be buying Star Trek goodies!

This issue's Competition . . .



Register for your free buyers guide to choosing a telephone system on our website, and tell us what you think is a suitable caption for the picture by e-mail, at the contact page on our web site. www.checkcomm.com

Our Projects Co-ordinator, Paul Gambino with his wife Helen on the Oblivion ride at Alton Towers.

Team member Spot . . .

It's congratulations and a big welcome

to a new member of the Check Comms extended family. Richard Jones our IT Manager is now a proud father with the birth of his first child, Daniel.

The healthy new arrival weighed in at 7lb 15oz on 17th March to proud parents Richard and Sophie. As a regular visitor to our Queensferry offices, the young Daniel will probably be able to use a keyboard and mouse before taking his first steps!

Daniel is the perfect baby, sleeping soundly all night, which is helpful while his parents are busy renovating their house and decorating now that two has become three.



Richard & Daniel

Congratulations are also in order for our Office Manager, Donna Mckeown, who has recently become Donna Jones after marrying her partner Stuart. Donna becomes the fourth 'Jones' in the building, so we expect problems in the post room!. They married in Hawarden with the reception at De Vere St David's Park, a party that as you can imagine, went on well into the night.

For fashion aficionados, her wedding dress was a beautiful off the shoulder ivory style bodice dress, finished with pearls and what Donna describes herself as 'sparkly bits'. After the nuptials the happy pair jetted off on honeymoon to the Greek island of Chania to enjoy sun, sea and sand for a fortnight.



Donna & Stuart