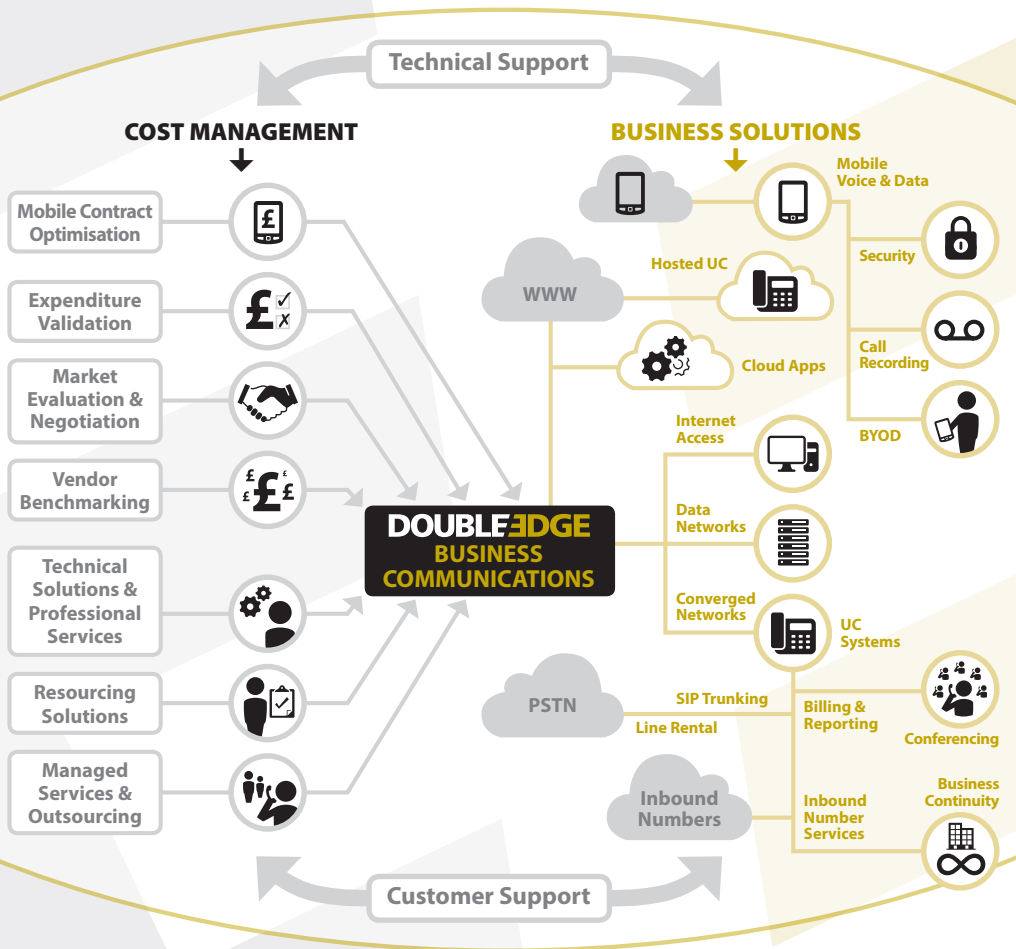


To our new clients from **BRIDGEone** Telecom Welcome on board!

As a DoubleEdge customer, you now have access to an exciting and dynamic set of services designed to help your business succeed.

Fixed line voice and data networks, telecoms expenditure management, inbound call management, unified communicationsthe list of DoubleEdge services is extensive and a valuable driver of:

- Cost savings
- Employee collaboration
- Customer engagement
- Business productivity



From the top



After ten years of working in partnership with DoubleEdge, I know there is no business I would trust more to support our loyal BridgeOne customers. With DoubleEdge, your business communications are in safe hands.

Patrick Croxford
Director



We believe in the power of new technology, but we never forget the value of proactive, knowledgeable support from people who really care.

Steve Burges
Managing Director



We work hard to give you solutions that provide best fit with your business operations, maximum return on investment and minimal cost of ownership in the longer term.

Alex James
Director of Consultancy Services

So, what next?

As far as your current BridgeOne services are concerned, it's business as usual:

- **Account Management** – no change here. Your usual contact will be in touch very soon.
- **Contracts** – no change for now. Suppliers and documentation remain the same.
- **Support** – same phone number, same people, same great service.
- **Contact details** – see our new postal address on our web site. Otherwise, no changes to email or phone numbers.

Go to **www.edge-edge.co.uk** to see the full range of services



You're in good company

Some of the reasons our clients chose DoubleEdge:

W

Waterstones

Two mediocre account managers do not amount to one good one. Waterstones found that multiple contacts, with split responsibility, led to slow decision making, unreliability, and an absence of proactivity. By contrast, DE's policy of a single point of contact, supported by a back office of skilled professionals, gave Waterstones the agility and responsiveness needed to meet their critical deadlines for new store installs.

SERVICES

- Inbound call management



Too often, urgent enquiries are delayed when passed between the departments of a bigger service provider. GFI's experience was typical. It was a battle to resolve issues that sometimes just disappeared into an administrative black hole. DE arrived to find rate reviews up to 3 years old. With a support team focused on delivering answers, DE has since worked with GFI to cut costs and transform their communications.

SERVICES

- Cost analysis
- Line Management
- Mobile services



When short-sighted suppliers focus on just short-term priorities, contingency planning is often neglected. This posed a threat to Sirius when it was revealed that their service provider had no record of the passwords required for an imminent DR test. DE took over and updated all the necessary passwords within just 10 days. Just as well because, within weeks, a PBX failure activated DR and a real disaster was averted.

SERVICES

- DR Planning
- Line Management



Competitive advantage means being different but many providers avoid the bespoke services required. HMV faced this issue when planning their inbound call management over a Christmas period. The incumbent provider couldn't deal with changes to call plans required to keep customer messaging up to date. By contrast, DE set up a dedicated team to make daily changes for 120 stores across the UK, all for free.

SERVICES

- Inbound call management



The devil is always in the detail and this means good technical support is about living and breathing a customer's day-to-day IT issues. For Investec, the cost savings achieved by DE were outstanding. Even more important though, was the consistent and proactive team of DE technicians determined to understand Investec's unique challenges across their 15 UK offices.

SERVICES

- Cost analysis
- BCP
- Office relocation



For Banco Sabadell, communication with their supplier was always a challenge. They seldom heard from their Account Manager and, if they did, it was always someone different and never in person. On arrival, DE quickly established the personal rapport the bank valued so highly. A long-overdue rate review identified significant savings from redundant lines and other neglected services.

SERVICES

- Cost analysis
- Line Management



When Harrods' aging BT data connectivity let them down during the Christmas build up, two service providers failed to deliver a solution. DE took the challenge and persevered until delivering a high speed fibre solution with dual resilience. This ensured the 220 Harrods concessions had a reliable, fast connection available within 48 hours, without disruption.

SERVICES

- Data connectivity



Terra Firma discovered that 'big service provider' often equals 'big delay'. After 6 months waiting for their so called 'market-leading' supplier to set up SIP services, Terra Firma ran out of patience and turned to DE for help. Within 6 weeks, DE implemented SIP, integrated a business continuity solution and discovered £8k savings, over-charged by their predecessors.

SERVICES

- SIP trunks
- Data connectivity
- BCP
- Cost analysis



Despite the proliferation of automated processes, efficient communications management still demands the close collaboration between customer and supplier that comes only with consistent teams of individuals. DE's introduction of a dedicated team focused on long term working relationships has brought tangible benefits to TMP's IT strategy and a welcome departure from constantly changing contacts.

SERVICES

- Voice recording

SERVICE EXCELLENCE

We believe that proactive, knowledgeable support from people who really care is at the heart of delivering performance improvement

THAT'S THE DIFFERENCE WITH DOUBLE EDGE

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VOICE



DATA



MOBILE



CONSULTANCY

