

Telstra Business Systems Solutions and Services Partner Advantage

The Telstra Business Systems Solutions and Services Partner Advantage

Service, Reliability and the Right Advice

In today's business environment, success can be dependent on your organisations communication efficiency. With all the talk of convergence, IP telephony and the mobile workforce, it can be difficult to know what is right for you and who you can trust in obtaining advice. Our dealer channel, Telstra Business Systems Solutions and Services Partners, have been carefully selected based on their abilities to understand different businesses and provide advice on the most appropriate solution. They can offer you knowledgeable advice, the right solutions and peace of mind for all your telecommunication needs.

The Telstra Business Systems Difference

A Telstra Business Systems Solutions and Services Partner proudly provides the solutions of Telstra Business Systems to the market place everyday. A Telstra Business Systems Solutions and Services Partner shares and benefits from our strong history, experience and our understanding of the complex nature and power of voice networks and applications. They understand and will endeavour to recognise the investments made by you in existing infrastructure and will focus on protecting this, whilst providing advice to you on your migration path to a converged network environment if this is what you require.

Why Deal with a Telstra Business Systems Solutions and Services Partner?

Fully Accredited

Telstra Business Systems is committed to high quality service and support. Therefore, we require our Telstra Business Systems Solutions and Services Partners to be highly trained, skilled and accredited and we measure them against stringent Service Level Agreements (SLA).

Multi Vendor Portfolio

Each of our Telstra Business Systems Solutions and Services Partners support a variety of selected vendors' products and services. This means you can rest assure that a well tailored solution for your business is being put forward. They will strive to know your business so that they can assist in selecting the best solution for your business.

Supported by Telstra Business Systems Maintenance Services

We will provide maintenance services and support to every Telstra Business Systems Solutions and Services Partner. Telstra Business Systems is further supported by Telstra - Australia's largest telecommunications provider, giving you access to leading telephony knowledge.

"Best in Class" Customer Service

All of our Telstra Business Systems Solutions and Services Partners share and demonstrate our long-term commitment to providing outstanding customer service. Nine out of ten of the Telstra Business Systems' and Telstra Business Systems Solutions and Services Partners' customers surveyed, as part of independently conducted customer satisfaction research, would recommend our customer service to another company. Between February 2004 and January 2005, The Market Intelligence Co. surveyed 450 of Telstra Business Systems' and Telstra Business Systems Solutions and Services Partners' customers on a quarterly basis, across Australia. The survey showed that Telstra Business Systems' and Telstra Business Systems Solutions and Services Partners' customers remained satisfied with the levels of customer service being provided to them. Angela Orsaris, Managing Director of The Market Intelligence Co., said: "The overall results achieved by Telstra Business Systems place them as the benchmark among transactional maintenance service providers in Australia."

Who can I call for more information?

Your accredited Telstra Business Systems Solutions and Services Partner is your local point of contact and can provide you with knowledgeable advice on your business communication needs. Contact Telstra Business Systems for your local Telstra Solutions and Services Partner.

