

# UNIFIED COMMUNICATIONS

## SMART, EASY-TO-USE, TAILOR-MADE

Tritech Solutions needed an intelligent telephone system that was heavy on features to ensure they ran a seamless and responsive communications system. The system also needed to be as robust and reliable as the products of his own business.

*Peter Game, Managing Director of Tritech Solutions, explains the benefits his business has experienced since Talking Business Co installed the Avaya Telephony System.*

When I began to look for a phone system that would deliver what I needed, Avaya was the first choice. I needed a system that would not disrupt my work day with problems or failure so I had to have a sophisticated system.

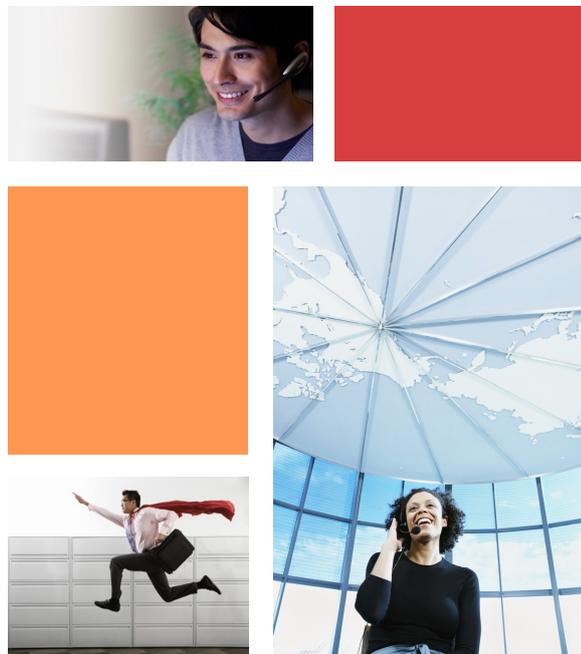
I would then have more time to focus on my business without the worry of a system that would only turn out to be a long-term problem.

We chose to utilise the Avaya products as they are reliable, sophisticated and easy to use. The quality is clean, crisp and crystal clear.

Brett Merriman from Talking Business Co implemented the system and made the whole process hassle free. He was hands on from the initial enquiry to the installation of the system. Brett showed a high level of personalised attention to our business, listening to our needs every step of the way and tailor made a solution that was perfect for us.

He has followed that up regularly with after-sales service including system upgrades. All this is done without any real interference to our business.

If at anytime there is a special requirement with the system, Brett always comes up with a solution and rectifies the situation immediately.



### BENEFITS OF THE SYSTEM

- ◆ **Smart In-dial**  
Call can be routed to different locations.
- ◆ **One Number Technology**  
With mobile twinning and intelligent mobile applications, they only need to give out one phone number.
- ◆ **Service Call Routing**  
Priority customers use dedicated numbers to call in and locate an on-call engineer.
- ◆ **Intelligent Call Back**  
When overseas, costs are reduced by using a call back feature giving dial tone, saving on international mobile charges.
- ◆ **Reduced Number of Phone Line**  
By utilising the latest SIP technology, Tritech can have up to 10 calls connected using a single PSTN with ADSL2+.

*I highly recommend Brett Merriman from Talking Business Co and the Avaya for any business looking to enhance their communications systems.*

Peter Game  
Managing Director  
Tritech Solutions