

HOW WE CAN HELP YOU

Not just lines and calls.

Introduction to M12 Solutions

M12 Solutions is a single-source solutions provider for all your business telecommunications needs.

We provide a one-stop telecoms solution. Providing multiple services enables us to minimise costs and our joined up approach delivers great customer service, which is reflected in our numerous awards and industry leading Net Promoter Score of +63. We aim to build long term relationships with our clients by providing prompt and attentive service and giving honest, straightforward help and advice.

0345 408 1212

www.m12solutions.co.uk

info@m12solutions.co.uk

What our customers think

"In both sales and technical expertise we have found M12 to be polite, knowledgeable and efficient."



"A superb company to do business with - plain speaking and honest."



"M12 have been very innovative and approachable. We would recommend them to anyone looking for a telecoms partner."



"Our provider of choice for all our telecommunications needs for nearly a decade. Always at the forefront of new technology, we have total confidence in M12."



"They are our first port of call for every communications problem. They are always proactive, helpful and provide excellent customer service."



"Very impressed with their professionalism, knowledge, friendly approach and ability to explain in simple terms a system we had never used before."



The service we will provide

If you choose to work with M12 Solutions the first steps we'll take will be to understand how you operate. This will be through a free consultation, either over the phone or a site visit, whichever is best for you.

- ✓ **We'll survey** what systems are currently in place, exploring what has worked well in the past, but most importantly, what could work better going forward.
- ✓ **We'll listen** to your needs, understanding any concerns or frustrations you may have. We'll iron out any misconceptions and make sure you have full clarity on the project at hand.
- ✓ **We'll advise** the best fit solution for your needs based on the information you provide. The solution we propose will save your business both time and money, and with our after-sale maintenance packages you won't have to worry about your Telecoms & Connectivity again.

Knowing where to start

At M12 Solutions we appreciate that for many, the task of reviewing your business communications can be daunting. The Telecoms market is vast and with so many products and services available, knowing where to start or what is right for your business can often be overwhelming.

That's why at M12 Solutions we do our best to keep things simple. Our jargon-free, friendly approach will ensure the task of improving the communications for your business becomes an easier one.

How we work with you

Our award-winning customer service advisors and highly trained technical team will work closely with your business to design a solution bespoke to your needs.

At M12 Solutions we don't take a 'one size fits all' approach. We take pride in getting to know our prospective customers and understanding their project requirements before we begin.



✓ Voice Systems

Our portfolio is comprised of some of the most advanced phone systems available in the UK.

- Latest Voice Over IP (VoIP)
- Full set-up and training
- Call recording & reporting
- Home/teleworking options
- In-built call management



✓ Lines & Calls

From single connections to cost management solutions covering all fixed and mobile communications.

- A real person to advise you
- Dedicated Account Manager
- Free fraud protection and insurance against hacking
- Free local & national calls*
- SIP trunks and cloud numbering



✓ Business Internet

Superfast, reliable connectivity solutions for businesses of any size for towns, cities or very rural areas.

- High speed Broadband & Ethernet
- Latest technologies
- Disaster resilience
- ISP in our own right - Wessex Internet
- In-house experts

HOW WE CAN HELP YOU



✓ Support Services

We can provide service and maintenance support for your phone system, whether we supplied it or not - we are happy to help.

- Award-winning service
- In-house support
- Highly experienced engineers
- Around-the-clock cover options
- Bespoke support options



✓ Business Mobile

When it comes to mobile, our experienced advisors are excellent at securing the best mobile packages for you.

- All networks available
- Flexible business packages
- Competitive rates
- Data roaming safety net
- In-house support



✓ Cloud Solutions

Telecoms solutions which do not require you to have equipment housed on premises. Make multi-site operations appear like one-site.

- Latest soft-system technologies
- Pay-as-you-use per month options
- Flexibility to scale up or down
- Low capital outlay
- Reduce your overheads



Some of our recent achievements



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