



SMARTER SUPPORT FOR YOUR COMMUNICATIONS

Want more from your Telecom Support Provider?

Is your current supplier only there when you have a problem?



Here at DV02 we believe in doing more than just fixing something when it breaks. That's why as well as resolving issues we also provide advice and recommendations on avoiding the same problem reoccurring. In addition, we talk to our customers regularly to help them improve their overall communications, so they always get the best from their investment.

Want to avoid the same faults reoccurring?



If you're experiencing the same faults and breaks to your systems on a regular basis, then fixing these time and time again can be a poor use of time. Where possible, we want you to be self-sufficient, which is why we deliver "Preventative Maintenance". On a monthly basis, we analyse the information about each fault to identify the need for preventative measures, improvements to service and/or employee training to maximise productivity. These measures not only save you resource time, but also money on the renewal of the contract.

Is your support service less than remarkable?



All our support staff are trained to provide a "Remarkable Service". This is ingrained throughout our business and is measured regularly by the Senior Managers. At DV02, we don't accept anything less.

When something goes wrong with your communications you want to be back up and running quickly with the confidence that the issue has been completely resolved. Our trained and accredited support team provide expert assistance for all your communication needs. Once a fault or query is reported, we will resolve it quickly and efficiently, avoiding any disruption to your business.

Why DV02 for Support?

DV02 is an independent company founded in 2002 by experienced telecoms professionals who recognise that businesses need to do 'more for less', and get better value from their business telecoms investments

We provide voice and data solutions to medium and large businesses. Our difference is the way we work in partnership with IT and telecoms managers to solve typical problems.





Support Services



Maintenance

Our support engineers are fully accredited to work on the systems we support. Whether this an on-premise system, a system hosted in a data centre or a hosted cloud solution, the outcome is the same, a “Remarkable Service” delivered within SLA every time. The Client Services Manager reviews the support tickets monthly to ensure this is maintained.

Range of Support Plans

DV02 provides several standard customer Support Plan, however, if there is a specific support plan you would like, then DV02 can create a bespoke plan just for you. Some customers opt to have a certain amount of DV02 resource available for adds, moves and changes or for holiday cover. DV02’s Telecom Support really can be that flexible.

24/7 Helpdesk

Our support helpdesk is the main point for all customer service faults and technical assistance. For customers who require 24-hour fault cover, we can offer our premium 24/7 service. Customers will be provided with an engineer, around the clock, to report system faults.

Business Transition

Customers are often in a state of transition, moving from one technology to another. With DV02’s knowledge, our customers can rely on us to fully support them through the transitions of technology smoothly. When selecting a DV02 solution, deployments are fully project managed.

Expert Support Team

Our fully accredited, qualified support team have a breadth of knowledge covering systems, network services, mobility, hosted

solutions and conferencing. Whatever the issue, you can be sure our team will have the answer.

Smarter Support

Through regular review meetings with your Account Manager, DV02 provide their “Preventative Maintenance”. By analysing faults and issues, DV02 can provide recommendations to improve services. We will also use this time to discuss new products and services emerging on the market which may be of benefit to our customers. We provide more than just support.

Fully Managed Service

DV02 provides selected customers with a “Fully Managed Service”. This service provides customers will a fully manager support service for a fixed monthly fee. Typically, the contract will include, system maintenance, voice services, data services, mobile airtime, conferencing and a technology fund. This fixed cost contract helps customers avoid fluctuating costs and enables them to budget accurately.

On-site Engineers

We can provide an on-site engineer, fully employed by DV02, to look after your communication network. This can work very well for customers who have a large site or multiple concentrated sites and require expert resource available at all times or for a period of time, typically 12 months plus.

DV02 Delivers

Mission Statement

To deliver remarkable, independent telecommunication solutions to help businesses achieve their goals.

Vision

To be the telecommunication company of choice for UK businesses.

Core Values

We deliver with C.A.R.E:
Customer Focus
Accountability
Remarkable Service
Enthusiasm

Find out more

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Your business. Our expertise. Your solution. **DV02 delivers.**