



PBX Maintenance & Support

Key Benefits

- Fully White labelled
- Earn up to 40% Margin
- Quotes raised within 8 hours
- Nationwide coverage for support
- Offer full support on all major systems
- Handset cover included at no extra cost



A new string to our bow

Abzorb can now offer installation, maintenance, replacement parts and 24/7 support for equipment and systems provided by suppliers such as Aastra, Avaya, Alcatel BT, Mitel, Nortel, Samsung, Siemens and many, many more.

Consequently, we can now support your communications equipment for as long as it is technically feasible. And we can assist you to add to and upgrade your systems when you wish to do so – not when you are told you must! Wherever possible, our aim is to maximise on existing assets and to reduce your communications operating costs whilst enhancing the customer experience.

We now have a nationwide maintenance and support capability backed by fully trained engineering staff operating at MOD Quality Assurance System (JSP480) levels. This ensures that all Abzorb customers receive the highest possible, auditable engineering services allied to flexible maintenance contracts.

Who do we work with?



PBX Partnership Generates Unified Prosperity

As one of the UK's largest independent unified comms providers, Abzorb is delighted to announce its new white label PBX maintenance service that will deliver attractive, recurring revenue streams for its partners. In addition to the already extensive range of services and products, Abzorb can offer full, onsite support nationwide, through its exclusive partnership with Channel Solution Resource.

Darren Smith, Abzorb's Head of Data Services commented:

"It is important within the channel to offer products and services that complement each other as well as adding real value to any business. Teaming up with one of the market leading PBX maintenance suppliers makes absolute sense."



From left - Don Moore, Darren Smith, Stella Garner (Channel Solution Resource Director) and Mark Riddell (Head of Indirect Channel)

Don Moore, Director of Channel Solutions Resource added:

"Over the past twenty odd years, I have worked with every major Network provider in some capacity. For the first time, though I am excited (by the prospect of working with Abzorb), Abzorb is an organisation that shares our passion for customer service delivery and everyone there has the drive and the vision to deliver a real alternative to the channel.

Since the first time we engaged with the Abzorb team, we knew they were something special. I have to say for an industry veteran such as myself, I am truly excited about working with them, to bring to the channel a new direction.

The prospect of working with such a partner focused organisation as Abzorb is an exciting one. We look forward to building on our relationship to deliver a 'value proposition'. Our relationship with Abzorb enables the channel to benefit from our expertise in dealing with some of the most challenging multi-vendor estates across the UK and Ireland.

Both my co directors and our team are really looking forward to working with such an innovative and partner focused organisation.

We firmly believe that Abzorb has the best channel proposition - being part of that is a major coup for us."

Case study

1823 Group is an ethical telecommunications supplier to businesses that has ties to grassroots sports, charities, and school communities. By utilising a unique profit share model it allows businesses to provide sustainable revenue streams to their chosen beneficiaries on a monthly basis.

In late 2014, 1823 Group began searching for a supplier relationship to offer clients an excellent PBX maintenance solution. It chose the Abzorb PBX maintenance solution for a number of reasons, one of these was Abzorb's quoting process which is extremely simple – particularly important as this is not a core competency within 1823 Group.

Gareth Hardy, Co-founder and Sales Director of 1823 Group explained:

"It is important to note that while the process is very streamlined, it's the value of experience from numerous Abzorb's PBX engineers, and the insight that they provide to the customer on what is the best solution for their phone system. This is so valuable, not just for our customer, but also in terms of integrating this service with our existing portfolio."

Gareth continued:

"Adding extra revenue and profit is fundamental to the growth of any business, and we have had a huge amount of success in a very short period of time with this service. The greatest advantage that the maintenance service provides, is supplying 1823 Group with a full complement of services to offer our customers, while also matching the ethos of our company."

Abzorb[®] | **Always in touch,
always in business**

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