

CLOUD

VOICE & DATA

INTRODUCTION



ABOUT US

CLCLOUD
VOICE & DATA

We are experienced, knowledgeable consultants specialising in supplying phone systems and business services that benefit your business through cost reductions, unified billing and a personalised account management service. Providing cost-effective solutions across a wide range of products, such as IP Voice, Mobiles, Data, IT Support, IAAS, SAAS, Security, Print, Marketing and Energy, all with a firm focus and dedication to account management and delivering a first-class client experience.

Working With Us

As Fixed and ICT Managed Service providers we provide innovative communications and IT solutions that increase efficiency and productivity. We empower businesses nationwide to reach the next level of success with support and account management along the way.

Unify All Of Your Communications

Cloud, Voice & Data deliver all in one business communications. Whether it be your company email, the network that delivers your key business applications, the telephone system this integrates with or the mobile voice and data network, we have the capability to deliver this as a unified solution. This all-in-one approach consolidates your supply chain, helping to reduce costs, enhance efficiencies and improve service reporting and support.

Strategic Aims

CV&D's commercial strategy and core values are essential to the Group's success. We have outlined some key objectives for the coming years;

- To Attract & Retain the Best People
- To Provide Award-Winning Customer Service
- To Achieve Operational Excellence
- To Maintain our Core Values
- To be Environmentally Sustainable







Customer Centricity

As part of our relentless pursuit of excellence we obtain feedback from clients measuring metrics essential to a positive customer experience. These are a mixture of in-house scores for quality control and training and also reviews posted within the public domain. Our scores to date have been outstanding, and we have no intention of letting these standards slip. Our Google reviews, Trustpilot and Facebook reviews are all of a 5* rating.



cloudvoicedata.co.uk

Our Services

- | | | |
|----------|---|---|
| Voice |  | Telephone systems. VOIP. SIP. ISDN. Lines and Calls. Soft phones. Web RTC. Contact centre. |
| Mobile |  | Business smart phones and tablets. Network and bespoke tariffs. MDM. |
| Data |  | Business broadband; ADSL, Fibre, Ethernet leased lines, VPN, MPLS. WIFI. Cloud-Marketing. |
| IT |  | 365. IOT. M2M. Anti-Virus. Networks. Cloud Backup. VLANs. Server & user IT support contracts. |
| Security |  | CCTV. Access Control. Intercoms. Intruder Alarms. Sign in solutions. |
| Energy |  | Gas. Electricity. Solar. Water. EV Charging. |

CLCLOUD
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C-V-&D

This app is intended for people who are interested in exploring information on us and our telecoms services. Inside the app you will find: Products, our pricing options & contact details. Try our app today!



Available for
Apple
Get it for
Google

The CV&D Mobile App

Scan the QR code.

Click open, this will give you a preview, you'll then need to select the download option on the menu on the right hand side 'install app'.



OUR SERVICES

VOICE:

- BT & GAMMA WHOLESALE PROVIDERS
- OPENREACH PARTNERS WITH FAULT CARE LEVEL OPTIONS
- TOP TIER RATE GAMMA PARTNERS FOR CONNECTIVITY & HORIZON TELEPHONY
- TOP TIER RATE PRAGMA PARTNERS FOR ERICSSON-LG TELEPHONY
- CLOUD AND HYBRID SOLUTIONS
- WEB RTC AND SOFT PHONE
- CONTACT CENTRE
- CALL STATS AND ANALYTICS

DATA:

- BT AND GAMMA ADSL AND FIBRE BROADBAND CONNECTIONS
- NETWORK OF PROVIDERS FOR FULL FIBRE AND FTTP CIRCUITS
- 4G AND 5G WIRELESS DATA SERVICES & PRODUCTS
- WIFI SOLUTIONS
- CLOUD-MARKETING AND DATA CAPTURE



MOBILE:

- O2, VODAFONE, 3 AND EE MOBILE NETWORKS
- TOP TIER MOBILE PHONE PRODUCTS & TABLETS



IT & MANAGED PRINT:

- IT PRODUCTS AND SUPPORT (USER & SERVER SUPPORT)
- MICROSOFT OFFICE 365
- CLOUD STORAGE AND BACKUP
- NETWORKS AND VLANS
- MANAGED PRINT & LEASE CONTRACTS



SECURITY:

- HIKVISION CCTV TECHNOLOGY (IP AND DIGITAL SOLUTIONS)
- SECURITY GATES, INTERCOM AND DOOR ENTRY
- SIGN IN SOLUTIONS



ENERGY:

- GAS, ELECTRICITY & WATER FROM TOP TIER CARRIERS
- SOLAR ENERGY
- EV CHARGING



MARKETING:

- DIGITAL SIGNAGE
- BULK E-MAIL MARKETING
- BULK SMS MARKETING
- WIFI DATA CAPTURE
- CLOUD-MARKETING PORTAL AND DATABASE



Payment Options

- CAPEX, OPEX AND/OR LEASE PURCHASE OPTIONS
- MONTHLY UNIFIED BILLING PLATFORM FOR ALL OF OUR DIRECTLY PROVIDED SERVICES. DIRECT DEBIT OR ON INVOICE OPTIONS.

WHAT YOU NEED TO KNOW

CLCLOUD
VOICE & DATA

£3,600

Typical contract saving when switching your business to CV&D

4/5

Clients achieve their key requirements following a CV&D review

96%

Of our customers renew their business with us

Business Growth

2021 financial year



- 550 customers
- 13 head count
- £1.025m turnover

2022 targets



- 800 customers
- 18 head count
- £1.5m turnover

5* reviews across Google & Trustpilot (links below)



"Throughout both the sales and the implementation processes Cloud Voice & Data have demonstrated they are 'can do' guys with a relentless work rate to solve our challenges and a willingness to work and help us no matter what the time of day.

Finding a suitable resolution to our very unique requirements looked ever increasingly impossible. But their knowledge of the industry, the products, the software, their flexibility of options and their supplier relationships meant they were able to propose to us a concept much different to our original plans but interestingly had lots of additional benefits.

And to date they have delivered in everything promised.

We are by no means a 9-5 business and it's reassuring to know we can partner with, and trust, a like minded company who we already have a strong and personal relationship with."

Pizza Go Go



Verified Customer Reviews



Here at Sentry Advice we would like to express our genuine delight and happiness with the services provided by you guys at Cloud, Voice & Data. From sale to install and the account management since has been nothing short of superb.

Promises made and delivered. Thank you so much. I will be recommending you to other businesses and look forward to bringing other services on board with you soon.

Keep up the good work

Sentry Advice



Please ask us for industry relevant references, testimonials and case studies.

[VOICE](#) | [MOBILE](#) | [DATA](#) | [IT & PRINT](#) | [SECURITY](#) | [ENERGY](#)

AWARD WINNING

The team here at CV&D not only work super hard but are also super talented, we're always trying to tell our customers and our prospects how great they are. So to have something tangible to backup this talent is fantastic. We are so proud of our achievements to date, both with local community awards and also to be recognised within the industry.

We will never stop trying to do the best for our team and our clients and we will never stop wanting to be recognised for it. These are a celebration and a pat on the back to our team and hopefully goes some way to providing some proof to what we say we can do...



Account Management

At CV&D we place great importance on our Account Management structure and pride ourselves on the professional nature of the service we provide to our customers.

All our Account Managers are highly trained to work with you to maximise the benefits of your communications in your organisation and your sector. Your Account Manager is closely supported by an impressive range of expertise from our internal Customer Service Team. This support enables him/her to resolve specific issues involving your account and also ensures that your account is managed in a professional and efficient manner.

Your Account Manager's key responsibilities include:

- Assess your specific needs.
- Proactively manage your monthly costs by reviewing your spend every quarter, by using a Tariff Analyser tool.
- Help build the relationship that forms the virtual team of CV&D and your company.
- Produce monthly bills for cost centre billing.
- Produce a step-by-step implementation plan.
- Ensure your expectations have been met.
- Help ease your company into the CV&D support functions.
- Demonstrate the longevity and reliability of the solution.
- Help define the measurable deliverables to allow you to justify return on investment.



Dedicated Customer Support Team

Our Customer Service structure has evolved so that we can ensure that we always exceed your expectations. We are continually introducing and developing technology to provide our staff with the tools and information to provide first time resolution on a query whenever possible. We also ensure that service meets high quality standards by continually coaching and developing our customer care staff. We guarantee that:

Regardless of your problem or query, we'll do everything we can to deal with it the first time you call.

- When contacting us, you will always get through to a customer support consultant within, no long-winded set of options.
- When you call, you'll be talking to trained business advisers who have no other job but to help business people like you.

CV&D offers dedicated Customer Service for both key contacts and the individual users within your organisation. Our Customer Support Team take full responsibility for all aspects of daily service and their aim is to offer professional and knowledgeable support in a variety of functions including:

- Invoice / billing queries • Written query solution • Equipment recovery / repair • Telephone query resolution
- Adhoc reports • Account re-structures • Technical support • Customer detail amendment • Order Processing
- Consolidated Invoicing

Contact the customer support team:

Telephone number: **01323 407775**

Email address: **customersupport@cloudvoicedata.co.uk**

Your Customer Support Team can be contacted by phone or email and, in addition, the Team Manager's number is provided to key customer contacts for escalation purposes in accordance with our Service Level Agreement.

Hours of Service

Monday to Friday - 8.30am to 5.30pm (this is when your Customer Support Team is available to take calls and complete orders and administration). Outside these hours, we can operate an out of hours customer support service should it be necessary. For:

- Stolen bars (placing bars not lifting).
- Network queries.
- Advice on handset functionality queries.
- Portal changes for users (network dependant)

At Cloud, Voice & Data, we want to make your experience of using our service as effortless, smooth, and efficient as possible.

This Service Level Agreement outlines some of the specific requests that you may have relating to your telecoms & business services. Who to contact, and how long it will take to implement the requests.



Important Information



Support Team available:
Mon – Fri, 9.00am – 5.00pm
*24/7 cover available



EE (direct) lost or stolen phones:
Call: 07953966250



Support Team number:
01323 407775



Voda (direct) lost or stolen phones:
Call: 08080408408



Dedicated Total Care email:
customersupport@cloudvoicedata.co.uk



O2 (direct) lost or stolen phones:
Call: 03448090202

Support Team – SLAs

You can call the Support team on **01323 407775** and one of our team members will be able to help you.

We can guarantee that they will be:

- Professional & knowledgeable.
- Fully informed about your account.
- Friendly & willing to help.
- support desk located in Seaford head office.

Office Hours

The team is available Monday – Friday. 9.00am – 5.00pm. During these times, our SLA is to have 95% of calls answered within 20 seconds and all emails to customersupport@cloudvoicedata.co.uk allocated within two working hours.

Out of Office Hours

Out of hours contracts are available. So if you have an out of hours contract, please see your agreed terms for details.

General Enquiries

Please contact the Support team with any of the following enquiries and we will complete your request within the time stated.

- Billing enquiry: **5 days**.
- Ad hoc account review: **24 hours**.
- Network issues: **Variable**.
- Voicemail PIN reset: **Immediate**.
- Content control: **24 hours**.
- PUK (PIN Unlock Key) code: **24 hours**.
- Change of ownership: **Variable**.
- Handset exchange: **48 hours**.

Account Reviews

Your account manager will conduct an account review with you on a regular basis. This will cover the following elements:

- Review previous quarter's usage.
- Review all in-bound care requests raised.
- Review current services and solutions.
- Discuss client's short term business plans.
- Offer recommendations on how to improve business efficiencies.
- Discuss new products on offer within our portfolio.

Please contact your account manager if you require any additional mobile voice or mobile broadband lines.

Tariff Changes

To change the tariff on an account requires 72 hours. If you have more than five users, we require 96 hours.

Escalation Process - Service

If your enquiry cannot be handled by the Support team or your Account Manager it is escalated to the Board & Management team.

Escalation Process - Orders

If your enquiry cannot be handled by the Project Management team it is escalated to the Board & Management team

Fault Reports & Technical Support

Please call into our Care team on option 1. Or email any faults to the customer support team with a clear explanation of the issue and we will raise a ticket and escalate accordingly.

Openreach Fault

Depending on your care package standard Openreach faults are generally responded to by the end of the next working day.

Account Changes

As long as you have authorisation to make changes to the account, all of the following requests can be activated immediately by one of the team:

- Bar a stolen phone.
- Add or remove 'International Premium'.
- Add or remove international roaming.
- Add or remove the GPRS roaming facility.
- Add or remove GPRS.
- Add or remove services
- SMS changes.
- Add or remove incoming or outgoing text message (SMS) facility.
- Activate a new SIM.
- Username amendments.
- Request invoice copies
- Request call stat data

Bolt-On Services

If you would like to add extra bolt-on services to your account, we will implement your requests within the following timeframes:

- Information on available bolt-ons: **24 hours**.
- Add or remove less than five bolt-ons: **48 hours**.
- Add or remove more than five bolt-ons: **72 hours**.

Escalation Process - Service

If your enquiry cannot be handled by the Support team or your Account Manager it is escalated to the Board & Management team.

Escalation Process - Orders

If your enquiry cannot be handled by the Project Management team it is escalated to the Board & Management team

Escalation Process - Timescales

As per below table

| Severity | Class | Response Time | Description |
|----------|-------------|-------------------------|---|
| CAT 1 | Emergency | Within 4 Working Hours | Total loss of service |
| CAT 2 | Major | Within 16 Working Hours | Significant Degradation of Service |
| CAT 3 | Minor | Within 3 Working Days | Minor Degradation of Service |
| CAT 4 | Information | Within 5 Working Days | E.G. Modification or Configuration of Equipment |

Escalation Procedure

Issues that are of a technically complex nature can be escalated to the Support Team by the Support Engineer. Once assigned to the Support Team they will work with the Support Engineer and the customer and if required the vendor or third party to obtain a resolution or workaround as soon as it is practical. If the problem is found to be a manufacturer fault, we will liaise with the manufacturer to find a resolution as soon as possible.

Response

Please note that these are maximum response times and we endeavour to provide a remote fix before the maximum response time. We will inform you of the status of your logged call at regular intervals. Where possible, we will inform you of any additional charges you may be likely to incur, which are over and above those covered by your Full Service and Maintenance Agreement.

Network Related Faults

If a problem is carrier or network related, our Technical Support Team will carry out an initial assessment and liaise with the network provider to resolve the problem.

Hardware

What is not covered? Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Requests for service alterations and additional work which are not a result of a fault are not covered by the maintenance agreement but can be provided separately at an appropriate charge.

IMPLEMENTATION

The below is an example of a typical telephone system installation which includes new SIP/Cloud hardware, data connectivity and number porting.

All installations are unique of course and our Project Manager will tailor each project plan according to our customer's requirements.

A similar process and timescale will more often than not still be relevant for other services that require ordered services, hardware and installation.

| TASK | LEAD TIME (Weeks) | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 |
|---|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Project Planning | | | | | | | | | |
| Order Placed/Survey Complete | 0 | | | | | | | | |
| Broadband Ordered | 1 | | | | | | | | |
| Broadband Go Live | 2 | | | | | | | | |
| Cloud-Voice Licenses/SIP Trunks Ordered | 2 | | | | | | | | |
| Number Port Order | 2 | | | | | | | | |
| Port Complete (install pending) | 4-6 | | | | | | | | |
| Hardware and Installation | | | | | | | | | |
| Hardware Ordered | 2 | | | | | | | | |
| Hardware Pre-Configuration/Testing | 3 | | | | | | | | |
| Installation of Phone System | 4-6 | | | | | | | | |
| Training (Including Support) | 4-6 | | | | | | | | |



STRATEGIC PARTNERS

CLOUD
VOICE & DATA



Gamma
Platinum Partner

iPECS

BT WHOLESALE

FUJITSU

ERICSSON

LG

Community Fibre
better internet for everyone

**digital
wholesale
solutions**

pragma
unified technology

HIKVISION
Value Added Solution Partner

Horizon

UBIQUITI
NETWORKS



Glide its.

Paxton

INVENTORY
SIGN IN SOLUTIONS

EnGenius

**Faster
Britain**

O₂

Virgin media

EE

ascom

3CX

AKIXI

Mdee

CISCO

zest4

HUAWEI

dvs
**#REAL
INSTALLERS**
OFFICIAL MEMBER
MIII



Microsoft



zen

CLEVERTOUCH
TECHNOLOGIES

SAMSUNG

Fidelity Energy

Energising Our Partners

poly

***now** | marketing

skykick

SOME OF OUR CLIENTS

CL^UOD
VOICE & DATA



O.W.E.N.S

BALMAIN



COASTWAY
VETERINARY GROUP



PARIS
HAIR COUTURE

michels&taylor
hotel experts for hotel owners



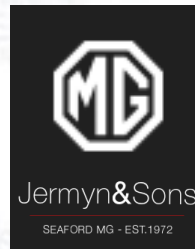
SRC LTD



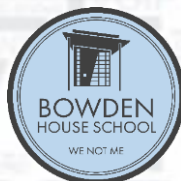
Operating KFC Franchises



SRC LTD is an associated company of SHG



THE KINGSWAY ACADEMY



THANKS FOR READING

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CONTACT

01323 407775

INFO@CLOUDVOICEDATA.CO.UK

WWW.CLOUDVOICEDATA.CO.UK

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