

5 reasons to work with us

With over 25 years of history as industry specialists in Call Recording, we share with you what our customers have come to expect from us...

1 Fantastic 'fault-fix' times...

With average response times for support issues at **less than 45 minutes** and the ability to handle 1st, 2nd and 3rd line 'system faults' - we know we keep our customer's systems working longer and harder than the rest of the industry.

2 We never sub-contract - the right person, in the right place, at the right time...

With **22 directly employed voice recording engineers** supported by project managers, technical consultants and training specialists we typically clock up 3,600 out-of-hours project time a year, just to suit the demands of our customers.

3 Quality matters too - hire for attitude, train the skills - continuity counts...

With an **average employee service length of 9 years** our services team is second to none. Our service model has been highly commended and endorsed as the right model by leading global manufacturers including Red Box Recorders, NICE and Verint.

4 Independent advice - always the right choice...

We serve the interests of our customers not those of the equipment manufacturers; consequently, we provide **independent and unbiased advice on product type** and system design for best fit solutions.

5 Committed to meeting the budget...

It's always challenging to acquire technology which suits current needs, future expansion and budget. We work hard to provide flexible solutions through **Capex, Opex and managed service options** to do just that, thereby avoiding obsolescence and premature system replacement.

