



BEST PRACTICE ISN'T COMMON PRACTICE



What makes Britannic different to
other technology partners?

NOBODY IS PERFECT, BUT WE STRIVE FOR PERFECTION

Continuous improvement is our mantra and we've got the proof points to evidence it.



97% satisfaction in our annual customer satisfaction survey



96% remote resolution



KPIs for project management; in budget, in timeframe, met expectations



Engineering accreditations



Strategy to tackle toll fraud



Hand over documents



Account management, training; exams, peer monitoring, executive sponsorship

THE 5Ds FOR SUCCESSFUL PROJECT DELIVERY

Using our five point plan methodology; we've been able to tailor the needs of our clients' digital transformation projects. It is vital for ensuring that our projects are delivered: on time, on budget and that they meet expectations.



OUR PRACTICE ISN'T COMMON, BUT IT IS THE BEST

These are the points that make us stand head and shoulders above the rest. We'll be honest, you won't find many other solution providers that have an approach as thorough and transparent as ours.

QUALITY FROM THE START

Our onboarding is top notch. Customers that are new to Britannic can expect a full audit of the existing platform to ensure that it meets our high standards of setup. Recommendations will be made with explanations as to the necessity before we take on a new customer. We carry out acceptance tests and will provide you with a detailed project plan of engagement with strict timelines to ensure the work is completed on time, in budget and to your expectations.

You will never find yourself "15 months into a 3 month implementation" as we recently heard. We always deliver on our promise.

LIFE CHANGING COMMUNICATIONS AND DIGITAL SOLUTIONS

No that's not a humble brag. It's what our customer genuinely say about our solutions.

"The solution has changed my life and modernised the contact centre. Britannic assisted us with looking at our existing processes, and thinking about how we could change them to make them more efficient using technology"

– Nicola Fisher, Head of Customer Service, DD

Throughout the process of implementing new solutions, we involve the entire business. From the contact centre agents, to their supervisors, managers and business leaders. This ensures that what is required is delivered throughout the business. Floor walking sessions, training and support ensures that everyone is able to utilise the new solution to the maximum.

UPTIME ALL THE TIME

We know your business cannot have a minute of downtime, business continuity in this day and age is key. Our B•CONNECTED cloud platform consists of multiple datacentres, interconnects, routers and switches with UPSs and hot-swappable components. This ensures our platform is extremely robust and resilient.

FREEDOM FOR GROWTH

Our customers are ambitious and recognise digital transformation is an opportunity for growth. They are not content with standing still or the mundane; they strive for excellence. We're a partner that understands modern business and how to solve key problems. Many of our customers have been with us for 10, 20 and some even 30 years. We've assisted them to grow into household names including; The Kennel Club, Trailfinders and Markerstudy Group.

WE'RE INNOVATORS

That's a fact. The technology we implement is there to help your business to tackle digital transformation and achieve business growth. For instance, we've helped one of the most famous UK theatre and arts charities to analyse over 250,000 social interactions per day. When you partner with us, you are making an investment that will reap on-going rewards. We don't just look for the one-time technology sale but the longer term journey. We want to be a partner that adds value to your business for life.

GETTING THE MOST OUT OF YOUR TECHNOLOGY

The big gap between us and other solutions providers is that we help you to get the most out of your technology. Education is key for us and we'll never leave you with a piece of technology that only person or a few groups of people know how to use. Our approach ensures that every part of the business is going to get the most out of your investment.



TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems. Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but fortunately it's not a journey your business needs to do alone.

We work closely with businesses to understand their goals, processes and culture to develop personalised digital strategies. Building and supporting integrated solutions with network services, systems and applications that meet your end user needs and commercial objectives.

30 plus years in the business means we know a thing or two about delivering great customer service. Our team of engineers is world class. We're not just customer focused, we're customer centric.

We're fascinated by the art of the possible. In the past year we have helped customers to adopt the latest AI, automation and gamification technologies to help empower their employees and prioritise resolving more complex issues.

CONNECT YOUR WORLD, HAVE AN EXPLORATORY CHAT WITH OUR PEOPLE TODAY.

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