

Your Single Source for IT and Telecoms

Modern Communications is a client facing service oriented communications service provider. From a £10,000 investment by our Managing Director, we have grown steadily (via recommendation and referral) to the stage where now in 2009 we celebrate our 10th year of continuous trading. Turnover is now several hundred thousand pounds a month and we are justifiably proud of our client list. In this technologically and economically testing time we remain committed to improving our clients businesses and committed to a long term value enhancing service and business model.

We offer one-to-one consultancy that enables businesses to understand the sometimes complicated world of communications. We provide total solutions that are designed to maximise profitability and performance, backed by service levels that are second-to-none.

1. Your Single Source...

Existing and prospective clients want less time spent managing different suppliers, and more time to spend on their business, organisation, customers and stakeholders. Modern is the provider that enables this; your trusted business service provider. A lot of organisations or businesses do not have in-house expertise or resources available, and with a trusted, converged service provider like Modern, they do not need to make that investment, ever!

2. Make Savings

Rationalise, increase your buying power and save! There is an inexorable drive towards consolidated service provisioning. All the networks & many IT providers want to do everything for all of us. Many of our potential clients have Telephony with 1 or 2 providers, mobile and IT with others...etc etc. Spend is fragmented and a genuine strategic partner to advise and provide solutions for the business is absent. Why not embrace the opportunity that professional B2B service providers like Modern present you with?

3. Service

We don't outsource our service, so you'll get through to someone straight away. There's no 'press one for service' at Modern, calls come directly to a team that is knowledgeable, trained and experienced. We have dedicated Telecommunications and IT helpdesks that respond and resolve issues quickly and effectively.

4. "Convergence"

In our home lives, IT and telephone service providers want to do everything for us (mobile, telephone, broadband, cable TV, broadband TV, VoIP...). In our business lives the business benefits of convergence are huge, both bottom line and in terms of business efficiency. It pays to rationalise and converge your business services, with a provider and partner like Modern.

5. Billing and Management Information

In the main, our clients receive a single, consolidated bill for all services. In addition, our in-house billing team and systems provide for additional management information (MI) e.g. Head office and branch or site billing or itemisation and cost centre reporting or billing designed

in such a way to match account codes and your finance package or in all cases, showing day, weekend and evening usage across all products.

6. Business Strength Services

We are a B2B supplier and trusted service provider. Your business relies on your Telephony and IT systems working properly and when a fix or support is needed, knowing that your supplier is going to handle it entirely, without attempting to shift the blame somewhere else. We only use the business strength suppliers, such as BT and Vodafone. We do not recommend or provide "cheap" or "free" or "second rate" services to our clients. In our experience it's better to keep your business services running reliably, than take risks with consumer or prosumer type services. Pricing is competitive and when you deal with us, you know you are dealing with a sensible business provider.

7. Your Partner and Trusted Service Provider

Our clients stay with us; many of the clients who signed up are with us nearly 10 years later. Whilst we are not perfect and mistakes do happen, we are accountable to our customers and suppliers, and this starts at the top from our MD, all the way across the team. Industry churn in our area is 5 - 10 % our average has been 2 - 3 %.

8. Proven Experience

We've been operating since 1998, growing turnover and assets each year.

9. We Understand Business

We know the SME marketplace. We only deal with business clients and our strategy and focus never change.

10. People and Ethics

As we stand in 2009, Modern has never had more technical, experienced and trained staff, than we have now. From the MD and right across the whole company, we are investing the reserves we have built up, in improving our skills and systems. We strive to be someone our clients like doing business with. We offer "Green" Telephony and IT solutions, with the aim of becoming carbon neutral by the end of the year. Finally, we support (where we can), charitable and faith based organisations.