



**Better connected businesses**

Mobile • Broadband • VoIP

# Business telecoms that are **better for business.**

Fast growing businesses need hard-working phone, mobile and internet.

For telecoms technology – and service – that won't ever let you down, you're in the right place.

**FCC is a leading independent  
provider of telecoms services to  
businesses in the UK.**

We provide managed services delivering flexible phone systems, broadband and mobile services.

We work closely with our clients to develop the right telecoms solutions for their business to improve efficiency and flexibility by controlling the cost and complexity of their business telecom systems.

**Customer satisfaction is the only measure that matters. We make complex systems work seamlessly for our clients so they can concentrate on what they do best.**

### **FCC Approach**

How do we do it? We provide managed services delivering flexible business telephony, broadband and mobile solutions. We work closely with our clients to develop the right telecommunications solutions for their business to improve efficiency and flexibility by controlling the cost and complexity of their communication systems.

Our approach is unique and we position ourselves as a true business partner rather than just another network provider or systems integrator.

### **Outstanding Service Recognised – NPS**

The Net Promoter Score measures the loyalty between a provider and its customers and is a clear indication on how good a firm is in delivering its services. It is widely used across industry.

The recent results are based upon a 60% response rate, saw FCC achieve a +90 an outcome believed to be unrivalled in the telecoms and most other sectors, where a +50 is deemed to be excellent and +70 is world class!!



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**“Account Manager and Helpdesk Team available 24/7 – 365 days a year!!”**

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**“FCC are very professional in their approach. Communicating well and responding to any service issues very promptly!”**



## OUR SERVICE PROMISE



"FCC deliver a great service. Our Account Manager is always on hand to resolve any issues we have. Highly recommended."



"Very professional with an excellent manner and execution of business."

We will provide comprehensive telecommunications advice and support at a affordable price delivered with honesty, integrity and in a professional way to ensure client communications requirements are fulfilled.

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We respond within 30 minutes of receiving a query and aim to complete within 1 hour. This is between normal business hours  
**Monday to Friday 8:30 to 17:30** excluding Bank Holidays.

Our Customer Helpdesk Team is available  
**24/7 – 365** days a year where you can speak to a member of the team.

Your dedicated Account Manager is always on hand to resolve any issues

Self-serve portal to bar or unbar a select number of services which is **connected by API** to the mobile carrier.

## OUR PRIORITIES



To develop long-term partnerships with businesses that expect and value trust, commitment and personable service from their suppliers.



To work with key strategic partners that embody the same core values as us to offer innovative fully managed service solutions.



To deliver tailored services suited to clients' specific business needs based on open and honest discussions.



To deliver customer service unrivalled within the telecommunications industry.



To negotiate best services and prices whilst continually reviewing client communications systems and changing requirements.



To manage all queries, resolve faults and administer new requests with minimal fuss or disruption.

# SERVICES



## BUSINESS TELEPHONY

High definition, high-end and low maintenance. A hosted phone system is the internet-enabled, cloud-based phone system (called VoIP) that doesn't rely on complex physical onsite networks or expensive hardware.

### Key Features

- Hosted Telephony
- SIP Channels
- Unified and CX Comms



## CONNECTIVITY

From FTTP to Leased Lines, we bring your business speed, reliability and seamless connectivity. Better for your people, better for the bottom-line – and better for business full-stop.

### Key Features

- Full Fibre Broadband
- Leased Lines and P2P
- Low Latency Satellite Broadband



## MOBILE SERVICES

All the coverage you need, minus the headaches – and hidden costs – you don't. We build a bespoke tariff around exactly how your people use mobile using multiple network operators if that's what works best.

### Key Features

- Multi-Network Data SIM's
- Vodafone, O2 and EE Tailored Plans
- FCC Self-Service Portal



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