



About 4Net Technologies

4Net Technologies provide contact centre and telephony solutions that address today's business issues. With an intelligent and consultative approach, combined with unrivalled technical excellence, 4Net can design, implement and support the technology solution that meets your businesses objectives whilst maximising existing investments. From IP Telephony to Unified Communications and Virtual Contact Centres, 4Net Technologies partners with best in class vendors such as Avaya, Cisco and Mitel, to provide a solutions portfolio that can address 21st century business challenges.

As a service led technology provider, 4Net build relationships with customers to truly understand their business objectives, so that the right solution and migration path can be designed for each individual organisation, enabling future growth and investment protection. To ensure best in class service, 4Net technologies places training and continuous investment at the heart of its business, guaranteeing customers peace of mind in the future development of their communications infrastructure.

The 4Net Way

'Customers come first' is the mantra that 4Net live and breathe to ensure our customers receive the best results possible from their communications infrastructure. To ensure challenges are met 4Net:

- Help clients understand where technology can deliver measurable business improvement – and where it won't.
- Plan and execute strategies with clear commercial deliverables
- Provide unrivalled technical ability
- Build upon long standing relationships with world class partners
- Ensure service delivery is fast, efficient and free from bureaucracy

4Net Technologies are the partner of choice for any business wishing to differentiate themselves from competitors and gain advantage in today's market.

What We Do

Solutions

Converged Communications

- Unified Communications
- IP Telephony
- Converged LAN/ WAN Solutions
- Integrated Wireless Technologies
- Migration from legacy voice and data networks

Contact Centres

- Virtual Contact Centres
- Customer Interaction Management
- Interactive Voice Response
- Workforce Optimisation
- Call Recording and Analysis
- Voice Self Serve
- Intelligent Call Routing

Professional Services

- Convergence Consultancy and Design
- Change Management and Consultancy
- Implementation and Project Management
- Application Configuration and Integration
- Contact Centre
 - Strategic Planning and Research
 - Process Analysis and Improvement
 - Benchmarking
 - Training
- Ongoing Support and Systems Maintenance
- Fully Managed Services

Network Services

- Calls & Lines
- Intelligent Inbound Services
- GSM Routing Solutions
- SIP Trunking
- Internet Provision

4Net Partners

