

Digital Marketplace

3CX PBX VoIP Phone System



OUR QUALIFICATIONS AND PARTNERSHIPS

We boast a team of highly skilled professionals with extensive expertise in software development, cloud architecture, and IT management. Our certifications and qualifications attest to our commitment to excellence and our ability to deliver top-tier solutions. Additionally, we have cultivated strategic partnerships with leading technology vendors and cloud service providers. These partnerships enable us to leverage cutting-edge tools, access specialised resources, and deliver enhanced value to our clients. Through collaborative relationships with industry leaders, we stay at the forefront of innovation and provide you with best-in-class solutions tailored to your unique needs. Certifications from major technology vendors such as Microsoft, Cisco, Amazon Web Services (AWS), and others demonstrate expertise in deploying, managing, and supporting products and services. Certifications like Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), or CompTIA Security+ showcase our proficiency in implementing and managing cybersecurity measures to protect client data and systems. ITIL (Information Technology Infrastructure Library) certification demonstrates our adherence to best practices in IT service management, ensuring efficient and effective delivery of IT services. ISO certifications such as ISO 27001 for information security management attest to our commitment to maintaining high standards of security and service quality. Partnerships with leading technology providers enable us to access training, support, and resources to better serve our clients. Partnerships with companies like Microsoft, Dell, HP, and others provide us access to exclusive tools, discounts, and technical support.

OUR CERTIFICATIONS

As a company accredited to and rigorously following ISO 27001 and ISO 9001 certifications, adhering to ITIL Version 4 principles, and holding Cyber Essential Plus certification while also serving as a Cyber Essential Certifier, we stand as a premier choice for buyers seeking excellence in software and cloud infrastructure services. Our commitment to these industry-leading standards demonstrates our dedication to security, quality, and best practices in service delivery. By aligning with ISO 27001 and ISO 9001, we ensure robust information security management systems and quality management processes, providing clients with peace of mind regarding data protection and service reliability. Our adherence to ITIL Version 4 principles guarantees efficient and effective service delivery, while our Cyber Essential Plus certification underscores our commitment to cybersecurity best practices. Additionally, our role as a Cyber Essential Certifier further enhances our expertise in assessing and certifying cybersecurity measures. These accreditations and certifications collectively position us as a trusted partner capable of delivering high-quality, secure, and reliable solutions that meet the diverse needs of our clients, making us an exceptional choice for buyers seeking excellence in software and cloud infrastructure services. Service Description: 3CX PBX VoIP Phone System

SERVICE SUMMARY

Our 3CX PBX VoIP Phone System Support Services provide technical assistance, configuration, and operational support for 3CX telephony systems. We ensure reliable call handling, system optimisation, troubleshooting, and secure management of cloud-hosted or on-premise PBX deployments.

FEATURES AND BENEFITS

- Install and configure 3CX PBX systems efficiently
- Provide ongoing operational support and maintenance
- Troubleshoot VoIP connectivity and call quality issues
- Manage system upgrades and software patching schedules
- Configure call routing and extension management accurately
- Implement security settings for secure VoIP communications
- Monitor PBX performance and system health continuously
- Support integration with other telephony applications seamlessly
- Assist with disaster recovery and system backup planning
- Provide remote technical assistance for urgent issues

SERVICE BENEFITS

- Reduces downtime from PBX system failures effectively
- Improves call quality and operational efficiency reliably
- Enhances telephony security across organisational communications consistently
- Reduces time spent troubleshooting technical issues quickly
- Increases reliability of cloud-hosted or on-premise systems
- Simplifies PBX configuration and management processes easily
- Supports uninterrupted communication for business continuity purposes
- Minimises risk of misconfigured or insecure systems
- Provides expert guidance for optimised system performance
- Streamlines upgrades and maintenance for ongoing reliability

Technical Specifications

- Hardware and Software Compatibility: Compatible with a wide range of IP phones, SIP trunks, and operating systems.
- Network Requirements: Requires a stable internet connection with sufficient bandwidth for voice traffic.
- System Capacity: Scalable to accommodate varying business sizes and call volumes.

Implementation Process

- Installation: Deploy the 3CX PBX VoIP Phone System on-premises or in the cloud, following provided guidelines.
- Configuration: Customise settings and preferences to align with business needs and requirements.
- Integration: Integrate with existing systems, such as CRM software or email clients, for seamless communication.
- User Training: Provide training resources and support to ensure users are proficient in using the system effectively.

User Training and Support

- Documentation: Access comprehensive user manuals, tutorials, and FAQs for self-paced learning.
- Training Sessions: Attend live training sessions or webinars conducted by experienced professionals.
- Customer Support: Contact our dedicated support team for assistance with technical issues or queries.

Security and Compliance

- Data Encryption: Secure communication channels with encryption protocols to protect sensitive information.
- Compliance: Ensure compliance with relevant regulations, such as GDPR, HIPAA, and PCI DSS.

Cost and Pricing

- Licensing Fees: Pay-per-user licensing model with flexible subscription plans based on business needs.
- Hardware Costs: Optional hardware purchases for on-premises deployments, depending on requirements.
- Support Fees: Ongoing support and maintenance services available at competitive rates.

Contact Information

For further information or to inquire about the 3CX PBX VoIP Phone System, please contact our sales team at support@creative-n.com or visit our website (www.creative-n.com).