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Welcome!

It gives me great pleasure to introduce the very first issue of the NewNet newsletter. In Issue 1, we will be looking at how VoIP can save your business money, introducing you to a key member of the NewNet team and hearing from our partner, 4Com. First, I'd like to tell you some things you might not know about NewNet, including why delivering great customer service is key to employee morale as well as customer satisfaction.

About NewNet

NewNet was established in 1995 and is part of the Timico Technology Group, a privately-owned UK company providing award-winning connectivity to the Internet, hosting, voice and networking solutions. While the majority of our customers are currently based in the South of England, with the backing of Timico we can serve any business, anywhere.

Our approach to customer service

Everything we do is underpinned by three defining principles: leading by example, collaborating and going the extra mile. These are the 'critical non-essentials' that really do make all the difference to our customers and our staff.

My job is to drive a higher level of customer service by achieving as much consistency as possible, and by constantly seeking feedback from our customers. I get into the detail of what's important to people. Each week, I share a new piece of customer feedback with the NewNet team because this helps our people to see the difference they make to both our business and our customers'.



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What I hear time after time is "you care" – and we really do. In fact, one customer recently compared us to Apple, because we offer 'all the little things' that add up to a completely different experience. I feel proud to say that NewNet enjoys a great reputation with our customers because we work so well together as a team.

If you haven't done so already, please explore our new website at www.newnet.co.uk

Darren Hilton
Managing Director,
NewNet



Partner Spotlight



NewNet People



Technology Spotlight

Partner spotlight: 4Com

4Com plc is a B2B solution partner offering a wide range of Telecom solutions to small and medium-sized businesses through one of its subsidiaries, Pioneer Business Systems. Richard Poynter, IS Director at 4Com plc, has worked for the company for a decade. Here, Richard tells us why NewNet is 4Com's trusted sole ISP provider.

"We've been a broadband customer of NewNet's since 1999. Until four years ago, we had partnered with a couple of different third parties, but these relationships weren't successful. As our network grew and expanded, we started to use more and more of NewNet's technical services – and in our experience, they were very, very good. That's why we began to recommend their services solely to our customers. Before long, we made the decision to migrate all of our customers, new and existing, to NewNet.

"Our key market is typically SMEs with 5-100 staff, and we act as frontline support to our customers. Now, we can provide added value, because we know the services NewNet offers are reliable, consistent and really work.

"With NewNet, we can do what we want. The helpdesk is highly responsive and well managed from a support point of view. The backend services are also excellent. Coupled with the back-up of the skilled engineers, we can now provide a one-stop shop for all our customers needs.

"We will only ever endorse a service we believe in – and we happily recommend NewNet to all our customers."

Richard Poynter
IS Director, 4Com



NewNet People

Meet Jamie Tynan...

In each issue of the NewNet Newsletter, we will bring you a unique profile of one of our people. This month, we would like to introduce you to Jamie Tynan who works on our helpdesk.

Name: Jamie Tynan

Position: Customer Support

When did you join NewNet?
September 2009

Where were you before?

I used to install home cinemas, and before that I worked in a computer shop. I've always had an interest in computers and the technical side of things!

What first attracted you to NewNet?

I was looking to get into a more technical role. I realised quite quickly that at NewNet, I could work with different technologies across a wide range of subjects.

What does your job involve?

Day-to-day, it's about responding to calls and emails from customers relating to anything from broadband to DNS, email and hosting. Generally, I only get to speak to people when they have a

query, but the rapport we have means that I enjoy a friendly relationship with all of our customers.

How do you find working here?

Really enjoyable. There are six of us working on the helpdesk and it's a bit cheesy to say this, but there is a real family atmosphere. They're a great bunch of guys! Both within the team and the company as a whole, it feels like we're a group of friends who work together.

What makes NewNet customer service great?

Everyone makes themselves available to each other. That means we can get things fixed quicker for our customers. If we don't immediately have the answers our customers need, we can simply speak direct to our colleagues. Unlike other companies I've worked for, there isn't a lot of bureaucracy. It helps that our office is open plan and on a single floor. We all say hello in passing and have a quick chat, so we know what we're all up to.

How do you help NewNet customers?

My team provides the lion's share of customer support. In fact, because we can answer things most things right here on the helpdesk, only about 2-3% of enquiries get referred to our technical team. That's quite unusual – most



customer support has about nine layers, so you end up being passed from pillar to post – but we have two. For our customers, that means the first person they speak to can deal with everything, right up to completion. A lot of people are surprised but pleased to experience the NewNet way of doing things.

How do you see your role progressing?

Actually, I'm just about to step into more of a Service Manager role, supporting Darren Hilton. What's great is that I am still going to be working directly with our customers, but I will be taking more of an overview – making sure that our team is working efficiently and that our customers are happy.

Technology Spotlight: IP Cortex VoIP

Open, scalable, accessible, feature-laden

Discover the benefits of a single manageable and more cost-effective network with NewNet's VoIP.

What is VoIP?

VoIP or 'Voice over IP business phone systems' is the means of transmitting voice traffic over a data network via a single network. With VoIP, your business can enjoy increased flexibility and functionality, as well as impressive cost and call quality advantages.

How does it work?

VoIP uses your existing data network infrastructure to distribute telephone calls, delivering a range of benefits above and beyond those presented by a traditional, legacy PBX system.

Superior functionality

VoIP brings a range of features to enhance the way your business works including unified communication, real-time billing, click-to-call dialling, speech recognition and self-initiated video conferencing. From a single control point, you can easily self-manage all your communication networks. Crucially, you will enjoy reduced business continuity risks with increased reliability and performance

Big cost savings

NewNet's VoIP can help you lower business costs by moving all of your voice and data communications to a single manageable network. What makes VOIP ideal for your business is the way it uses your existing broadband or leased line connection to make calls and share data at a much cheaper rate than the standard Public Switched Telephone Network (PSTN). You can also add and remove users, and rearrange services, easily and at minimum cost.

Happier customers

With site-to-site call costs eliminated, you can link people, products, office site and customers in a more efficient and effective way. Combining email, voice calls, voicemail, calendars and conferences together in one integrated system, your business will offer faster response times. This will translate into greater customer satisfaction and increased productivity across your business.



Discover the benefits of NewNet's VoIP

- Advanced functionality as standard.
- Scalable to suit 2 - 2000 users.
- Increased reliability, compatible with both IP trunks and ISDN lines to remove single point of failure.
- Flexible implementation to suit your business - ISDN, IP trunk or analogue.
- High call quality ensured by routing calls through ISDN or analogue lines.
- Reduced call costs by routing some or all calls over IP trunks, with free internal calls.
- Remote/home users can operate as though within the office - making and receiving calls under the office number, with access to voicemails, faxes and more.
- Lower implementation costs because the IP PBX uses your existing network infrastructure.
- Freedom of choice, compatible with a wide range of handsets for different applications, environments and budgets.
- Instantly familiar and usable with a familiar interface to enable your workforce to adapt quickly to the new system.
- Unified communications, including fax to email and voicemail notification functionality, and supports CTI through the TAPI module.

Want to find out more?

Simply call us on 0844 854 9288 or visit our website: www.newnet.co.uk