

Tips For Choosing A Capable Telecom Partner

Communications services and tools are essential pieces of any business. Without these assets, organizations wouldn't be able to connect effectively with clients or finish daily tasks. It's therefore critical for companies to have capable, reliable solutions at their disposal, but this only comes from having a top-tier telecom provider. Here are a few tips to help you choose a capable telecom provider that will fulfill your needs:

1. Insist on reliability

Your telecom partner should be more than just a provider; they should enable business growth and provide true value. If a vendor has spotty service or records of downtime, this could result in significant consequences for your operations. Organization leaders should choose a telecom provider that offers around-the-clock support to respond quickly to problems and minimize their impact. It will also be important to know how provider services are delivered. Owning their own fiber optic network or leasing it could make a major difference in performance.

2. Ask for tailoring options

Every organization is different, meaning that off-the-shelf solutions might not be able to deliver all of the necessary features. A capable telecom provider should enable you to tailor your telecom services to your requirements and allow easy provisioning for new services, products and upgrades. This flexibility will be essential to keeping up with the competition and leveraging new technologies as they develop. Some partners will even establish pay-per-use plans, so organizations only invest in solutions that they actively utilize. These options will also make it significantly easier to adapt to new locations, new vendor partnerships and fluctuating employee numbers.

3. Ensure personalized service


A capable telecom partner will show care for its clients through its customer service records and capabilities. When a client calls in, the provider should have all of the details pertaining to that account readily available to answer any questions and refer to historical service information. The telecom company should also go the extra mile to provide service that is personalized to your business. This means having experts on hand who are familiar with your market and who will know the best telecom solution for your needs. From there, you can choose from a variety of options and obtain a service level agreement in writing.

Telecom partners can elevate business capabilities, but only if you team up with the right provider. Partner with Teo Technologies to find the right solution to your business's telecom needs.

5 KEY FACTORS IN


Choosing a Telecom Partner

Choosing the best telecom partner is like solving a puzzle. It involves putting the right pieces in place to help your business address its needs now and well into the future. Here are some of the keys to finding the right telecom service.



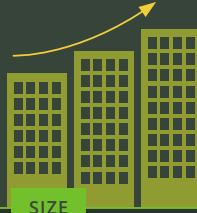
RELIABILITY

Your telecom provider should be able to **respond quickly to problems, and minimize their impact.** Find out if they own their own fiber optic network or lease it, and how their repair helpline operates (recorded messages or manned 24 hours).




FLEXIBILITY

The ability to grow your telecom network along with your business is important. Your telecom partner should be able to **offer upgrades – new services, new products, etc. –** as your company needs them or as new technology develops.




SIZE

A great telecom partner should be **large enough to offer its own network** as well as local service centers you can contact for specific advice.




PERSONAL SERVICE

Your telecom company should provide you with **great customer service as well as service that is personalized to your business.** They should be able to provide experts who are familiar with your market and able to explain the best telecom solution for your business.



OPTIONS

A great telecom provider should **offer options:** traditional systems, VoIP, quality of service (a protocol that prioritizes voice packets over data), quality bandwidth, and a service level agreement in writing.



Partner with Teo Technologies to find the right solution to your business's telecommunications issues.

To find out more visit www.teotech.com.

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