



## **ProVu Services**

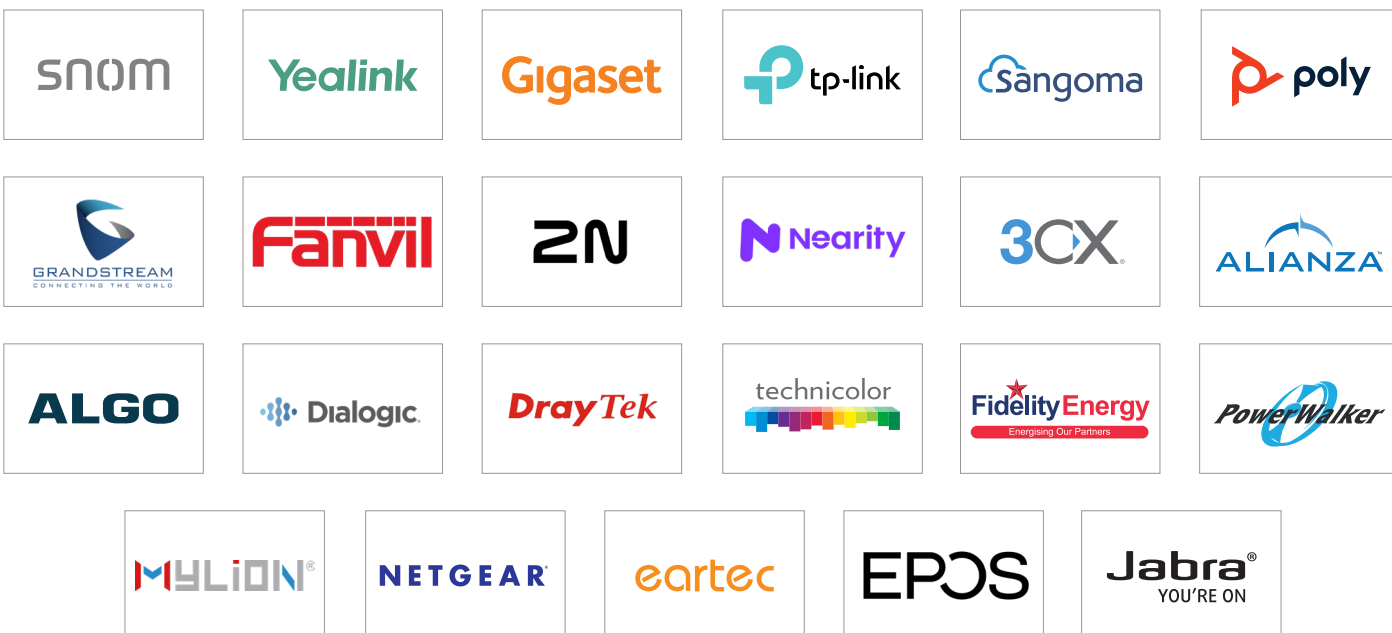
Bespoke Offerings to  
Support You & Your Business

## Who are ProVu?

ProVu are the business to business market leader in VoIP hardware distribution. With the help of our award winning reseller portal, ProSys, we provide resellers and service providers with access to a range of tools designed to ease the delivery of Customer Premise Equipment (CPE). Our product range covers all requirements for any hosted or on-site PBX installation from many of the world's leading brands.

We have a dedicated knowledgeable team who are always happy to help, from pre-sales advice to 1st class technical support. Having been specialising in VoIP since 2002, we have many years of experience and are able to offer consultancy services to both our resellers and suppliers in areas such as product specification, building provisioning platforms and interop testing.

## Our Brands



# It's a Buffet...

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ProVu strive to offer meaningful value-added services to resellers and ITSPs throughout the UK. We work closely with our partners to ensure we support every possible aspect of your business. From our award-winning reseller portal, ProSys to our in-depth training, product & shipping personalisation and installation services. We want you to do what you do best.

Take every service we offer or take specifics, we offer a full wrap to your hosted solution. Perhaps you only want provisioning or redirection and your hosted platform will manage the devices. Perhaps you only want the provisioning on certain devices but not others. It's a buffet, take what you like.

Discover how we can help you go above and beyond in maintaining the optimum customer experience.

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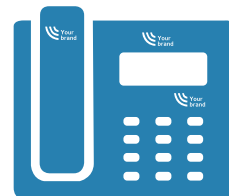
# Personalisation

Add a personal touch to your orders. Whether you'd like to print your own or your customers' logo on select devices or add personalised marketing inserts and branded shipping notes to your orders. We can help you fulfil your objectives through every step of the customer journey.



## Device Printing

Go the extra step and add your own or your customers' logo to your ordered devices. Simply choose your desired device and design, then speak to a member of our sales teams to confirm your order and await your custom branded devices to be delivered direct to site. Lead times will vary depending on order size as well as a small fee per device with price breaks for larger quantities.



## Marketing Inserts

Add a personal touch to your order fulfilments by customising your deliveries with leaflets, install guides, brochures or applying customised stickers to parcels. Simply get in touch to discuss your ideas. We can take care of the rest with a unique part code for you to use.



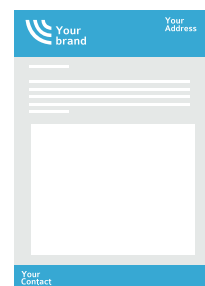
## Branded Packaging

Looking to add some branding to your packaging? We can assist you with adding your own custom logos, artwork or design to your packaging with custom box design, packing tape or custom unit packaging sleeves. Simply supply the design artwork for the packaging and we can take care of the rest. \*(Price available on application basis.)



## Branded Despatch Notes

Add your own branded letter head, despatch notes and invoices to your shipments with us. Simply supply us with your logo and artwork and we can see to the rest. Don't have a letter head designed already? Send us your logo, wording, and any artwork you would like included and we can put that together for you.



## SIM Fulfilment Services

Take away the hassle of stock holding, administration and fulfilment with our SIM fulfilment offering. What's more you can personalise your SIM cards with your own branded packaging for that little extra personal touch, showing off your own or your customer's brand on delivery and set up.



# Education

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Boost your skills & understanding for some of the industry's top brands.



## Training

We host regular training courses for a range of top brands such as 3CX, Snom & Algo to name a few. Our courses are easy to access, whether it's a virtual online course, in person or at a location of your choice, we offer a range of training programmes to suit you and your team. Expand your knowledge with sales and/or technical training sessions with ProVu.

With specific training courses in

- 3CX
- Algo
- Snom Certified Engineer Programme
- Gigaset
- Sangoma Vega Gateways
- Yealink
- Mechanical Installation Courses for IP Access Control
- Mechanical Installation Courses for IP Audio
- Multi Cell Deployment Training – Radio Mapping
- Onsite Sales Training



# Device Set Up and Installation Services

Pick and choose what you need as and when you need it. Choose from pre-installation surveys, installation services & support as well as device management for existing, new and adopted devices.



## White Label Survey and Installation available for 2N IP Access Control & IP Audio

Have a difficult installation or don't have the technical skills available to complete an install? We can help set up a 2N or Algo installation specialist to come survey your site, recommend the best products for the job, and oversee the installation of the devices while providing training to onsite staff members. \* (Pricing subject to installation requirements).



## Handset Pairing & White Label Survey and Installation available for DECT

Simplify your DECT installs with our DECT handset pairing service. We can pre-pair your DECT handsets to the corresponding base station and assign extension numbers to individual handsets making it a simple process when your hardware arrives on site.

Unsure of what you need to ensure your customer's requirements are met? A DECT survey can help to ensure your solution will work exactly as intended. Since every site is unique you want to be sure not to run into any unforeseen issues. Our expert team can carry out site visits and provide a full list of recommended devices and installation proposals helping you to ensure coverage requirements will be met.

- Multicell DECT survey and Installation



## Remote Installation of IP Audio / IP Access Control / VoIP Gateways

Our Technical Support Team are on hand to help with the remote installation of our wide product range. Including IP Audio, IP Access Control and VoIP Gateways. Giving you peace of mind that no matter what difficulties you may run into, our dedicated and knowledgeable Technical Support Team are only a phone call away.

- Pre stage installation of IP Access Control / Gateways is also available.



## Video Conferencing Solutions & White Label Installation

With a growing demand for video and audio-conferencing solutions, you want to ensure the products you quote for will meet the demands of the users and the environment where it is to be installed. From small huddle rooms of 2-3 people to large scale board rooms of 20+, there is something for everyone. Our knowledgeable Sales and Technical Support Teams can work with you to craft your perfect room set up and even offer pre-arranged remote installation support for your onsite installations.



Microsoft Teams

zoom



## Project Design Consultation, (PCI) Pre-Sale Compatability Investigation & Interoperability Testing

Access free project design consultation services with ProVu. Simply provide a layout of the project site and we can handle the rest. Our team of tech experts can suggest the best products and set up locations to make sure your project runs smoothly. What's more ProVu's Technical Team offer Pre-Sale Compatibility Investigation (PCI) for our partners as well as interoperability testing. Allowing you to find out what will and won't work for your projects before committing to purchase. We'll even complete a general product test against your own API, platform, or software for added peace of mind!



## Device Management & Provisioning

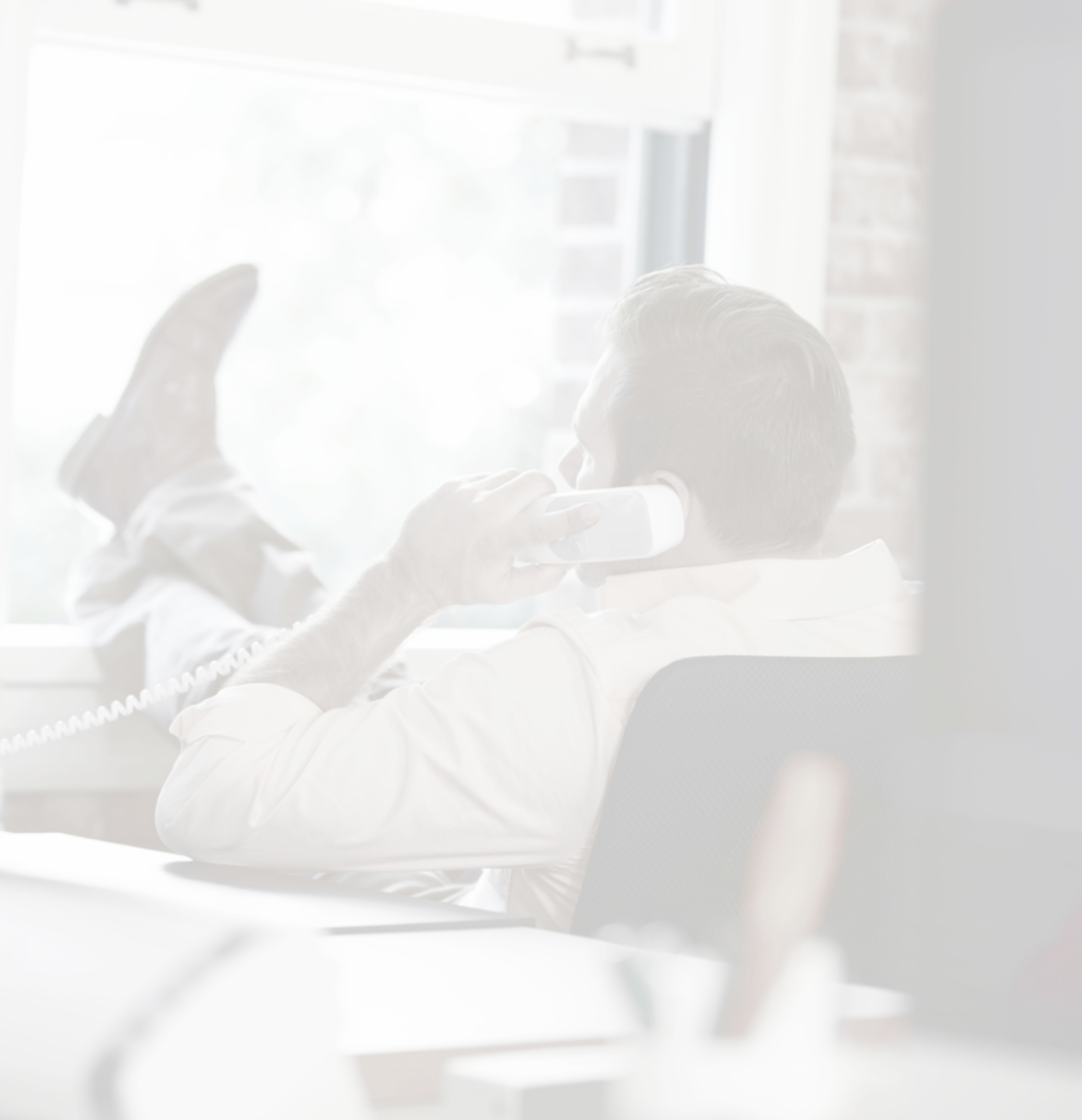
Manage your newly purchased, existing and adopted devices with ProVu's phone management tool which can be accessed by our online portal, ProSys. Make use of some or all of the available benefits like auto provisioning devices with secure provisioning along HTTPS, manage firmware upgrades, update parameters with ProSys' easy to use uniformed parameter settings or, even manage everything from your own API with ProSys integration with embedded website tracking.

What's more, ProVu partners can also benefit from custom profiles built with ProVu's agnostic platform as well as soft & hard\* code devices including DrayTek routers.

(\* Hardcoded routers are only available on large quantity orders with access to radius or /ppp credentials that can be fixed for all deployments)

### Have another idea?

At ProVu we aim to help our customers the best we can. Going above and beyond to assist you in your day-to-day operation and specialist projects. If there is a service which would benefit your company and is not listed here, speak to us, we're here to help.



Become a ProVu reseller today, visit:

[www.provu.co.uk/reseller](http://www.provu.co.uk/reseller)

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