

PARTNER COMMUNICATIONS



PARTNER COMMUNICATIONS MADE SIMPLE

BDR Group

If you are looking for a partner with a difference then look no further. Talk to Fiona Taylor our Channel Division Manager today and find out how we can be your partner for success.

Engineering and Technical Services

BDR has a wealth of technical resources and knowledge. We have engineers who are trained and accredited on an extremely wide range of vendor products, to deliver a complete suite of engineering and technical services.

Installation and Maintenance

This means that we are able to provide full installation services to TDM and IP product offerings from many voice and data manufacturers. This alone means that we can also provide maintenance services on Ericsson-LG, Mitel, Inter-tel, Ericsson, Samsung, Panasonic, Siemens, Sure-tel, Alcatel, Nortel, Toshiba, NEC, Horizon, Aastra and Avaya through BDR and the Concert Group.

Project Management

To complement these engineering services, BDR offers full project management and site survey services to our partners. We have provided project management to a long list of customer roll-outs of IP telephony, from SMEs to large corporates. These services enable our partners to win the business with their customers, safe in the knowledge that BDR will be there to help them throughout the deployment process.

White Label

Our unique white label telecoms installation and maintenance service has established our place in this industry. Allow us to be your engineering resource, we only work with products where we have the highest level of Technical Accreditation ensuring you can be comfortable in the knowledge that our engineers deliver technical excellence time after time. Our fleet of vehicles are not sign written, they are modern, unmarked and maintained to a high standard.

Pricing structure

At BDR we strive to be open and transparent as we find this leads to good strong term relationships with our Partners, we know that your success is our success, to that end we operate a clear pricing policy.

Professional Engineering

Engineers are available on a day rate, per half day, or site visit and hourly rate. We are able to offer long term rates upon discussion, ensuring that a good profit margin remains in sight.

Structured Cabling

We install category 5 and category 6 cables along with fibre optic and can complete networking projects. We have experience in installations from 1 to 10,000 points, from small additional works right through to campus installations and new builds. We complete full fluke testing and provide a 25 year guarantee. Our cable teams are DBS checked, and we have method statements and risk assessment documentation where required. Our engineers are trained and certified to install product from a number of manufacturers.

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Training Services

We can train your end clients selected users in line with their wishes. We recommend that training takes place when the phone system is installed so that as soon as the new system is switched on, users can take, make and transfer calls immediately. We also encourage the promotion of refresher training and train the trainer courses so that when your end client recruits new users they are suitably inducted.

Maintenance Offering

- Full UK wide coverage
- Multi- product skilled and security cleared engineers nationwide
- A single point of contact & ownership for fault resolution
- Efficient online fault reporting and tracking tools with our bespoke CRM package
- Team of sales, engineering and service support backing you up
- We can offer direct maintenance to the customer or white label maintenance on your behalf.
- Various types of cover to suit you needs including out of hour support
- Protect your base – Ring fence your customers.

Maintenance General

- Minimise system downtime (remote diagnostics)
- Reduce ownership costs
- Prolong the life of existing system
- Maintain/enhance communications efficiency

Benefits of Maintenance with BDR

- Fully vendor trained and experienced engineers
- Full range of replacement parts housed on our premises
- Class leading response times with National coverage
- Implementation of software updates (keeping your system up to date*)
- Permanently staffed in-house helpdesk • Bespoke SLA's
- Liaison with network providers

Lease offering

At BDR we deliver a powerful combination of leasing solutions, coupled with a few more. What we really pride ourselves on is having the experience and expertise to provide new and existing customers with a range of tried and trusted solutions. All of which are designed to quickly, efficiently and painlessly take care of your leasing requirements. We're passionate about what we do, and we employ people who share that passion. You will find it extremely hard to beat our Lease rates **ANYWHERE!**

