



Prodec Networks is one of the UK's leading ShoreTel Partners

We specialise in delivering and supporting solutions that improve communication and collaboration, whilst delivering superior levels of customer care and satisfaction.

Support Made Simple

Prodec Networks offers competitively priced maintenance and support packages, designed specifically to suit the needs of your business. Our bespoke packages offer different levels of commitment and guarantees, depending on the level of cover you actually require.

We understand that when it comes to your unified communications platform, you want the reassurance of a dedicated point of contact to resolve issues as quickly as possible. We provide a 24/7/365 UK-based support desk as standard and have a dedicated network of ShoreTel support staff located across the UK.

Prodec's engineers are highly trained and our customer-centric approach to business ensures you always receive the optimum level of support.

Smart, Reliable, Effective IT

"At Prodec Networks we take pride in the way we support our customers and of the quality of work conducted. Our experienced and passionate team strive to help wherever possible, and take genuine care when completing a project or resolving a support request."

- Greg Stone, Director Prodec Networks

Why Prodec Support?

- ✓ Bespoke / flexible services
- ✓ Experienced team of support engineers and account managers
- ✓ On-site and remote support from ShoreTel trained engineers
- ✓ Notifications and assistance in implementing software updates
- ✓ On-going recommendations to enhance your telecoms infrastructure
- ✓ Multiple methods to access support: email, phone and customer portal
- ✓ Service Level Agreements with agreed targets and measures
- ✓ Training by experienced ShoreTel engineers
- ✓ Support desk on call 24/7/365.

Improve Your Support

Are you considering moving your ShoreTel support?

Fear of change is often the reason many businesses put up with poor service and high costs from their IT support company. Changing to Prodec Networks is simple and stress free. We take care of everything, so you don't have to.

Love Us or Leave Us

Prodec Networks can offer a 3 month trial where you can put our support services to the test. We've removed the risks to make everything as easy as possible for you.

To discover how Prodec Networks can help your business, contact one of our advisors today.

Contact Us - shoretel@prodec.co.uk