



ALTECH

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# ALTECH

**voice and data networks**

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*Our total focus is on the development and support of voice and data communication systems. We provide communication solutions from home offices through to nationwide corporations, providing intelligent, future ready hardware and software which compliment existing business practices and provide significant productivity, reduced costs and increased profits.*

*Altech is comprised of a team of dedicated business communication consultants, technicians and customer service personnel. Successful business today is all about efficiency, customer service and effective communications. Creating a good first impression is all important. Clearly selecting the right*



# ALTECH

## WELCOME TO ALTECH

### Our Track Record is Your Security

ALTECH have specialised in the sale and installation of new and used telephone systems since the industry deregulated in 1989. Our success has been marked by steady growth as we proudly continue to service South Australian businesses, many of them major, well known companies.

### We're in Business for Business

Our total focus is on the development and support of voice and data communication systems. We provide communication solutions. From home offices through to nationwide corporations, we offer intelligent, future ready hardware and software which compliment existing business practices and deliver greater productivity, reduced costs and increased profits.

### Our Staff are First Class

Altech is comprised of a team of dedicated business communication consultants, technicians and customer service personnel. Successful business today is all about efficiency, customer service and effective communications. Creating a good first impression is all important. Clearly, selecting the right company to supply and service your choice of a telephone system is equally as important as making the right choice of equipment. At Altech we provide a 24 hour service with a team eager to help your business to grow.

### Relationships

As your relationship with ALTECH grows, you will begin to appreciate the benefits of dealing with an organisation which is totally dedicated to providing you with solutions. We ensure that your organisation has the most efficient, effective and forward looking communication solutions which are designed to add value. No matter what your goal, our staff will always help you to reach it.

### National Support

Backed by the vast resources of LG, Alcatel, Shoretel and Telstra, we can meet your business needs quickly and efficiently. Altech are specialists in understanding the multitude of communication challenges which your company may be facing and can offer solutions based on cutting edge technology.

### Telstra Dealer

Our involvement with Telstra covers all aspects of network services. This enables us to provide highly cost effective products and services which can help you to choose the most appropriate communication network plan and services

### Telstra Lines and Services - Just One Call

Trying to get connection of services, co-ordination and the right information for your needs for Telecommunications and IT services often causes frustration for managers.

Altech can provide a single point of contact to relieve the frustration of trying to get the job done. This will alleviate your frustration with call centres and queues.

ALTECH can apply for all Telstra services on your behalf. This means that you only need to deal with the one company. We perform the follow up from the time of order placement to the commissioning. Not only does this save you time but it also eliminates any potential confusion which can arise through having to liaise with two or more companies. Our staff are fully trained on all aspects of the services which Telstra provide.



## SERVICES REGISTER

### Key Telephone Systems

Our main focus is the supply of Key Telephone Systems. With a large range of systems, we can supply your business with a new or refurbished system which will suit your needs and your budget. ALTECH are dealers for the supply of LG, Alcatel and Shoretel telephone systems. Altech also service Commander telephone systems.



*...development  
and support of  
voice and data  
communication  
systems*

*...totally  
dedicated to  
providing you  
with solutions*





### Maintenance Contracts

Many customers take out "Peace of Mind" Service Maintenance Contracts with ALTECH to protect themselves against unexpected and costly service repairs. Should your system develop a fault, all labour and replacement parts are covered under our Standard Service Plan. ALTECH's very competitive rates are up to 30% lower than that of our competitors, which can mean substantial savings on your annual contract. To cover major faults, we offer a 2 hour maximum fault clearance time and offer agreements which can protect your company 24 hours a day, 365 days a year.



### Spare Parts and Repairs

A complete range of spare parts and accessories are readily available to service your system. ALTECH's service policy is to always maintain stock levels which will meet your needs, even in an emergency. Because we also keep stocks of obsolete telephone systems, we can extend the life of your existing system should you not wish to upgrade. We can offer substantial savings to our clients on the supply of refurbished telephone systems and parts.

### Data Cabling, Computer Networking and Equipment

ALTECH's technicians are fully trained in all aspects of data cabling. Your business can benefit from ALTECH being able to satisfy all of your requirements for voice and data. We now are suppliers of routers, data cabinets, patch panels, data racks and most computer products. ALTECH have the ability to offer a complete office communications solution to your company.

### Installation & Relocations

ALTECH can relocate your office telephones and data computers with minimum

interruption to your business. All Telstra services can be arranged by our competent staff so that there is no need to liaise with more than one company. Due to our long standing relationship with Telstra, you can be assured of prompt service. Also, the fact that our sales staff and consultants are trained extensively on all Telstra products and services ensures that your move will be handled efficiently and quickly.

### Public Address & Background Music Systems

ALTECH offer a wide selection of public address and background equipment to suit your needs. Our consultants can provide details on the following:

- Professional broadcast.
- Industrial audio products systems.
- Music on Hold systems.
- Individual message on hold message systems, tailored to your business.

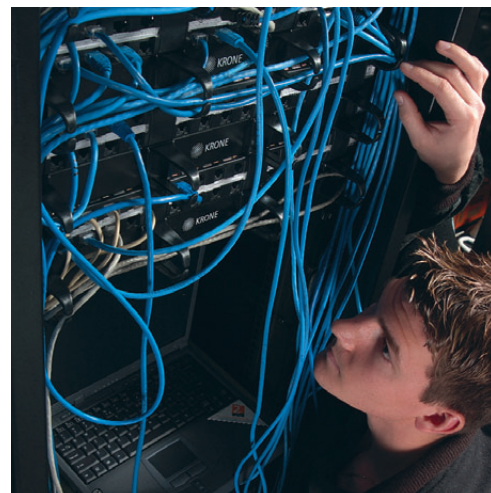
### Consultancy & Training

We offer our clients comprehensive after sales service and training. We also provide a high level of telecommunications consultancy service in South Australia. Service is available 7 days per week, 24 hours a day.

### Rental & Lease

The use of leading edge communication technology will become ever more important to ensure the success of your company. To many, the best choice is rental.

A rental or lease option offers great flexibility. It allows you to fulfil a wide range of business equipment requirements by allowing you to not only finance the acquisition of the equipment, but also the installation, maintenance and training costs.



# Communication Solutions

Doing business with ALTECH is easy. Our streamlined approach and helpful service ensure a problem free rental, making your upgrade to the latest technology simple and cost effective.

Headsets, cordless phones, answering machines, total recall systems, nurse call.

Altech specialise in the sale of headsets, cordless phones and answering machines which are compatible with all major telephone systems.

## **Mobility - DECT**

Are you chained to your desk because of your phone? All too often you're talking to that important contact on the telephone but you need to access your reference material to make your point.

Calls can be answered from anywhere in your office with a DECT Cordless system. For people working away from their desks, DECT provides cordless extensions which have access to the system's features. It doesn't matter whether the call is being made in the warehouse, workshop, showroom or in fact anywhere in a large building or site.

## **Call Accounting**

Altech can provide your company with a reliable, easy to use, graphical windows interface which will work with your telephone system. Such a system allows you to evaluate and to optimise the use of your telephones and staff. It provides call accounting by cost centre, extension or department.

## **Features & Benefits**

- Optimise staff telephone time.
- Determine your best service provider.
- Allocate costs by division.
- Eliminate fraudulent usage.
- Monitor and optimise your network.

The system enables clients/customers to be invoiced for their share of the call costs. Typical applications are serviced offices, lawyers' offices, accountants' offices and hotel rooms.

## **Remote Maintenance and Programming**

Technical visits are expensive. The ARIA business system has the tools to manage and maintain the system remotely, quickly and efficiently. Help is now only a phone call away.

## **Automated Attendant / Call Routing**

Each call is valuable. Many calls are lost due to inefficient call handling which can cost your organisation money. The ARIA business system solves this problem with the Automated Attendant feature. The system can be programmed to provide callers with customised greetings; inviting them to use single digit selection to direct calls to a specific extension, department or



group, or wait to be connected to an operator. The Automated Attendant ensures that all of your calls are answered within the predetermined time.

## **Hospitality**

The Hospitality system is designed for hotels and motels as an easy to use guest registration and billing system with automatic phone call accounting.

A fully featured system, it allows complete billing of all hotel charges, receipting of payments and smart invoice printing inclusive of logos and letterheads.

Through their interaction with the telephone systems, rooms can be locked and unlocked on check in and check out. Guests' names are displayed and group calls can be set up. In addition, wake up calls can be set, maid status displayed and message wait catered for.



A L T E C H

voice and data networks

NEW TELEPHONE SYSTEMS

REFURBISHED TELEPHONE SYSTEMS

ADDITIONAL HANDSETS

ADDITIONAL SOCKET, PROGRAM CHANGE

MODEM POINT - DATA POINT

MAINTENANCE CONTRACT

SERVICE AND REPAIR

RELOCATION

PUBLIC ADDRESS SYSTEM

DATA CABLING

HEADSETS

CORDLESS PHONES

ANSWERING MACHINE

DECT - MOBILITY

CALL ACCOUNTING

HOSPITALITY

AUTOMATED ATTENDANT

BATTERY BACKUP - POWER FAILURE

MUSIC ON HOLD

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