

firstcom eUrope

“Simple to use, modern communication at your fingertips”



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Our mission

“To help businesses and people to communicate in the cloud, share thoughts, ideas and information - today, tomorrow and beyond”

About Firstcom Europe:

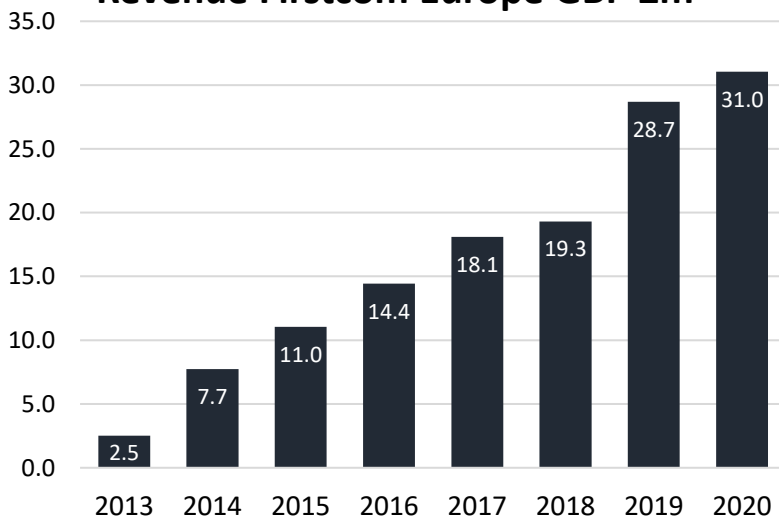
We are a pan-European telecommunications service provider, specialising in cloud-based products for business applications.

Firstcom Europe has been providing advanced cloud solutions since 2004. It now operates in 5 countries; Germany, Denmark, Poland, Sweden and the UK, having made 10 acquisitions over the past 8 years.

Our revenue growth has been strong over the past 7 years, having grown from £2.5m in 2013 to £31.0m in 2020.

We now employ over 190 professionals across Europe.

Revenue Firstcom Europe GBP £m



Our Products

Our products are simple to learn and easy to use

- ✓ Our Unified Communication products combine voice, video, fax, call centre technology and collaboration tools
- ✓ We have our own internal development team, allowing upgrades to take place in-house
- ✓ We design user friendly products for businesses of all sizes and sectors

Customer support

We have a dedicated team of experts to help customers get connected and stay connected every step of the way

Our commitment is backed up by our Service Level Agreement



Technology made easy

Are you looking for a convenient solution that combines everything in one place?

firstcom eUrope

Advanced communications

Firstcom Europe prepares your company for future growth and developments in technology. By using our cloud products, we take care of the hosting, the upgrades and maintenance, allowing you to concentrate on your business

Benefits for your business

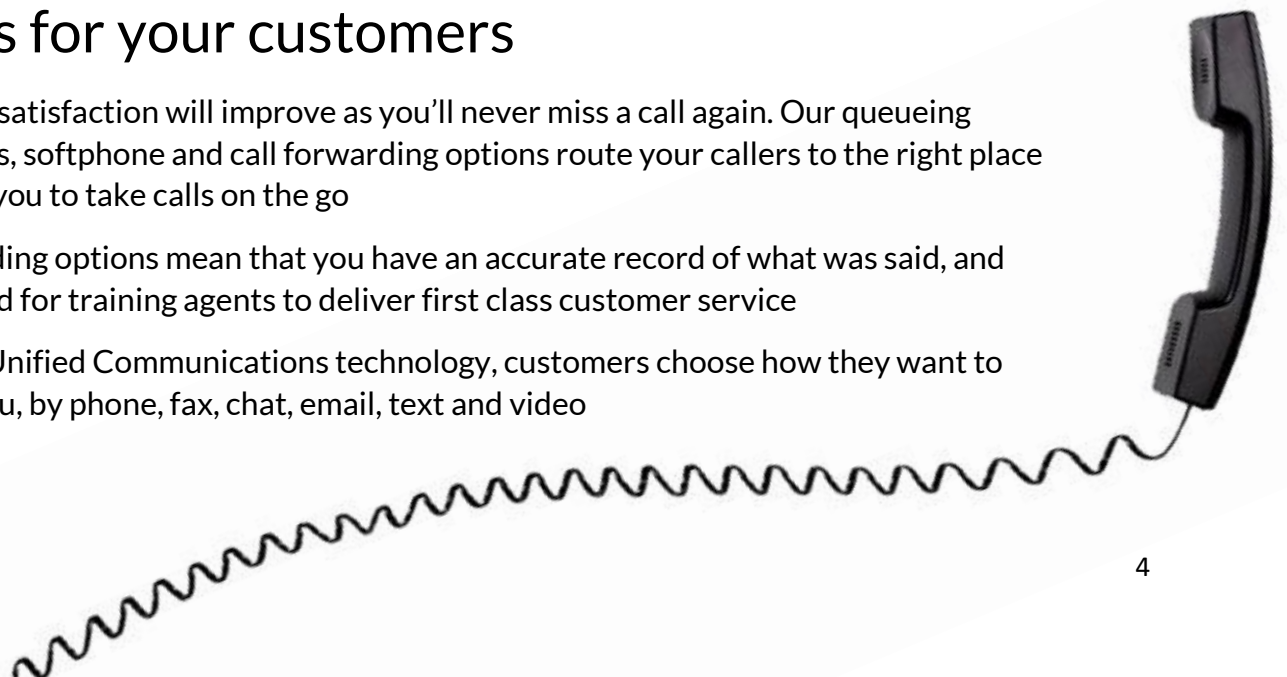
- ✓ Your staff are more productive by using the right tools for the job, accessed by a softphone on their computer, mobile handset, tablet or desktop phone. All these devices work seamlessly with our Unified Communications products
- ✓ Upgrades to your technology are free of charge and organized for you remotely
- ✓ No expensive upfront equipment to invest in, or to replace after a couple of years
- ✓ Our products expand incrementally with your business, allowing your company to grow without needing to change technologies

Benefits for your team

- ✓ Allows your staff to work productively and conveniently; at home, in a remote office or back at headquarters
- ✓ Teamwork is easy, with video and collaboration tools, which is crucial if you have a dispersed work force
- ✓ One platform is all you need for your communication needs. No need to switch between and learn different systems

Benefits for your customers

- ✓ Customer satisfaction will improve as you'll never miss a call again. Our queueing capabilities, softphone and call forwarding options route your callers to the right place and allow you to take calls on the go
- ✓ Call recording options mean that you have an accurate record of what was said, and can be used for training agents to deliver first class customer service
- ✓ With our Unified Communications technology, customers choose how they want to contact you, by phone, fax, chat, email, text and video



Remote Access

Enjoy the flexibility of working from home, the beach, or anywhere



Our Products

We've designed our products to make business communication easier and your team more productive



Unified Comms

Seamless chat, voice, video and online collaboration in one place. Your choice of headset, handset, mobile and computer to access an advanced range of features

Contact Centres

Cloud contact centre solution design, training and implementation from our experts. Allow your customers to reach you through multi-channel communications systems via; SMS, voice, email, live chat and social media

Business Phones and Softphones

Our systems work with a wide range of headsets, handsets and desktop phones, including Poly, Cisco and Yealink. Our Unified Comms service also works with Android or iOS mobile phones and computer softphones with either Windows or Mac operating systems

High quality voice calls

If you are currently using ISDN, it's time to get ready for the 2025 ISDN switch-off by upgrading to broadband connectivity or SIP for cost effective, quality VoIP calls

Connectivity

Whether it's SIP, fibre to the building, a standard phone line or a leased circuit, we make sure you have a reliable, fast connection to the internet or between your sites

Cloud Technology

Focus on your core business, while in the background we make sure your systems are up to date and working efficiently

Contact Centre Solutions

Successfully deploy and manage your advanced contact centre

Customer demands have changed dramatically in recent years. Convenience, personalisation, and a swift response are taken for granted when it comes to customer service.

Businesses who rely on out-of-date technology with limited features will struggle to meet these needs. By investing in a contact centre solution, you can achieve a competitive advantage by allowing your customers to contact you by voice, text, chat, email, social media or video.

Why engage with us?

- ✓ You'll be up and running quickly and efficiently
- ✓ Hands-on or remote training
- ✓ 17 years' experience providing a wide range of contact centre technology
- ✓ Ongoing support to help you achieve your business goals

- ✓ Cloud technology means that your agents can be effective remotely, working from home, in the office or in other locations
- ✓ Call flows can be designed to route calls to the most appropriate member of staff for more efficient call resolution. No time is wasted transferring calls or having the customer call back
- ✓ Compile statistics of usage and availability of staff so that you can match your resources to customer demand



Additional Products

SIP, encrypted SIP, call recording, wall display for queues, call handling, broadband and more



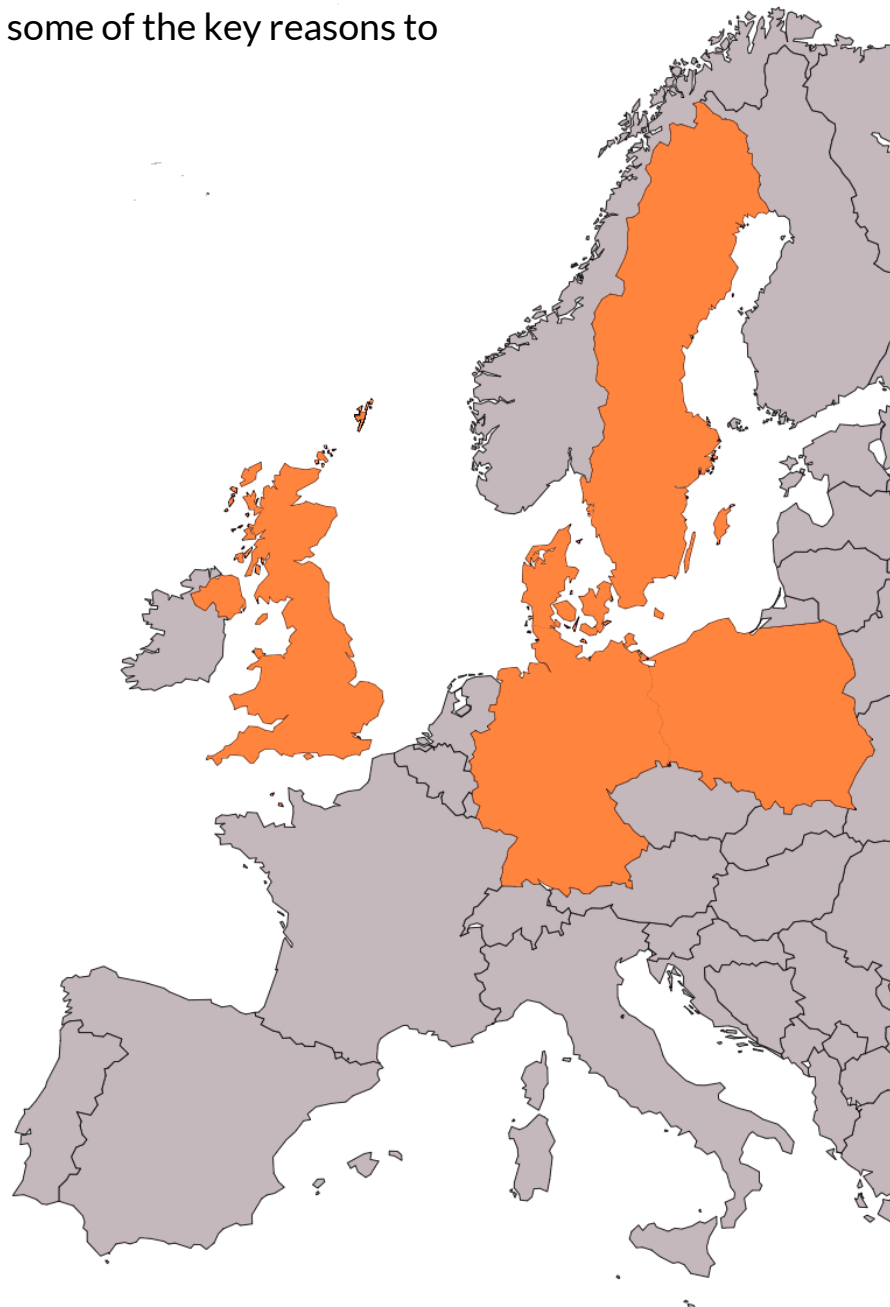
firstcom europe

Why Firstcom Europe?

We understand that the right communication solutions can drive your business forward. We'd love to help

Telecommunications may seem complicated because so many options are now available. Let us work with you to design a system that delivers what you require. Here are some of the key reasons to work with Firstcom Europe:

- ✓ Financially stable company with revenues of £31.0m in 2020, and earnings before interest and tax of £5.2m
- ✓ In-house developed industry standard platform with a user-friendly graphical interface
- ✓ Successfully operating since 2004, with experienced, hands-on teams in 5 countries
- ✓ Acclaimed high customer satisfaction and a strong track record in customer retention
- ✓ Easy to understand and simple transparent pricing, with built-in fraud detection
- ✓ A full-service provider taking care of all your telecommunication needs, from contract signing, to final installation
- ✓ Experience of serving a wide range of companies of different sizes and industry sectors



Talk to our experts

We love to talk and find solutions for our customers.

Get in touch by calling 0333 023 7000



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