

firstcom eUrope



Why join our partner programme?



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enquiries@firstcomeurope.co.uk

Our mission

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

About Firstcom Europe:

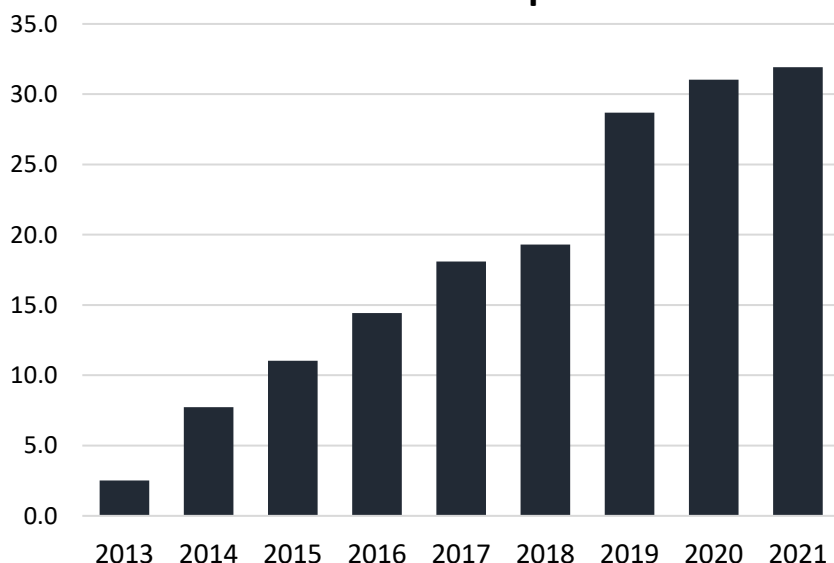
We are a pan-European telecommunications service provider, specialising in cloud-based products for business applications.

Firstcom Europe has been providing advanced cloud solutions since 2004. It now operates in 4 countries; Germany, Denmark, 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 £32.0m in 2021.

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 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 your customers looking for a convenient solution that combines everything in one place?

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Advanced communications

Firstcom Europe prepares businesses for future growth to benefit from new technology. As a service provider, we take care of the hosting, the upgrades and platform maintenance, allowing your clients to focus on their business

Benefits to businesses

- ✓ 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 technology are free of charge and organized remotely
- ✓ No need for expensive upfront equipment, becoming obsolete after a couple of years
- ✓ Our products expand incrementally, allowing your companies to grow without needing to change technologies

Benefits to partners

- ✓ Our products are easy to demonstrate, deploy and support
- ✓ Customers remain loyal as our products are easy to adopt and learn
- ✓ Unified Communications is a growth opportunity for partners. Cloud-based tools are lucrative avenues for monthly recurring revenue
- ✓ Additional revenue is available for product support & complementary services

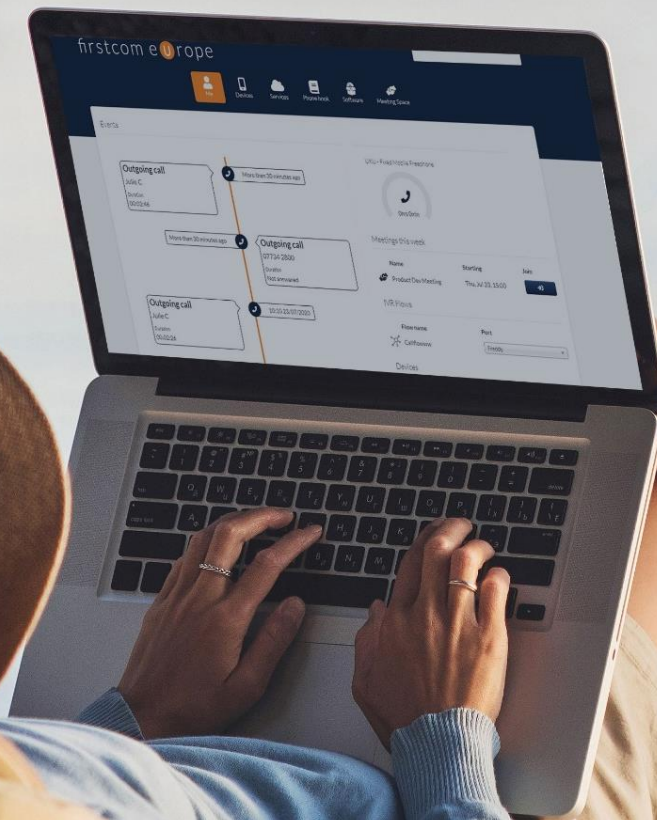
Benefits to employees

- ✓ Our solutions facilitate home and remote working; staff can work productively regardless of location
- ✓ Teamwork is easy, with video and collaboration tools, which is crucial with a dispersed work force
- ✓ One platform for all communication needs. No need to switch between and learn different systems



Remote Access

Give your clients the flexibility to work from home, the beach, or anywhere



Our Products

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



Unified Comms

Seamless chat, voice, video and online collaboration in one place. A 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. Provide your customers with multi-channel communications systems so they can be reached 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 your clients are currently using ISDN, it's time to get them ready for the 2025 ISDN switch-off by upgrading them 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

We make sure everything is up to date and working efficiently so your clients can focus on their core business

Contact Centre Solutions

Successfully sell and deploy advanced contact centre solutions

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. Help your customers achieve a competitive advantage by giving them a solution that facilitates contact by voice, text, chat, email, social media or video.

Why engage with us?

- ✓ Quick and efficient deployment
- ✓ Hands-on or remote training for you and your clients
- ✓ 17 years' experience providing a wide range of contact centre technology
- ✓ Ongoing support from our expert team

- ✓ Cloud technology means that 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
- ✓ Businesses can compile statistics of usage and availability of staff so that they can match resources to customer demand



Additional Products

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



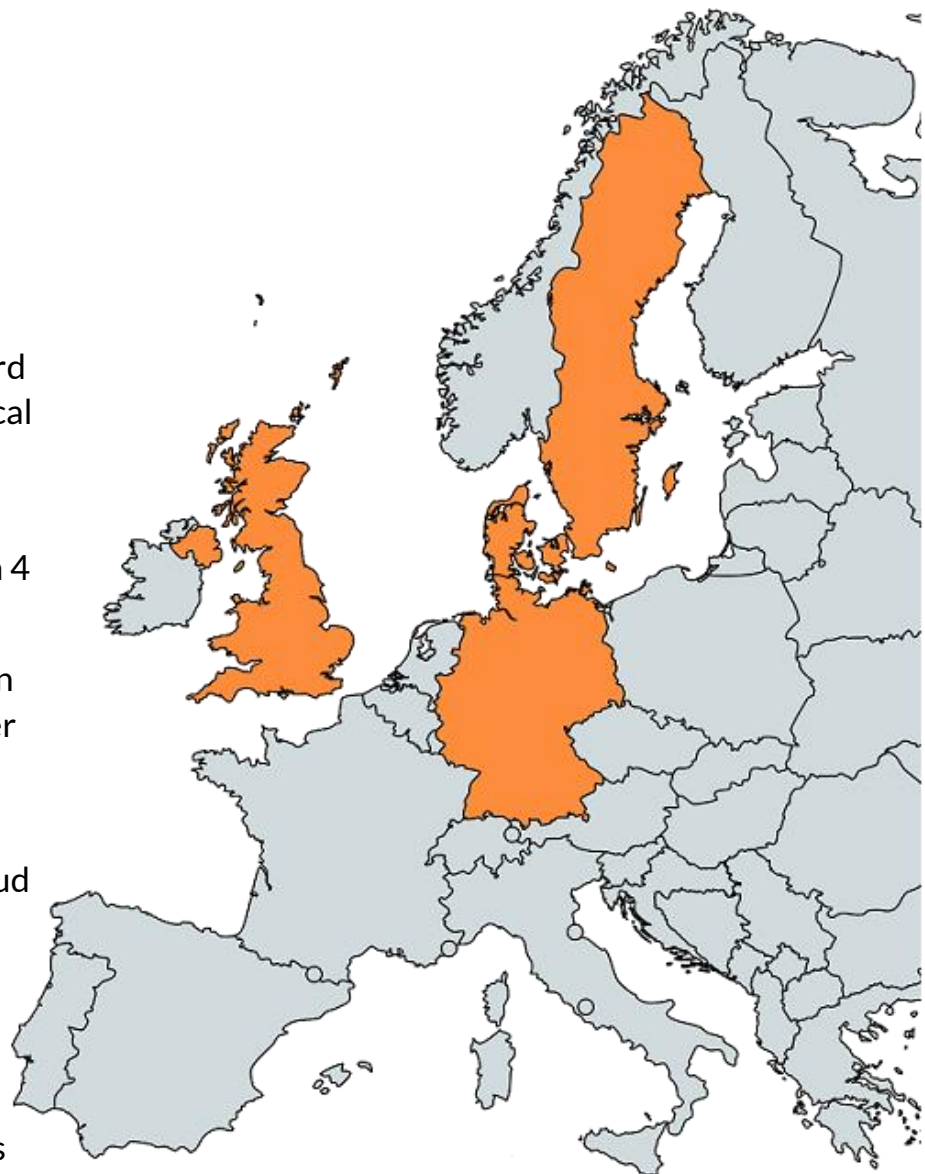
firstcom europe

Why partner with Firstcom Europe?

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

We provide our channel partners with a complete set of business communication solutions. Here are some of the key reasons to work with Firstcom Europe:

- ✓ Financially stable company with revenues of £32.0m in 2021, and earnings before interest and tax of £5.7m
- ✓ In-house developed industry standard platform with a user-friendly graphical interface
- ✓ Successfully operating since 2004, with experienced, hands-on teams in 4 countries
- ✓ Acclaimed high customer satisfaction and a strong track record in customer retention
- ✓ Easy to understand and simple transparent pricing, with built-in fraud limitation
- ✓ Fair and lucrative commission structure
- ✓ Flexible partnership models and no upfront investment. You'll get access to a dedicated account manager, marketing collateral and more
- ✓ Experience of serving a wide range of companies of different sizes and industry sectors



What happens next?

How about a demo of our products?

Our experts would be very happy to show you around our portfolio and what customers like about it?

Discuss a commission plan that suits you

Do you want to be a reseller, a partner or simply refer customers?

How can we help you?

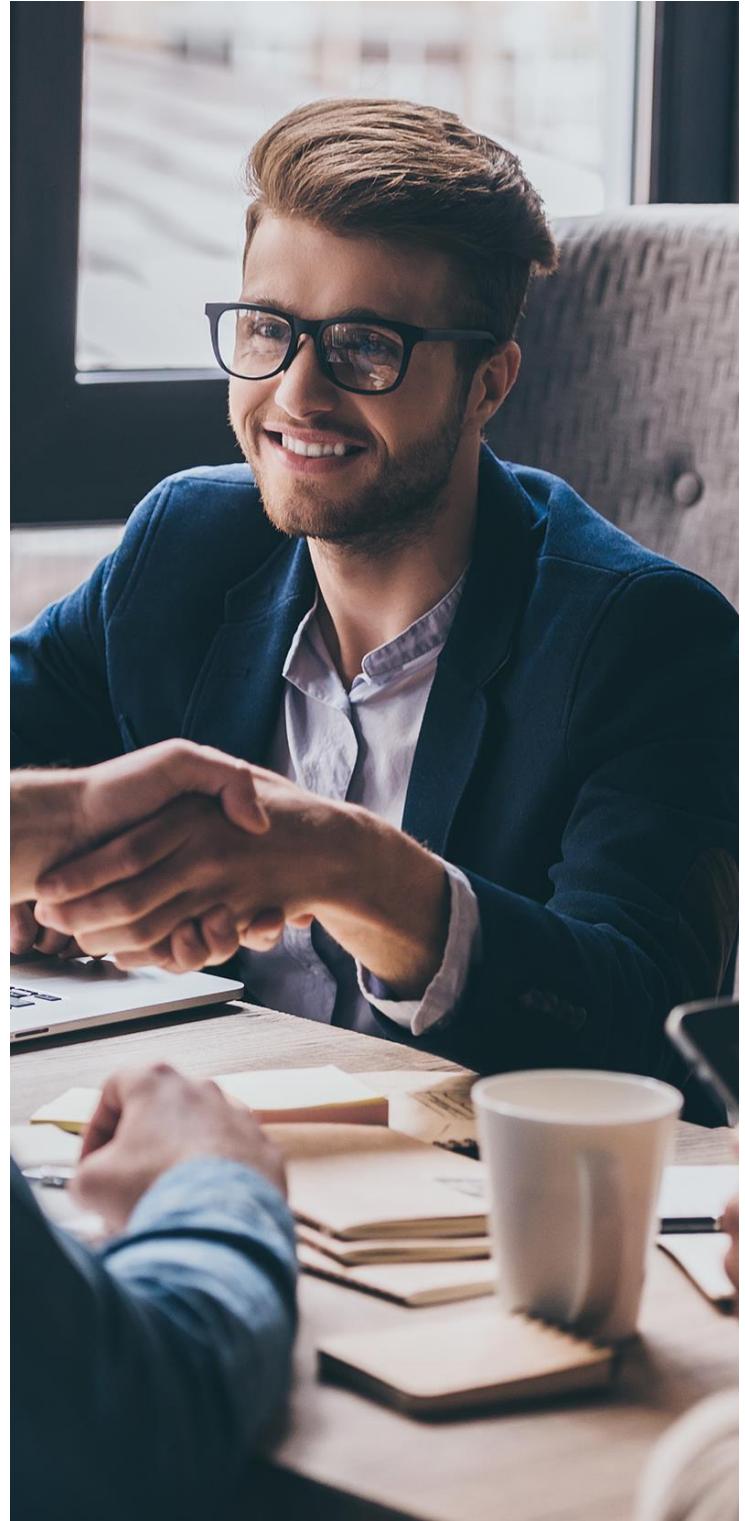
Is it with marketing support, product or sales training? Can we help you with presales support directly to your customers?

Talk to our experts

We love to talk and find solutions for your business

Get in touch by calling

0333 023 7000



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