

What is CustomTel?

CustomTel specialises in providing total telecommunication solutions for a broad spectrum of businesses. With offices in four states, our professional staff has extensive experience in the industry.

Our strategic partners include Telstra, LG-Ericsson and Mitel, providing a powerful backbone to the products and services employed to form the hub of our customer's telecommunications. We ensure you receive a **turnkey solution**, including consultancy, delivery and project management of your hardware, software and network requirements. This, combined with our national coverage and a philosophy encompassing on going support of our solutions, provides the peace of mind that the initial project is only the start of our relationship.

What we offer

Today, no enterprise large or small can successfully operate without an effective telecommunication system. This means that improved management practices are required to realise the full benefits of advances in technology. CustomTel provides service and products that allow enterprises to better manage their telecommunications resources to meet ever-increasing business demands.

Telstra Business Systems™ (TBS)

When you are thinking of upgrading your business telephone system, Telstra has made it **simple** and **easy**.

- One complete business communication solution
- One bill from Telstra for your business telephone system, Telstra call charges and finance payments*
- One point of accountability for all your communication queries and service requirements

Cabling and Data

To ensure a total solution we provide **fully certified** cabling solutions using the highest quality CAT 5/6 technology, including Patch Panels, Cable Management and Communications Cabinets via our professional ACA licenced technical staff.

Voicemail

CustomTel can offer a broad range of Voicemail based solutions. From a relatively simple requirement for Voicemail boxes for individual users, through to Automated Attendant, Unified Messaging, Interactive Voice and Keypad Response, we can provide the solution to fit your requirements.

Call Centres

CustomTel's experience in call centre technology allows us to provide your business with turnkey solutions for call centres ranging from 5-100 agents. Our unique solutions include Computer Telephony Integration, Interactive Voice Response and Multi-site Networking.



**CALL US NOW ON
1300 559 669**

Accessories

CustomTel provide a broad range of peripheral equipment.

These products include:

- Polycom audio conferencing units
- Software and hardware based call management solutions
- Professional on hold recording
- Video Conferencing
- Headsets

Cordless Solutions

As more staff spend time away from their desks and mobile phone costs soar as a result, **solutions** for inhouse cordless telephony are a productive and cost effective option. **CustomTel** has various solutions suitable for single users through to large site multiple user applications, employing the latest in **DECT technology**.



A world leader in electronics and with 40 years experience in telecommunications manufacturing, it is not surprising **LG-Ericsson** continues to deliver communication systems that meet the needs of your business. The Aria provides flexible solutions for the demands of today's ever changing business environment. It delivers the latest technologies such as **VoIP** and inherent in it's design is it's ability to expand as you grow.

Ease of use

The Aria incorporates all the latest features and with operational functionality designed from the user perspective. Features are logical, simple to use and easy to remember.

Affordable Technology

So whether it's simple features such as one-touch transfer or paging, or more advanced features such as call centre operation or computer telephony integration (CTI), the Aria delivers - at an affordable price.



iPECS

iPECS from **LG-Ericsson** is the IP communication solution developed with small and medium businesses in mind. The modular fully distributed IP architecture, rich set of easy to use features and broad range of optional applications hardware and software make **iPECS** the obvious solution for your business communications.



AVAYA

Powerful, all-in-one platforms for converged voice and data communications.

No matter how diverse the activities of commerce, industry, education, government and health care, certain desires and demands are just about universal. Whether your organisation has a few employees or a few hundred, you need to project the best possible image and customer care, with **advanced communications** that rival those of larger enterprises.

You need valuable features that boost productivity and save time, but without wasting staff time to program, maintain and access those features.

You want to exploit the advantages of the Internet, but without letting Internet viruses and hackers exploit you. And you want **high end performance** and **capabilities**, but at a low-end cost of ownership.



MITEL

Mitel's conferencing and collaboration portfolio includes a wide range of solutions to help your business become more efficient, more productive and ultimately more profitable. The portfolio includes solutions that in conjunction with the **Mitel 3300** IP Communications Platform (ICP) provides telephony integration to Microsoft® Office Communications Server 2007 and the award-winning Mitel Your Assistant™ desktop application.

These solutions deliver real business **benefits** that are **intuitive** and **easy to use**.

For companies looking to cost-effectively optimize productivity, **Mitel** teleworking solutions allow employees "plug and work" access to the corporate voice and data network from home or on the road, retaining all of the features and functionality.



LifeSize®

The award-winning **LifeSize Express** system with **LifeSize Focus** provides the same easy to use, high definition quality video as all **LifeSize** solutions at industry-leading price for performance. Ideal for both enterprises expanding and upgrading their video infrastructure, and new users seeking the benefits of **video**, the **LifeSize Express** with Focus can bring a telepresence experience to any meeting room.

