

Adding UC to Your Managed Services

Adding Unified Communications to your managed services portfolio can be a game-changer for your business. When customers are looking for a service provider, they may have certain criteria they are looking for from their provider. Reputation and solution offerings are among the top deciding factors for clients.

This is important to understand because, as you know, you have a lot of competition. You need to make sure you are doing everything you can to stand out from your competitors. When you stand out, you will land new customers AND retain your existing customers.

Unified Communications: A quick definition

If you are newer to the service provider game, you may not know what Unified Communications even entails. Unified Communications, also known as UC, integrates voice, video, messaging and more into one easy-to-use cloud-based platform. Essentially, unifying all your business communications into one location.

Customers Come First

Your customers want the best fit for their company. Not only that, but they want a platform that is simple to use, yet efficient and economical. Basically, they want the best bang for their buck. An all-in-one Unified Communications Platform from Axxess Networks can give them everything they need and more.

Adding Unified Communications to your managed services offering is sure to please your customers. When they use your Axxess Networks Unified Communications Platform, your customers will save money on their communications budget, and by combining these functions into a single platform your customers gain greater flexibility and cost savings. They no longer have to pay several providers, which can be a huge convenience as well.

Another big benefit to your customers that use Unified Communications in their workplace is increased productivity and efficiency. With the collaborative nature of UC, business employees can work together faster than ever before.

The flexibility and mobility of UC can make a dramatic difference in your customer's business. With the cloud-based nature of this platform, your clients can easily support employees that need (or want) to work remotely; they can plug in wherever they have a connection to the internet.



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Studies have shown that remote workers are just as productive, if not more so than workers who operate from a centralized location.

Your customers will also love Axxess Network's Unified Communications Platform because of the control they will have. The Axxess platforms come with a portal that allows your customers to look at analytics, set up call rules, and so much more. They will have insights into increasing customer service as well as employee management.

Adding Unified Communications to Your Managed Service Helps Your Customers

When you offer your customers new platforms, it is important that you also offer education on these platforms. Axxess provides training and support for you and your customers. When you offer your clients product education, you establish yourself as an expert in your field. This helps you build trust with your customers making them likely to remain your customer for the long-term if they trust you and know you are well informed and looking out for their interests.

When you know the ins and outs of your platform, adding Unified Communications to your managed services is easy. Once you learn all the features of the platform, educating your customers will also be easy, as you are just sharing your knowledge. expert, you will be in a better position to educate your customers and guide their buying decision.

The easiest way to give your customers value is to learn about their industry. When you know their industry and you know your platform, you can help your clients by suggesting which features they should master first.

Adding Unified Communications to Your Managed Service Helps You

When you add value to your customer's business through an incredibly useful product that saves them time and money, you get happy customers. It is your job to maintain a good relationship with your customers. You can do this by keeping your clients up-to-date with the newest updates and innovations.

Once you have a great relationship with your clients, you will really start to see why UC can help your business. As your clients remain happy with your offerings, they will start to be your biggest advocates by telling their friends and family about the great platforms you offer.



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Axxess Networks and You

Axxess Networks has a great Unified Communications Platform to add to your managed services! We offer great customer service to you and your customers to help you every step of the way, starting with great online resources!

Our goal is to be your favorite partner and we are dedicated to helping you grow your business! Contact us to get started adding Unified Communications to your managed services today!

