



Welcome to 
Pioneer Business Systems

See how a new telephone system can change your business

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Why choose us?

We put our customers first



“ We put customer service at the forefront of our business, which is why when you call us, your call will be answered on average within 15 seconds from our UK support centre. ”

“At Pioneer Business Systems, we provide a fantastic new business phone system, within your existing telephone expenditure. This gives your business the competitive advantage thanks to great features all included as standard.

We have highly skilled employees at every level who take ownership of challenges they may face. We are extremely proud of the average length of service of our team, particularly for a fast moving industry such as ours.

Thank you for taking the time to learn more about Pioneer Business Systems and how we can help your business grow. We look forward to working with you.”

Daron Hutt | Chairman



Who are Pioneer?

Award Winning Business Telecoms

Pioneer Business Systems is a subsidiary of the 4Com group of companies, who specialise in the installation of business telephone systems.

4Com was established in 1999 and is one of the fastest growing providers of telecommunication services in the UK. In 2015, we were ranked 12th in the Sunday Times Top 100 Places to Work, which follows on from our success in 2014 where we ranked 16th, the highest placed Dorset company and highest ranked small to medium telecoms company in the UK.

Recently, we came in the top ten businesses in the UK at the National Business Awards within the Customer Focus and Service category and were recognised by the London Stock Exchange as one of the **Top 1,000 Companies to Inspire Britain**.

Since inception, we have installed over 9,000 business telecom systems across the UK delivering tailored communications services to support our key objective – **providing systems that improve your business.**

All our systems are designed to save you time, improve productivity, increase sales revenue and ultimately become a valuable tool for your business.



The Pioneer Solution

One Supplier

We provide a complete telecoms package for your business so you only ever have one supplier and only one number to contact. We fully understand every aspect of your needs and provide award winning service and support.

- ✔ Industry leading handsets
- ✔ No upfront costs
- ✔ Wholesale call rates and line rental, means great savings
- ✔ Award winning UK service and support



Don't take our word for it...

“ *The service at Pioneer is by far the best we have ever experienced. Any issue is no problem at all, they will go away, look at it and fix it on the day. It's quick and very, very good.* ”

John Styles
Director
Ascot The Tailors

NEXT GENERATION BUSINESS COMMUNICATION

SAY HELLO TO HIHI

Welcome to HiHi, a premium business phone system designed and developed in Great Britain. An innovative product with a high definition touchscreen display which is simple and intuitive to navigate. This is backed up by our bespoke management system, Embrace which harnesses cloud technology to remove the need for a traditional PBX connection, delivering a modern and stylish product to the telephony market.

With HiHi – it's just the beginning. Our vision is to continually improve and develop the product to be the most innovative business phone available on the market. The opportunities are endless and we endeavour to push the boundaries of business communication.

THE STORY SO FAR...

It has been a labour of love for the team at 4Com and we are delighted to bring you this brand new product. The beauty of HiHi is that it is so simple to install and easy to use.

Once your new HiHi has been configured you'll be able to make calls straight away. A simple and convenient solution which will minimise the impact on your business.

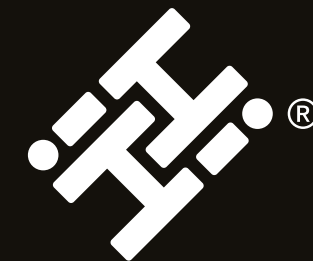
In the event that you should ever need us, we are just a call away. In fact, we love to speak to our customers and what better way than with our Video Customer Support – a first in the telephony industry. Use your HiHi to video call our customer support team.

AN INTUITIVE EXPERIENCE

Sleek design with expert manufacturing, the HiHi is a product which has been developed from the heart. Using an Android software platform that delivers a smooth and intuitive user experience. The hardware has a bespoke design with every detail looked at with the deepest scrutiny. Even the screws on the back of the screen have a bespoke design, exclusively created for HiHi. Together they seamlessly bring you a product designed to provide better business communication.

Once installed your HiHi will have access to a suite of software packages meaning you'll be able to monitor calls, evaluate your business and essentially improve your communication workflow.

Sitting proudly on your desk you'll have a high resolution touch screen, with crystal clear speech and outstanding audio, with the option of using your handset or headset.



CALL OPTIONS

Set multiple preferences for incoming calls.

CONTACTS

Access to your colleagues and contacts.

QUICK CALLING

Efficient calling at your fingertips.

DIRECTORY

Find of your contacts quickly and easily

VIDEO CALLING

What better way to communicate than face-to-face.

ALWAYS ON

Quickly view the time and date.

MEDIA FEED

Helpful hints & tips to aid your experience.

STYLISH DESIGN

Every last detail, designed with love.

APPS

Helpful and useful HiHi applications.

FAVOURITES

Add your most common contacts to the home screen.



Our Features

Great features all included as standard

As well as the very latest digital handsets, all our phone systems come with great features, all included as standard. All of our features are designed to save you time, increase productivity and ultimately improve your business.



Voicemail



Call Recording



Online Billing



Call Reporting



Voicemail

Voicemail is an essential tool to any business to ensure you can always be reached, no matter where you are. Our phone system provides more options than just leaving a message:

- ✔ **Email notification**
Receive an email when you have a new voicemail and listen direct from your email
- ✔ **Voicemail options**
If you are unavailable, the caller has the option of speaking to someone else or leaving a message; which has been proven to reduce caller hang up
- Call forwarding**
✔ As an alternative to voicemail you can also forward your calls to any other number to ensure every call is answered

Online Billing

Our online billing facility gives you total control of your account, as well as viewing your bill online you can also:

- ✔ **Monitor call costs** (updated constantly)
- ✔ **Download and print your bill if you need to**
- ✔ **Restrict call spend and call durations**
- ✔ **Set up an E-Alert to notify of any rules not being followed**



Call Reporting

Use call statistics to improve your business

- ✔ Do you know how many calls your business misses?
- ✔ Have you thought about how much each call is worth to your business?
- ✔ How much business are you losing from missed calls?



**Never lose
business**

**Enhance
customer
service**

**Measure
advertising
success**

Call Reporting

Call Reporting is management software which gives you hundreds of vital statistics that can be used to analyse and improve your business.

- ✔ **Never lose business from missed calls**
 All incoming calls are displayed including missed calls and those received out of business hours, meaning you can pro-actively call customers back and won't lose valuable business.
- ✔ **Enhance customer service**
 See how quickly customer calls are answered and the duration of each phone call. This information can help you decide if you have the correct staff levels answering calls at peak times. Ensuring your customers can always get through.
- ✔ **Measure the success of your advertising**
 Ensure you are getting the most from your advertising by using call statistics to measure their success. Additional phone numbers can be set up for different marketing campaigns, allowing you to accurately monitor which generates the most calls and sales.



Don't take our word for it...

“ Allows us to monitor all of the calls coming into the business. We can view what numbers they come from, what extension and we can even monitor the cost per extension. This has allowed us to focus on our call side of the business and keeps our staff motivated. ”

Elliot Lamerton
 Company Director
 Elliot Lee Estate Agents



Call Recording

Give your business the tools to improve

- ✓ Have you ever had to call customers back to check information?
- ✓ Have you ever taken incorrect information over the phone?
- ✓ Do you know how well your staff deal with customers over the phone?

**Improve
customer
service**

**Ensure
complete
accuracy**

**Train and
evaluate
staff**

Call Recording

Call Recording allows you to automatically capture every phone conversation and replay the call at any time. Searching for calls is simple. Recorded calls can also be saved within a CRM system to allow instant access. Copies of call recordings can be emailed quickly and easily at the touch of a button.

✔ Train and evaluate staff

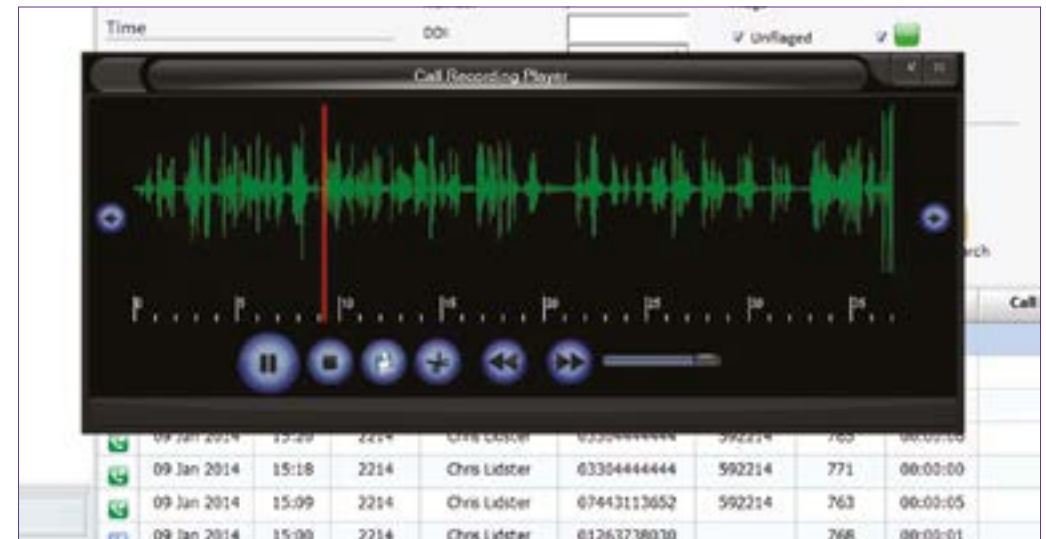
Use Call Recording to train new staff by listening back to their calls and provide coaching, thereby improving their performance and efficiency. It is a really effective way to evaluate and train staff, as you can search for calls for a particular staff member with ease.

✔ Ensure complete accuracy

Taking incorrect information from a phone call becomes a thing of the past. Ensure complete accuracy by listening back to calls to double check information such as order quantities, addresses, contact details or reference numbers. This is particularly useful in the case of disputes, as you can refer to the recording to confirm what was said.

✔ Improve customer service

Impress your customers with your service by listening back to your previous conversation before calling a customer ensuring you are fully up to date with their account.



Don't take our word for it...

“Being able to discuss what was actually said in detail, factually recorded at the time, is a very powerful tool...it really ends the debate because it's absolutely factual, it's not a case of interpretation.”

Dr Karl Graham
Partner
Hedge End Medical Centre

Maintenance & Support

Award winning service from our UK team

- ✔ Online fault reporting backed by industry leading response time
- ✔ Nationwide support from our fully trained and accredited engineers
- ✔ Award winning service and support from our UK based teams
- ✔ Faulty equipment replaced free of charge if it cannot be repaired
- ✔ One point of contact and dedicated support
- ✔ Most issues resolved remotely instantly



Don't take our word for it...

“ We were with another company for our calls and lines and experienced real problems. It was very difficult to get hold of people to deal with queries. Since we moved over, it's been so much more efficient. The customer service has been fantastic. ”

Amanda Parker
Accounts
ISO Covers



Maintenance

Has a fault in your phone system let you down and lost your business revenue?

We have one of the fastest response times in the industry. We ensure you suffer minimal downtime if a fault occurs, so you do not lose valuable business.

87% of reported faults are resolved remotely without even having to visit your site, giving you peace of mind that your phone system will not let you down.

As well as instant support in the event of a fault, you can also benefit from our award winning service from our UK Call Centre, who are happy to help with every aspect of your telecoms needs.

As we supply a complete telecoms solution, you only have one supplier and one number to call in the event of an issue.

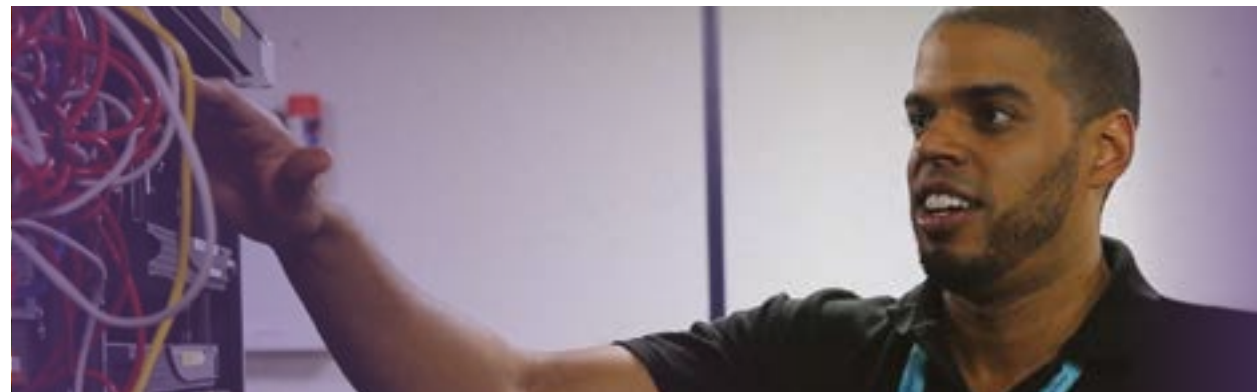
Installation

Our easy two stage installation

We install your new system in a two stage process. Firstly the new system is installed alongside your current system, allowing this to be fully tested without you suffering any downtime.

There is then a seamless transition from your old system to the new, at a time convenient for you.

We also provide full training on your new system as well as a dedicated contact through out the entire process.



Phone System Extras

We provide solutions, not just phone systems



Business Mobiles



Non-Geographical Numbers



Wallboard Software



Computer Telephony Integration



On-Hold Marketing

Improve
internal
visibility

Enhance
your brand

Allow
remote
working



Business Mobiles

Do you have mobiles as part of your business? If so, we can save you a guaranteed 30% on your current contract. We have a large range of mobile brands to choose from including iPhone, Android and Windows Phones.

Non-Geographical Numbers

With non-geographic numbers you can base your business anywhere and trade as a national company. Enhance your brand with a distinctive and memorable number.

Computer Telephony Integration (CTI)

Computer Telephony Integration links your phone system with your computer and CRM system, so that you have instant access to your client's details when they call you, allowing you to create a great first impression.

Wallboard Software

Our Wallboard Software gives you real time call and sales information displayed either on digital screens or desktops, increasing performance and productivity. They have proven to be an effective motivational tool for sales and customer service teams.

- ✔ **Increase sales**
Instil healthy competition in your sales team with the use of "live" targets which allow staff to understand how they are performing. Feeding real time company information including sales statistics and call response rates.
- ✔ **Develop staff**
Wallboard software also displays essential information about staff performance available instantly, which can be a valuable tool for employee development.

On Hold Messages

People are significantly more likely to hang up when placed on hold if they are met with silence. Keep them engaged with an on hold message which promotes your business, advertises your latest offers, or simply entertain them with music.



Customer feedback

Don't just take our word for it

“ We would definitely recommend Pioneer Business Systems. The phone system really allows us to do business in an extremely professional manner. We do feel it gives us a competitive edge. ”

Elliot Lamerton | Company Director | ElliotLee



Watch our ElliotLee Estate Agents case study on our YouTube channel www.youtube.com/pioneerbusiness

“ With Pioneer we really liked the simplicity, everything just worked so well; establishing a really great working relationship. ”

Peter Hart | Group Operations Director | Number 8 Group



Watch the Number 8 GROUP case study on our YouTube channel www.youtube.com/pioneerbusiness

Our Solution

Award Winning Telecoms Services:

- ✓ Modern digital business telephone system
- ✓ Line rental and calls at very competitive rates
- ✓ Voicemail
- ✓ Call Recording and Call Reporting software for management control
- ✓ Computer Telephony Integration (4Sight CTI)
- ✓ On-Hold Marketing services
- ✓ Online billing facilities
- ✓ Highly qualified and experienced installation engineers
- ✓ Industry accredited maintenance support team
- ✓ UK customer service for all aspects of aftersales
- ✓ Product training and support for all staff on how to use the new business phone system



What's Next?

See how a new telephone system can change your business...

Contact us today

0333 014 3010 | Pioneercomms.co.uk



Pioneer Business Systems
a subsidiary of 4Com Plc

