



Service Delivery & Customer Care Overview

Accountable, Reliable, Meticulous.

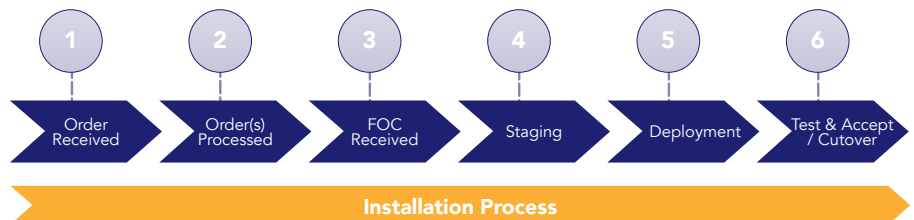
Telecommunications is complex. While many of us just pick up the phone or click on an app to be connected, what goes on behind the scenes to make that communication simple can be far from straightforward. Simply to provide connectivity to your premises, transfer phone numbers from one provider to another, or establish a toll-free service can at times, be complex and fraught with obstacles. And once a customer considers the co-ordination and complexities of multiple offices, diverse connectivity, fail-over contingency, situational routing and security considerations, what appears simple on the surface can require a lot of complex understanding and careful implementation behind the scenes.

That's why experience matters. The best products in the world are only as good as those who implement them. For over 30 years SolEx has been recommending, designing and implementing boutique solutions for some of the most demanding and prestigious business in the country. And we could not do that without the painstaking attention to detail of our Service Delivery & Customer Care teams. Seasoned veterans of communications implementations, our teams prides themselves on delivering on our promises to our customers. Accountable, reliable and meticulous, the Service Delivery & Customer Care teams are the backbone of the organization and continuously track, monitor and pursue every implementation to ensure that as far as is possible, our customers demands are fulfilled. With SolEx you therefore not only get the best solutions, but the best in the business working your implementations.

And our attention to detail doesn't end when the service gets turned up because that's really when the relationship truly begins. The goal of the Service Delivery & Customer Care teams is simple, to deliver the best customer service you could ask for, without having to ask for it. We place ourselves in your situation and address any issues you have in the way we would want them addressed for ourselves. If we do this we believe our customers will choose to stay with us, and judging from our retention rates, our customers appear to agree.

Order Management

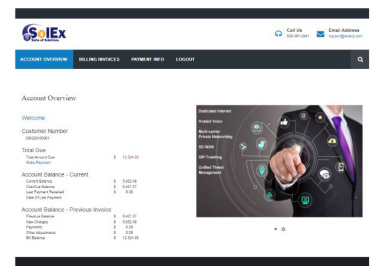
The SolEx billing system is able to support parent-child relationships. If for example, you have multiple service locations (children) but require an invoice that consolidates all locations into a single invoice to a corporate office (parent) then this can be accommodated within the billing and invoicing system. Similarly, if all locations (children) are to be invoiced individually this can also be accommodated. In fact, the billing system is so flexible that it is able to accommodate partial parent and partial child billing even with a zero billing roll-up being provided to the parent for tracking and awareness purposes.



Account Management

Your account manager is the prime guardian of your relationship with SolEx. While we offer a customer a portal where you can perform a number of self service functions, your primary interface to SolEx is and always will be a personal relationship with you account team / project manager.

Our account management consist of proactive outreach to ensure that clients are not only kept abreast of anything relating to their existing services but also made aware of new product releases or technology trends that may warrant further consideration. In these cases our account managers will facilitate more detailed discussions drawing on subject matter experts (SMEs) as necessary to ensure an informative and productive dialog ensues. At all times our goal is to ensure your current and anticipated communications needs are addressed in the most appropriate and cost effective manner.



Fraud and Threat Prevention

Telecommunications fraud is very real and very prevalent, and regardless of provider, customers are strongly encouraged to safeguard their communications infrastructure by protecting passwords, limiting unnecessary access, and taking suitable precautions SolEx takes the threat of fraud very seriously, and in order to minimize customer exposure, our service delivery team works with our upstream providers to be notified of suspicious activity on a customers account. If we become aware of any unusual events we use reasonable efforts reach out to the designated contacts on your account to advise of the situation. Your service agreements detail your fraud liability; please contact us if you are unsure of your potential vulnerability regarding any aspect of your business. We have a comprehensive security portfolio designed to protect your business, educate your employees, and ensure compliance with industry security standards. Our a-la-carte security portfolio provides Strategy & Risk Services, Network Security, Endpoint Security, Identity Services, Threat Detection & Response, United Threat Management (UTM). We can also provide tailored consultancy services to help you to understand the threats you may face and how to protect yourself against them.



First Bill Review

At SolEx we believe its important to be transparent in all our dealings with our customers and billing is no exception. Understanding your communications costs is an essential part of managing your business expenses so SolEx has spent time developing a bill that it is clear and easy to understand. Once you have signed up for service, we will spend time reviewing your very first bill with you so you know exactly what it contains and why each line item appears on your invoice. Our invoice was developed with the same attention to detail as we give our products and includes management reports which provide significant insight into the activities occurring within your business. Your first bill review will be initiated by our customer care team and we encourage you to not only make time for this important event but to involve any other personal in your organization for who it would be appropriate to attend. For more information regarding our invoice please refer to our Customized Invoicing Overview document.

Customer Care

In the world of telecommunications, data communications and networking, where a myriad of providers and technologies mesh together to provide innovative end user solutions, it is inevitable that on occasions problems will arise. Equipment fails, power gets interrupted, and infrastructure can occasionally get damaged by the elements or by accidental means, When problems rise its less about what happened and more about how a service provider deals with these issues that really matters. Using high quality suppliers coupled with realistic contingency planning is a good way to mitigate risk and at SolEx we pride ourselves in building strong tenured relationships with the best providers in the industry. However having a team that has your back and can get problems addressed is essential. At SolEx our philosophy to customer care is simple. If you have an issue or are not satisfied, then we are not satisfied until your issue is resolved. You have the ability on a 24/7/365 basis to raise and escalate any service related issue and we will do our utmost to resolve it quickly and to your satisfaction. We have published response times for varies categories of problems you may encounter and if you are not happy with progress we give you the ability to escalate your issue up to and including our CEO.

Custom is key

Each customers needs are as unique as their business plans. At SolEx we have specialized engineering resources responsible for recommending the best solutions for your company.

Our dedicated team of Sales Engineers will work with you to utilize your current network before expanding to other options. Our deployments can run from a simple Direct Internet Access (DIA) installation, all the way up to creating a hybrid cloud that ensures that your network never hits the "public" internet. **SolEx can design solutions to optimize our services alongside critical business operations in the following industry sectors**

- Retail
- Education
- Government
- Healthcare
- Finance
- Hospitality

Channel Partners

With sterling quality customer service, client centered solutions and a US based network operations team, SolEx has been providing our channel partners with a route to accelerated revenue growth since 1999. To learn more about becoming an accredited SolEx channel partner and all the advantages we offer, please contact us at Partner@solexp.com

Why SolEx

For over 30 years SolEx has been providing best in class, forward thinking solutions to enterprise clients via its 100% partner based distribution channel. Delivering multi-vendor, multi-location customized solutions that meet needs of today and the trends of tomorrow, New York based SolEx is a customer focused, technology-centric private enterprise, serving some of the biggest and most prestigious companies in the USA and around the globe.

Voice & Collaboration

Data & Networking

Security

800-411-3611

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