



Voysis IP Solutions TAM Service

At a Glance

Voysis IP Solutions Technical Account Managers (TAMs) are fully qualified and dedicated in supporting your telephony system. Our TAMs provide unparalleled product knowledge to help you streamline deployment of your telephony solutions and improve operations of your MITEL platform.

The resources of the entire MITEL organization support our TAMs. They work with you, ensure that you receive a service with the highest quality and guarantees your initial telephony investment creates value, and is consistent with your desired business objectives.

Overview

Voysis IP Solutions Technical Account Managers are experienced solution advisors that can unlock the potential of your team, improve collaboration, and help you use our products effectively. Our TAMs will provide customized recommendations and help you navigate through challenges by providing insight needed to make better decisions.

We collaborate and partner with our clients, and therefore this long-term partnership enables your TAM to develop an understanding of your business objectives and needs. Your TAM will stay up to date with latest product capabilities and create seamless information transfers that extend beyond technical guidance.

Key Benefits

- ✔ Understand and help align your telephony infrastructure with overall business objectives
- ✔ Provide continuous improvement suggestions on products, solutions, and project mandates
- ✔ Provide account management
- ✔ Identify, analyze, and measure risk in order to streamline project
- ✔ Provide insight and help plan for challenges that may arise
- ✔ Provide best practices and guidance

How we Work with our Customers

- ✔ We listen and partner
- ✔ We have regular discussions with our customers and review all open cases and discuss concerns
- ✔ We provide a managed experience where expectations are met
- ✔ We provide insight, new possibilities, and expert guidance
- ✔ We embrace challenges and are leaders in the VoIP industry consistently providing solutions
- ✔ We provide knowledge transfer which increases the productivity of your team and helps you to efficiently run and operate your telephony environments

Voysis IP Solutions TAM Offers



Clear Vision and Purpose

We embody a strategy whereby we engage with our customers and we facilitate engagement and success through communication, knowledge transfer and sharing.



Continuous Improvement Strategy

We are constantly finding better ways to help you deliver best practices in order to deliver the outcomes that are unique to your needs.



Evaluation and Recommendations

We will evaluate your current needs and make recommendations based on your business objectives and technology goals. We will recommend the best ways to optimize your rollout strategy all tailored to your desired telephony objectives.