



VIR2UE
COMMUNICATIONS

Putting the
customer at the
heart of
telecommunications

A Cloud Partner you can Trust

Welcome to Vir2ue

Vir2ue set out to break the mould of traditional telecoms companies by putting the customer first. Every staff member is passionate and focussed about our client and customer services. Vir2ue continually strive to improve the end customer experience by understanding and reviewing the clients business needs and aligning the right service to those needs.

Founded in November 2013 I set the company up with my business partner, having been working in the industry since 1999 for several telecoms companies including Energis/C&W, Global Crossing and COLT. It was clear to me that there was a huge gap within the industry for a customer focussed B2B Telecoms provider, that cared more about the customer than simply the profits they were making.

Over the last 10 years the industry has suffered in terms of customer focus and support, with key suppliers reducing support staff numbers and moving their teams overseas, where the client almost becomes a number.

Companies hiding behind emails rather than answering the phone, and quick to refer you to their standard SLA's on any service-related faults have unfortunately become the norm, which was disappointing to be a part of.

As a result, Vir2ue have developed a modern, personable approach to telecoms, providing 1st Class customer service to all our clients regardless of size from the smallest business through to blue chip organisations. From simple broadband installations, to on premise phone systems, to multi-site data networks connected across multiple countries, Vir2ue can deliver and more importantly support the customer through this process.

Where voice and data technologies now converge, Vir2ue is well placed to provide our customers with the correct advice, working with the best in breed suppliers to provide a tailored solution.

Ian Rudder
Managing Director



Our Experience

Vir2ue are a telephony company incorporated in November 2013 with over 60 years' staff experience in the telecoms industry covering the smallest enterprise businesses right up to blue-chip organisations.

Better Ways of Working

Our passionate team of telecoms experts will assess your company needs to produce a tailored package to meet your requirements, both professionally and commercially, ensuring a fit for purpose solution. Our client list covers many business verticals but we specialise and have excellent references in finance, law and manufacturing.



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Our Services

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Experts in Voice Services

Voice Services

Our Services

- Hosted Phone System / Cloud PBX / VOIP
- On Premise Phone System / PBX
- PBX Maintenance and Support Services
- Fixed Phone Lines & Calls
- Global SIP Services
- Inbound Call Services NGN
- Disaster Recovery
- Call Recording
- Video & Audio Conferencing



What We Do

Whether you're looking for a new maintenance support partner on your existing on-premise PBX or looking to migrate away to a new hosted telephony system, Vir2ue have the expertise to ensure we deliver the service and solution that is right for your business.

Why Choose



Vir2ue can design and build a fit for purpose Voice solution designed and tailored around your business needs using market-leading voice technologies.

Our Process

Stage One

1



Engagement



Arrange a consultation with a Specialist



Vir2ue delivered a centrally managed hosted VOIP Solution providing a single voice platform across our multi-site organisation. This lowered our ongoing costs by streamlining our required number of voice lines and reducing the need for multiple maintenance agreements for each site.



Bespoke Data Connectivity

Network Solutions

At Vir2ue we offer a complete range of data circuit solutions from copper-based DSL to full Fibre (Ethernet circuits) to suit businesses of every size from sole-operator, through to SME and enterprise. We offer the following in data connectivity:

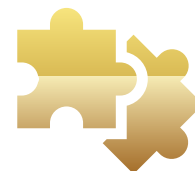
- ▶ **UK Connectivity**
- ▶ **Global Connectivity**
- ▶ **Managed Networks**
- ▶ **Co-Locations**

“Vir2ue ensured that our new data network was able to support both our voice and data requirements delivering a robust and resilient solution to meet all our company needs.”

Our Process

Stage Two

2



Design



We design a Solution around you

Available Services

- DSL Broadband (Copper Based) ADSL2+, FTTC, FTTP, EFM and GEA
- Ethernet (Fibre Based Services) 10Mbps – 10Gbps Fully Managed or Wires only
- Wireless Services – 4/5G / Fibre Air (Ethernet Equivalent)
- Bandwidths range from 10Mbps to 10Gbps (From DC to DC can support larger bandwidths)
- MPLS/VPLS/SDWAN

Customer Focussed Implementation & Support



What We Do

Vir2ue are experts in implementing and supporting a vast range of voice and data telephony solutions from simple single site installations of data circuits and on premise phone systems through to complex multi-site data networks overlaying voice and a range of UC applications across multiple countries.

With our own In-house support and projects team, we are able to fully manage our customers orders end to end from the date of sign off through to delivery and handover of service - BAU (Business As Usual)

“ The implementation of our new systems was within budget and delivered within the agreed time scales with minimal disruption to our day to day activities. Since then, all issues have been dealt with well within the defined SLA's by friendly and knowledgeable support team. ”

Our Process

Stage Three

3

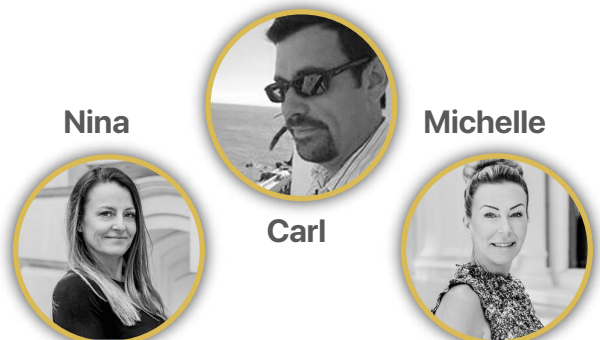


Implementation



Save Money & Increase Efficiency

Key Team Members



Trusted Customer Referrals



Proven not Promised

What our clients think...

“ As a leading law firm, having a robust, secure and super fast data service, whether carrying Voice or Data, is incredibly important to our partners. We sat down with Vir2ue to review the incumbent telephony solution that supported our Cisco call manager including disaster recovery. Vir2ue came up with a solution that was not only robust in terms of the resilience but it has also reduced our existing costs providing a bespoke disaster recovery solution using SIP technology replacing the traditional digital voice services. ”

A leading City Law Firm

Our Process

Stage Four

4



Handover/BAU

(Dedicated Account Manager / Billing
/ 24/7 Support)



Expertly managed customer support

“ We chose Vir2ue to support our corporate phone system and contact centre due to their excellent customer service and support, totally eclipsing the support, or lack thereof provided by our incumbent. It's great to have access to a team of people who are knowledgeable and focussed on supporting our business. A welcome change from the last year and we are now looking to build our relationship with Vir2ue by incorporating other services. ”

A Foreign State Bank

Key Service Partners



Vir2ue are a trusted Gamma Partner with vast experience in delivering and supporting voice services to their end-user clients



Vir2ue are an experienced Digital Wholesale Solutions partner who are able to procure, install and support data and voice services, ensuring a single point of contact for their end-user customers



“ I have been working with Vir2ue for the past 3 years and have no hesitation in recommending them as a service provider. Ian and his team have always provided a 1st class service being extremely responsive and technically efficient. ”





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Is it time to switch?

If you are looking for a full purpose network solution using market-leading voice technologies, which provides value for money and design built around your business, then get in touch.

If you require any other information or would like to discuss a potential project please contact us or fill in the form.



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