

AMTECH ENSURE THERE ARE NO ALARMS WITH EMCS' COMMUNICATIONS



EMCS are the largest independent alarm receiving centre in the UK, providing critical security for a range of businesses, and as a result, they need a communication system that is personalised and well supported.

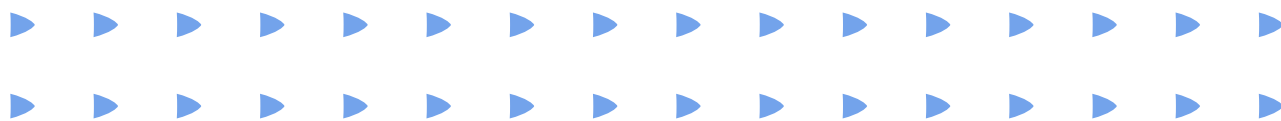
After our initial conversations with Liam Patton, IT Manager at EMCS, we opted to incorporate a Cisco Unified Communications platform and IPFX contact centre - providing EMCS with 24/7 support at their critical alarm contact centre. This process also included:

- Cisco Unified Communications Manager
- IPFX Contact Centre
- Redbox Call Recording



I get on well with the whole Amtech team and have engaged with them regularly. They're always eager and enthusiastic to rectify any issue and engage with third parties if they have to. They're specialised in the telephony sector.

Liam Patton,
IT Manager at EMCS



What first attracted you to Amtech?

"I was attracted to the fact that they had guys who could deal with IPFX in-house and they had quite a good portfolio of customers using Cisco Call Manager and IPFX which is the same kit that we use."

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What about Amtech's strengths? What makes Amtech stand out from the crowd?

"Personalisation, and being able to liaise directly with the owner of the company is great for us."

"Their specialised knowledge of telephony is what makes them stand out. I know if there was an issue or I needed to look at new avenues for our infrastructure in relation to our telephony I'd go to Amtech. And if they don't know the solution they'll be aware of it and know where to go to find out."

And based on that, would you recommend Amtech to others?

"I would recommend Amtech, as you get a personal feel. They're a small outfit but you still get good quality service and they have in-depth knowledge of telephony, but can also support other products such as your switch infrastructure."



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Liam Patton, IT Manager at EMCS