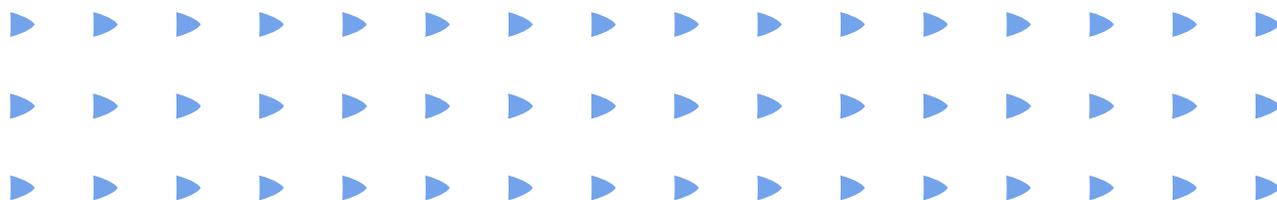


AMTECH ARE ON THE MONEY WITH THEIR COMMUNICATIONS FOR FINANCE PROVIDER

We've worked with a range of service providers including one company that specialises in HR & Payroll, Finance and IT Services, supporting UK businesses when they need it most. For this particular client, they contacted us with a need to better support their staff, especially during the start of the pandemic, in order to give users in the office and remotely, the tools they need to get the job done. We provided this client with a range of smart services, including:

- Cisco Unified Communications Manager
- IPFX Contact Centre platform
- Call Cabinet Call Recording, Quality Management, PCI compliance and Sentiment Analytics

Without question, if you are looking to modernise your communication and collaboration platform and adapt it to a hybrid working model then they are a no-nonsense provider that will help you and support you on your journey.



What were your first impressions when working with Amtech and how have they delivered?

“My first impressions were how open and engaged with their client they are, as well as getting the impression that they were dedicated to the success of the engagement and the project.”

“I have found them always open to questions and willing to get involved in identifying what the customer needs in the context of the requirement. They remain fully responsive to all queries and demonstrate a genuine commitment to the businesses success and improvement.”

Can you describe a time where Amtech helped you through a difficult period and showed you what they're capable of?

“The obvious answer is that in the face of the challenges presented over the pandemic they were exemplary. In supporting the platform and the staff in the process of transition, from what was a primarily on-premise communication and collaboration platform to a remote/hybrid environment, at no point did we feel that we could not rely on them to assist us with what has been a very challenging period.”

“They also ensured that we had all the support and assistance we required in the implementation of a fully resilient service and furnished us with virtual and face-to-face training and consultation.”

What makes you stay with Amtech?

“Cost aside, quite simply the level of assistance, knowledge and support we get from them delivering our shopfront service. As well as their stakeholder engagement, technical knowledge, adaptability, pro-active support, and innovation.”

Would you recommend them to a peer and if so why?

“Without question, if you are looking to modernise your communication and collaboration platform and adapt it to a hybrid working model then they are a no-nonsense provider that will help you and support you on your journey.”

If you could compare Amtech to an object or a 'thing' what would it be and why?

“A lighthouse – solid, dependable and assuring.”

I have found them always open to questions and willing to get involved in identifying what the customer needs in the context of the requirement.