

RTS Onsite Services



RTS have partnered with Panama Communications for all onsite services for over 6 years, enabling us to provide a full end to end installation and support service.

Panama Communications have a nationwide team of experienced, professional engineers, which enables RTS to provide clients with a high quality of service, rapid speed of response. With ITIL Service and PMP Project Management qualified staff, we can offer experienced management of projects, rollouts and day to day onsite activity.



INSTALLATION SERVICES

RTS in conjunction with Panama Communications has vast experience in managing IMACs (Installs, Moves and Changes), ranging from small one-off changes to large scale projects and rollouts. Our engineers all have considerable experience in cabling and installation works and have all the necessary training/qualifications (e.g. Health and Safety) to engage in large building projects.

- New site installations.
- Site refurbishments
- Adding lines and services (VOIP, Wifi, EPOS, Telecoms etc)
- Site surveys, cabling and installation services
- De-install/reinstall equipment for refurbishment projects

ONSITE MAINTENANCE

We seek to get systems up and running as fast as possible, irrespective of whether the problem is hardware, internal cabling, connectivity, configuration issues or any other potential problem. Our engineers have extensive experience of resolving telecoms and data problems in the hospitality industry. We appreciate that failures of systems like card payment terminals (PDQ) can not only stop a business from taking payment but can also severely inconvenience its customers. *continued overleaf..*

FEATURES OVERVIEW



INSTALL & ROLLOUT

Surveys, cabling and installation services for all your data and telecoms requirements for new/additional/refurbishment sites



ONSITE MAINTENANCE

National Engineer Coverage incorporating all elements of Networks, WiFi and Telecoms Support.



COST REVIEWS

Substantial savings for our customers by thorough reviews of current Telecoms and initiatives such as Line Rationalisation.



PROJECT MANAGEMENT

Extensive experience in all aspects of managing Projects and Services within IT / Telecoms Sector.





Also many customers now view Wi-Fi as an essential service within hospitality establishments so any disruption to this service can mean loss of customers and therefore revenues. We manage a fault all the way through to resolution, whether it's replacing hardware or liaising with your PDQ provider. This means that hospitality managers can focus their time on delivering a high level of customer service and building up their business rather than spending precious time on connectivity issues.

We provide onsite maintenance services for:

- Wi fi systems
- Data cabling and network equipment
- All telecoms equipment and cabling: VOIP and analogue (including replacement of old hardware)
- Main telephone lines
- Payment (PDQ) terminals
- Security alarm telecoms
- Networked systems (Music, CCTV, ID Scanners etc)

ALL INCLUSIVE

All Inclusive maintenance support is available on all the above elements, enabling operational requirements to be fulfilled without financial constraints. All-inclusive telecoms and data support packages mean that one phone call is all that's needed when an issue is experienced. On-site engineering; line issues; remote diagnostics; replacement hardware – we can cover all your support requirements with one inclusive cost.

COST REVIEWS/SAVINGS

By reviewing the requirements of broadband, security, payment terminals and PBX systems we can often find ways of making savings – including an annual cost reduction of more than £650,000 (more than 30% of total spend) for one of our clients, a major hospitality company. We audit and review existing lines and systems and make cost saving recommendations:

- Line sharing assessments
- Inventory checks
- Billing queries

- RETAIL TECHNOLOGY SERVICES -



NETWORKS

With over 15 years' experience in running secure, highly resilient networks for our customers, we are an OFCOM accredited communications provider, able to offer private, public & hybrid solutions.



SECURITY

RTS have achieved the highest standard in information security and processes – ISO27001. Network security assessments, penetration testing, phishing risk evaluation are all part of our capability.



DATACENTRES

We run our own highly secure, highly resilient datacentres in multiple locations with multiple high-speed network connections ensuring that mission critical services are always available.



TELEPHONY

Standard PSTN lines to VoIP and call centre solutions, RTS provide innovative and cost effective telephony solutions. We also provide some of the best price SIP calling plans on the market.

