

AWARD-WINNING BUSINESS TELECOMS



VOICE



DATA



MOBILE



TELEPHONE
SYSTEMS



WHY

We're passionate about delivering real innovative products that challenge the status-quo

HOW

We research, test and challenge different products to allow our clients to have the latest services available in the market place via our own in house team & wider technical resources of The Concert Group. We aim to invest into platforms to provide a direct solution whilst working with reputable partners

WHAT

We provide voice, data, mobile & telecom systems & services to businesses

Our 5 SCG Wales values

COMMUNICATE

We believe in responsive and timely communication, ensuring information is clarified and confirmed

TRANSPARENCY

Our ethos is to always be open and honest, whilst ensuring clarity and simplicity throughout all our services

COURTEOUS

Treat people as they wish to be treated. Always use good manners, show friendliness and concern for others

EMPOWERMENT

Always operating above the line – taking ownership, accountability and responsibility

UNIFY

Our team, clients and suppliers working together as one - always providing the true innovative solution





We deliver voice, data, mobile and phone systems to business customers.

Technology is changing at pace - and that's leaving some companies behind. More than just a telecom vendor, we see ourselves as consultants, keeping our clients' companies at the forefront of technology. This has a real positive impact on people's businesses, and that's what drives us.

We're passionate about delivering real innovative products and service levels. Products and service levels that challenge the status-quo.

Through research, testing and challenging products, we provide our clients with the latest and best services available in the market. All this supported by a customer service and technical support team that aims to be the best in the industry.

SCG Wales has more engineers per customer than our local and national competitors. We offer faster response times and some of the most cutting-edge products in the market. All this is geared towards making life easier for our customers - so they can get on with their day job without worrying about telecoms.

Call a SCG Wales phone system specialist to discuss what's best for your business
01656 33 44 55

All business telecom solutions in one place



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**TELEPHONE
SYSTEMS**

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PHONE SYSTEMS

About SCG Wales

SCG Wales is your single stop for cutting-edge, unified telecommunications.

Connectivity, mobiles, systems and lines are just the start. We're here to support your telecommunications right across your business – and keep you up to date with the latest trends and technology – future-proofing your business.

And with SCG Wales support, you get access to a UK-based team of telecom experts who are here to answer your questions. Our support team and engineers are highly-trained and customer focused.

Why SCG Wales

- We're a business that prides itself on:
- Over 80% of support tickets resolved within 24 hours
- Unmatched customer service
- Certified and qualified in house, on-call engineering team
- Bespoke, cutting-edge telecom solutions
- 24/7/365 support from a UK-based team for all telephone line and broadband services *
- National coverage - proud to be part of the Concert Group

** Additional fees may apply*

How we work with you:



We'll review your current telecom bills and phone system, broadband and line setup



We'll discuss your business needs and tailor your future-proof solution



You'll get a personalised quote outlining how we'll improve your business telecoms



You'll be in safe hands with our team of engineers, account managers and tech support.



Lines & calls

VOICE

Whatever your requirements, we can supply you with consistent, reliable and cost-effective telephone lines. We'll help your organisation run smoothly with our award-winning customer support team.



“

"We have just transferred all lines and our phone system to SCG Wales. From the first visit to the transfer of the lines the service was prompt and polite."

Emily Osborne, Porters

”

Why choose SCG Wales?

- **WE'RE CONSULTATIVE** – so you know our advice is based on your specific situation
- **WE'RE FLEXIBLE** – we build you a package based on your exact requirements, not an off-the-shelf package
- **AWARD-WINNING CUSTOMER SUPPORT** – our UK based support team are on-hand to keep your business connected. Even on Christmas Day

TYPES OF LINES INCLUDE:



Business lines and calls



SIP trunking and cloud solutions



Inbound solutions and audio conferencing

WE WORK WITH:

BT wholesale



openreach
a BT Group business BT

Invosys



DATA

Internet connectivity

The quality of your internet has a direct impact on the productivity of your business – whatever your size. We'll help you find the right option, however large your appetite for data.



“

“We have transferred our mobiles and broadband to SCG Wales as they are so incredibly professional and easy to deal with. Their engineers are affable and extremely good at what they do and I cannot recommend them highly enough”

Tom Perrett, Charles Perrett Property

”

Why choose SCG Wales?

- ➔ **WE'RE INDEPENDENT** – we will scan the market to find you the best price, speed and service, so you know you're choosing the right product
- ➔ **24/7/365 SUPPORT** – we're here to support you and get you back online, in the unlikely event of an internet outage *
- ➔ **CYBER SECURITY** – we're able to provide firewalls and DDoS protection is included as standard, meaning one less thing to worry about

* Additional fees may apply

WE OFFER:



ADSL and fibre



Dedicated leased lines



Site-to-site connectivity



Public access WiFi

WE WORK WITH:

BT wholesale



vodafone

Virgin

TalkTalk Business

sse



Handsets & Contracts



MOBILE

With so many handsets and networks out there, it's hard work finding the right setup - especially when different people in different departments have different needs. We're here to make that easy for you. Our consultants can help you build a bespoke package that matches your needs at the best possible price.



"What impresses me most about the SCG Wales team is that they always deliver what they promise. We have used them for a number of different telecom needs, from mobiles to their new guest WiFi services. They have always provided an excellent service, from their engineers to their MD"

Stephen Griffiths,
DWA Accountants



Why choose SCG Wales?

- **INDEPENDENT** – we work with multiple networks as well as our own, so you're always connected
- **ONE SERVICE** – we're able to provide a complete, seamless integration from your mobile to your desk phone
- **FLEXIBLE** – we're able to build a package based on multiple suppliers, but you only receive one monthly bill from SCG Wales

ABOUT OUR NETWORK:



99.5% UK coverage with SCG Wales:mobile



30 day plans and 12/24 month contracts



We're independent

WE WORK WITH:

DataKom:Mobile



vodafone





PHONE SYSTEMS

Cloud, Hybrid & Traditional

Phones remain crucial to the success of any business. Reliable, fit-for-purpose phone systems are a must for any modern organisation. The world of phone systems is rapidly changing though, and we'll advise you on a future-proof, effective way forward.



"We had new telephone system installed by SCG Wales. From start to finish everything was hassle free. A refreshing change from our last supplier. Customer service is fast and friendly, engineers are professional, and pre sales team are very helpful"

Paul Finch, EPS Construction



Why choose SCG Wales?

- ➔ **EXPERT ADVICE** – you can be confident we'll advise you of the best system, tailored to your needs
- ➔ **CHOICE** – we have every type of system you could need, and we'll help you choose the right one
- ➔ **RELIABILITY** – we have invested in our own system and hosting, meaning we can guarantee the quality and reliability of our calls and systems
- ➔ **TRUE INNOVATION** – a unique innovative product designed with our customers in mind

TYPE OF PHONES:



Small business systems (1-20 users)



Medium to large systems (20+ users)



Cloud based systems (1-3000+ users)

OTHER PRODUCTS:



Call reporting and recording



CRM integration



Bespoke on hold production

WE WORK WITH:





Supporting Your Business Is Our Business

SUPPORT

When you buy a product or service from SCG Wales, that's not the end.

It's just the beginning.

We've invested in building a support function that is industry-leading and award-winning, meaning in the unlikely event that your technology does let you down – we're here to get you back in business.



"SCG Wales is a new supplier for our business. From the planning, installation and configuration the support has been excellent"

Alan Heycock, Welsh Bros Foods Ltd

Why choose SCG Wales?

- **HIGHLY TRAINED TEAM** – our team of experts will get you back up and running as soon as possible
- **COMPETITIVE RATES** – our maintenance packages allow you to access our services as part of your monthly outlay – meaning no nasty surprises
- **RESOURCE** – we have more engineers per customer than any of our local or national competitors, meaning we can deal with your queries quicker than anyone else

ABOUT OUR NETWORK:

-  Maintenance
-  Engineering
-  Cabling
-  Support

OUR MAINTENANCE AND ENGINEERING ABILITIES INCLUDE:

- Telephone system maintenance
- Technical support for lines, calls and connectivity
- Copper, fibre cabling and engineering
- Servicing equipment

ADDITIONS

Wifi, Sms & The Rest

The telecom industry is quickly becoming technology-led, and we're continuously investing in solutions that our customers find useful. It's all about data capture and utilising the data – and we have a number of solutions that can help you successfully communicate with your customers.

SCG Wales: [SMS](#)

SCG Wales: [GuestWiFi](#)

“

“I was recommended SCG Wales by a friend for public WiFi solutions. I was not disappointed. Darren Joslin came down the same day after making the initial contact. Setup was easy, the monthly cost is fantastic and they are always on hand when support is needed”

Spencer Chivers, Parc Y Bocs

”



Our Product Range Includes:

PRODUCT RANGE:



SCG
Wales:GuestWiFi



SMS messaging



Conference calling
services



SCG WALES:GUESTWIFI – providing legal and compliant guest WiFi for visitors - capturing marketing data in the process



SMS MESSAGING – allowing you to contact your customers direct



CONFERENCE CALLING SERVICES – so you can guarantee the quality of your conference calls

Supporting Your Business Is Our Business



Our mission is to help you find the right solutions for your organisation.

So if you feel like you need some advice or guidance, we'll be only too happy to help.



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SYSTEMS

Call us today on

01656 33 44 55

sales@scgwales.com

www.scgwales.com

