

Fault logging & enquiries

Introduction

NDG Supernet Ltd deliver a Programme of continual service improvement initiatives which are aligned to ITIL best practice and designed to achieve the highest levels of customer satisfaction through innovative and focused Service Delivery.

We understand that communication; regular stakeholder engagement and expectation management is fundamental to ensure outstanding delivery of service to our customers, which in turn contributes towards our key goal of Customer Service Excellence.

This guide has been produced to support our customers in understanding our services; how we deliver and support these services and how best to engage with us.

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NDG Supernet Ltd strategy is to provide customers with a full range of integrated communications solutions. Consequently, NDG Supernet are now one of the few Integrators of Voice and Data solutions headquartered in Scotland, this being reflected by our newly announced Marketing strap line of “Your Company - Your Connectivity”

We have collated our portfolio under three principal headings, these being: -

Converged Networks; Unified Communications & Cloud Services

We focus on four key topic areas of the overall Voice and Data converged solutions market under the headings of Network Services, Hosted Telephony, and High Touch Consultancy, and more detail of these core disciplines is listed below.

Supernet History NDG Supernet Ltd was formed in 2014 starting as a provider of Telephony systems with the associated Engineering support. In 2016 after a successful previous company acquisition NDG Supernet set about gathering the best partners in the industry to provide its customers best service at best industry prices.

The most significant development in recent years has been the recent acquisition of our own Network. NDG Supernet are now enhancing and expanding a UK-wide infrastructure that is designed to deliver low latency Wide Area Network performance to our clients in a way that most other Providers fail to deliver. Our team was instrumental in the deployment of the Internet Exchange, based in Scotland designed to bring enhanced performance to our Scottish based clients.

Technology Solutions The emergence of IP technology has made the advantages of having business critical information on demand more accessible to all organization’s and as such there are now increasing opportunities for organization’s to seek cost effective replacements for existing technology, allowing them to benefit from improvements to business continuity, customer relationship management and flexible working hours. It is NDG Supernet’s aim to exploit its core strength as a leading independent provider of fully integrated Voice and Data solutions to its customers and increase its share in this rapidly growing market.

Many of our clients utilise a NDG Supernt’s provided Wide Area Network, either VPN based over the Internet, or over a private MPLS / Ethernet platform, to deliver integrated Voice and Data applications between sites. We deliver all the associated Exchange lines, broadband and SIP trunks to provide a robust infrastructure through to full Unified Communication solutions. There is now a growing demand to provide Hosted Voice solutions for both single-site, and multi-site, organisations that can integrate back to the Head Office sites delivering such features as extension dialing, free of charge.

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To support all of these solutions, NDG Supernet's maintain a full range of support services with particular emphasis of being able to act as a single point of contact for all aspects relating to a potential fault. We pride ourselves on taking ownership of the client technical issue and identifying the root cause with a view to resolving the problem. We have the capability and technical experience to resolve issues relating to any aspect of a performance issue whether this relates to PSTN lines, Broadband, Telephone Systems, Circuits or other hardware / software. This capability eliminates the need for our clients to have to contact multiple vendors and speeds the resolution of faults.