



**KCOM**

## **Partner programme**

**Helping you build strong  
customer relationships**



**At KCOM, we're on a mission to make life easier and better; that means bringing everything we do together into a single managed service experience that's right for you and your customers.**

We get excited about providing solutions that really help our Partners achieve what they need, and while doing so providing an exceptional experience at every touch point you have with us. We do what we say we're going to do, when we're going to do it and always with a smile. And we're in it for the long-term – technology partners and advisors, here to guide you through your journey and provide expertise and advice every step along the way.

We know we're not the only technology partner out there doing what we do; but we genuinely believe we do it better. We have great people who work here because they love it, we provide the best customer service because we know it matters and we have the best reputation because our Partners genuinely love doing business with us.

**“Joining the KCOM Partner Programme has proved game changing for Adept. The service qualities we looked for in our Partners are robust connections to offer our customers, coupled with the reassurance of a responsive, knowledgeable and passionate support team. In KCOM, we have all that and more.”** **Adept Telecom**







## Straightforward solutions

In addition to offering any access technology across multiple providers and full support to help you win managed network deals, we also deliver an array of subscription-based cloud solutions that are easy to deploy, as well as flexible, cost effective voice solutions. By bringing choice back into the channel we're enabling you to become a single service provider delivering real value to your customers.

We can give you the option to not only diversify your portfolio of services from a trusted partner, but also open up new markets in the process. Expand your business with the wealth of dedicated support and expertise we have to offer.

We don't like to complicate things; we'd far rather deliver a brilliant, great value and easy to use solution with 12 useful features, than one with hundreds of features that no-one understands.

Whether you're looking to supply a single solution or combine products from any of our portfolios to build a powerful and unified communications platform to take to market, we have all situations covered.

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## Connect

Selecting the most cost-effective access technology to address the needs of each of your customers' sites individually means we can build fast, flexible and reliable networks to support the way they work.

- > Managed WANs
  - > Fibre Ethernet
  - > EFM
  - > EoFTTC
  - > Bonded DSL
  - > Fibre Broadband
  - > ADSL Broadband
  - > Network Monitoring
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## Cloud

From desktop applications to complete data infrastructure solutions, moving into the Cloud gives your customers anywhere, anytime access to their business systems, while our great technical and customer service teams support you every step of the way.

- > Hosted Exchange
- > Hosted Lync
- > Backup
- > Hosting



## Communicate

To keep everyone in touch, a flexible, high quality voice solution is still an important part of your portfolio offering. We can provide you with integrated and reliable unified communications solutions that can easily be rolled out to your customers.

- > Hosted PBX
- > SIP Trunks
- > PSTN lines

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**“KCOM is very engaged with us and the team works hard to understand what we’re about. They take that understanding and create bespoke services that match what we’re trying to achieve for our customers. The result has been significant wins for both companies.”** Nexus



# Exceptional experience

You are our top priority; we are proud of our high customer satisfaction levels and do everything in our power to keep improving the service we provide to our Partners.

Whether working on a wholesale or reseller basis, our Partners can expect a huge range of benefits in addition to dedicated account management and first-class technical support:

- > Competitive wholesale pricing
- > Online leased line quoting tool
- > Access to real-time network monitoring
- > Business support through price promotions, incentives and sales campaigns
- > Compelling industry insight
- > Partner branded portal for easy ordering and connection management
- > White labelled marketing collateral
- > Dedicated and tailored training and support every step of the way
- > Unscripted and highly trained
- > UK service and support





**“In the last few years KCOM has increased their focus on Partners with an updated portal, clear pricing, regular webinars and excellent support from their knowledgeable team.” [Orbix](#)**

## Benefits of our Partner programme

### Partner Portal

Our powerful portal has been built specifically with our Partners in mind and continues to evolve and develop; making it easier for you to manage your accounts and services with us, place orders and view your connections...all in one place.

We also give you access to a fully white-labelled version so you can re-brand for your customers.

#### Main benefits:

- > Full single view of all your KCOM end user services
- > Account-level billing management
- > Includes Partner specific sales and product support collateral, including white labelled versions



### Network monitoring

Included as standard for all our Partners, get instant visibility of your entire KCOM connectivity estate with Sentinel – our advanced web-based monitoring tool. Proactively troubleshoot and manage performance across your network to keep your customers informed and connected.

#### Main benefits:

- > Clear and concise online dashboard
- > Interactive connection maps updated in real-time
- > Instant diagnosis and user-configurable email/SMS alert system
- > Backed up by a 99.99% uptime SLA



### Knowledge Based Diagnostics (KBD)

We have various diagnostic tools that you can run on a connection within your estate. These tools include a voice check, IP check, connection and now a comprehensive KBD tool, which is available for 21CN circuits.

KCOM's KBD can carry out intrusive or non-intrusive tests that evaluate multiple elements including local access network, DLM profile data, IP connectivity, performance test, status checks and IP tests. Results are displayed in a comprehensive table to show problems and highlight potential resolutions. Free training is now available to all our partners.





# Get to know us

It's all about the passion, creativity, commitment and knowledge of our people; that's what makes it possible to create and develop new ways of working.

Quite simply, we always strive to do our best for our Partners, to ensure that the solutions we provide fulfil the business needs of you and your customers. It is important to us that you feel supported throughout the whole of your relationship with us.

## The team

### Head of Channel

#### Henry West

Henry is constantly shaping our partner channel to ensure we are developing and improving the service and support in line with your requirements. His role is to understand your needs, help you drive your business forward and inform you about our latest leading edge products, services and portal features.



Henry West



Carly Bolton



Tony Loomes

### Sales Manager

#### Carly Bolton

Carly is based in Exeter and looks after our internal Account Management team. Carly has been working within the channel for almost 8 years and has been with the business for over 11 years. Her success has come from a combination of a wealth of experience and knowledge, combined with a passion to deliver a great experience for our partners. Carly's primary focus now is to ensure the whole team deliver this same great experience.



Terri-Lea Byrmand



Ben Johns



Jon Lucas

### Account Managers

#### Ben Johns, Tony Loomes, Terri-Lea Byrmand and Jon Lucas

Ben and Tony are our external Account Managers and are out on the road visiting our partners across the UK. Internally we have Terri-Lea and Jon who are based in Exeter and they're here to help with any business development needs our partners may have. If you're interested in reselling a new product, or need some more information on our services, simply get in touch and they'll be happy to help.



## Passionate people

With our team of specialists, you don't need to be the experts. We will work with you as a trusted technology advisor, available to guide you through the ever-changing technology landscape, using our strategic partnerships with Microsoft, Amazon Web Services, Avaya, BT and many more to provide you with the solutions you need to support your growing business strategy.

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## Account management

We will provide a dedicated account manager to support you with upgrades, commercial changes and advice on having those conversations with your customers. Just give us a call and we will work with you to quickly understand your needs and provide cost-effective and scalable solutions that help you provide the best technology infrastructures to your client base.



## Project management

For larger projects that need an extra helping hand we have a project management team who will work with you to ensure the seamless and timely integration of your customers' services. Our aim is to work alongside you for the whole length of our relationship, from pre-sales and bid-support right through to provisioning and in-life support. We're always here to help you deliver the best experience to your customers.

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## Professional services

On top of project management, we also offer a range of design consultancy and training expertise. From developing complete setup and integration plans into your customers' business environments, to rolling out bespoke training programmes to get them up and running as quickly as possible, we can help you provide a great service to your customers.



## Customer support

Our UK-based customer support team is always on hand to advise you on any aspect of the service you receive from us. Whatever question you may have, from billing through to account detail changes, we provide friendly, hassle-free assistance whenever you need it.

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## Technical support

Our technical support teams are completely unscripted and experts in their fields. We aim to answer all calls within 60 seconds and, no matter what technical issue you are experiencing, can usually resolve it there and then. You can get hold of us by phone, through Twitter or via our Partner Portal.

Twitter: @KCOMcare  
Call: 0345 122 4777



# The importance of our Partners

Our channel Partners are really important to us and are pivotal to our continued success. We want to be available to our Partners in as many ways as possible and incentives and events are just two of the ways in which we support their growth.

## Fastest 4

Running from February to April, our highly anticipated annual Fastest 4 incentive allows us to reward our Partners for growing their own business with KCOM, it also allows a bunch of like-minded resellers to get together for a day, race some fantastic cars around a great track and share their experiences behind the wheel well into the evening at an all-expenses paid event.

Simply sign up online and earn points by reselling select KCOM products. We keep track of your score and will let you know when you've earned enough points to join us on the track.

With over 20 Partners joining us in 2015, along with Ben Collins, Top Gear's ex-Stig, what better way to celebrate your success?

## Channel events sponsorship

Nothing beats meeting our Partners face-to-face and we ensure that we not only get out on the road to visit their offices, but we're also available at key events in their diaries. Whether at a channel exhibition, supporting our Partners at an awards event, or at the magnificent Gleneagles, where we're proud to be Platinum Sponsors of Comms Vision – we're on hand when and where you need us.



You're in good company



## Helping businesses achieve their goals

We have a diverse channel of over 600 Partners, large and small who work with us time and time again to provide outstanding technology solutions to solve their customers' business challenges.

These are just a selection of testimonials that bring to life some of the challenges our Partners face and how we work with them to develop solutions that meet their varied needs.

**“We’ve been a long standing reseller of KCOM and value not just their service, but the overall support that they provide. We’ve forged a fantastic relationship with KCOM and after several years working together, we wouldn’t consider anyone else.”**

**Swan Solutions**

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**“We have relied on KCOM for its connectivity solutions for a number of years as their service and support model is second-to-none in the channel. So when they launched their cloud portfolio we were really excited to give it a go. And we haven’t been disappointed.”**

**Data Management Associates**

**“Any comms reseller is always at the mercy of BT at the backend in terms of timescales etc, but what sets KCOM apart is the level of communication we receive from them.”**

**Commercial IT Services**

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**“We’ve been a partner with KCOM for close to five years now, utilising their robust Managed Server Hosting solutions. In this time, we’ve been delighted with the service and support we’ve received, so when we wanted to offer cloud services to our clients, KCOM was the natural choice.”**

**Ambient Computer Services**





**At KCOM we get excited about providing technology solutions that really help our Partners achieve what they need.**

**Combining connectivity, communication and cloud solutions, we bring everything together into a single managed service that's simple to sell and expertly supported.**

## **Join our Partner Programme**

Becoming an KCOM Partner is really simple; just visit our website and complete a few details on our sign up page and we'll be in touch. [business.kcom.com/partners](https://business.kcom.com/partners)

Alternatively if you'd like to find out more about becoming a KCOM Partner, contact our Partner Team by phone or email.

**Call** 0345 122 4777

**Email** [partner@kcom.com](mailto:partner@kcom.com)

