



The Must Have Checklist For Any Business

Buying a Telephone System

This is a simple checklist you can use when deciding on a new office telephone system for your business. This free checklist is designed to help you when choosing a credible telecoms company to work with. We hope you find it useful. Some of the items may seem obvious but you would be amazed at how many companies do not ask these questions of potential suppliers.

At Core Connect we provide telephone systems to SME's across Ireland and beyond. If you would like to speak to one of our technical consultants please feel free to call us on 016510699 or email sales@coreconnect.ie

You can download the checklist here

1. How long have you been in business?

A. _____

2. How long have you been in business selling telephone systems?

A. _____



3. Do you sell anything else other than telephone systems?

A. _____

4. Do you sell only one brand of system or multiple brands?

A. _____

5. Do you specialise in any brand/manufacturer of telephone system or sell them all?

A. _____

6. Are you a direct partner or do you buy through distribution?

A. _____

7. Can you show me a direct partner accreditation certificate?

A. _____

8. How many technicians/engineers do you have in your business?

A. _____



9. How many technicians do you have installing and servicing this brand of telephone system?

A. _____

10. Do you use sub-contractors for the installation and/or after sales support of the telephone system?

A. _____

11. Do you have a technical support desk in your office that I can log faults and technical query calls with?

A. _____

12. Do you offer guaranteed response times for priority faults? What are they; can you show me your service level agreement?

A. _____

13. Are you offering a hosted solution or an onsite PBX/telephone system?

A. _____

14. If an onsite PBX, what make/model is it? Many suppliers will try to install a cheaper make of handset onto a system and charge you the same price even though there is a loss of functionality.

A. _____

15. What type of lines would you recommend for my business?

A. _____

16. Should I use SIP/VoIP?

A. _____

17. What are the pitfalls of using SIP/VoIP?

A. _____

18. Where is this system in its lifecycle?

A. _____

19. When was it launched to marketplace?

A. _____

20. Will you guarantee to provide spare parts for the next 5 years?

A. _____

21. How old is the longest running (working) system you have under a maintenance and support contract?

A. _____

22. Is any of the equipment forward compatible? In other words, if the manufacturer came out with a new system in a few years would your handsets/hardware work on that system?

A. _____

23. Is there any evidence to support this? For example previous versions of this system having equipment that will work on the new version.

A. _____

24. Do the previous systems handsets work on this system?
Does this system handsets work on the previous system? This
will be a good indicator.

A. _____

25. What type of applications can you provide on this system?
Reporting, Desktop applications, Call Centre, Softclients, video
clients.

A. _____

26. Does the system support Digital, analogue and IP
telephony?

A. _____

27. What extension capacity does it have? Will it support our
business when we grow to 20, 50, 100 users or beyond?

A. _____



Based on the answers they have given you, are they a credible company to get in bed with for the next 5-10 years? Because chances are that's what you will be doing when you decide to give them the order!

Confused? We're here to help. With over 100 years of combined expertise within Core Connect, you know we have the solution that is right for Your Business.

What to do next:

Call Us Now on 016510699 or email sales@coreconnect.ie