

Partner Programme

ensuring success for all our channel partners.



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introduction

We are a channel first telecommunications solutions provider offering market leading and innovative services throughout the whole of the UK, using a network of trusted partnerships to provide a high-quality, cost-effective service to our customers.

Eclipse Wholesale was established in 2003 by our Managing Director, James Drake. Previously known as Eclipse Networks, the company has grown significantly over the years and is currently residing in Gateshead.

Eclipse Wholesale has partnered up with hundreds of dealers and resellers throughout the UK over the last several years, trusting us to deliver the best quality products to support their businesses.





why partner with us?

trustworthy

We believe the most important aspect of any partnership is trust. Therefore, we have established a transparent process in which our partners and customers can put their faith in us to deliver them the best results possible.

experience

We have over 20 years of experience creating successful relationships with our customers and partners. Guiding them the whole way through the process offering a great deal of support to each member.





innovative

The technology industry is one that is constantly fast moving, therefore we ensure that we are offering the latest tech and investing in new ideas that supports your business to the best of its ability.

support

To make the process as simplistic as possible we give you access to numerous portals and training guides as well as having our in-house experienced support team and out of hours support for whenever you need it.





pricing

We partner up with the best telecommunications providers in the country to offer our customers bespoke packages that support their businesses in continuous growth.

flexible

Every business is different therefore all their needs are different. As a result of this we make sure our partners and customers have the right package catered for their needs to support their business.



types of partners

reseller

Purchase directly from us and sell our products and services to your own end users with your own billing solution and first line support.

dealer

Work with us to maximize to create new revenues from your existing customer base and future customers by recommending and selling our products and services.

our partners



what they say



"It is so important for us as an organisation to recognise our partners, like Eclipse, who have consistently gone above and beyond to maintain the highest standards in the channel, which is why we were delighted to grant them 'Connected Partner' status in 2021."

john igoe | sales manager

MRM

"Great set of products and support to match, I have dealt with Eclipse Wholesale for over 10 years now and would not hesitate to recommend you do the same. Excellent customer service with a great knowledgeable team who respond to any issues quickly and efficiently."

martin mackay | managing partner



"Over the last several years we have created a great relationship with Eclipse because of the incredible support from James, Matthew, and the whole team. Having Eclipse just up the road is amazing for building a strong community and allowing us to recommend each other to new clients and grow each other's business in the meantime."

colin Howse | sales manager

sa1 solutions

"SA1 Telecoms is a VoIP and business broadband provider based in South Wales, covering customers across the UK. Since being introduced to Eclipse we have never looked back, Matthew Begg has always looked after us extremely well, their customer service is second to none and their competitive pricing makes them our go to for business broadband."

alex Kamil | technical director

onboarding



onboarding | intro

Initial introduction with our team to meet your key contacts and welcome you to Eclipse. Here we will get to understand your company goals by going through our products and services guide establishing which will be most beneficial to you.



broadband



unified comms & voice



IoT



SIP trunking



ethernet leased lines



mobile



managed billing

onboarding | welcome pack

You will then be given a welcome pack which will detail a timeline of how long the process will take and the next steps going forward. Within this pack you will be given full details on how we upskill your staff with service, marketing, and support training and who the key contacts are to help with these services



onboarding | service training

A welcome email will be sent to your team, introducing them to Eclipse and detailing them on our partnership. They will be given access to numerous training guides, portals and webinars advising them through the process ensuring they are fully trained with the new products.

sales

Our experienced sales team will be on hand to support you throughout the whole process. Ensuring you have the correct products for your business with the latest tech, providing the best service for your customers.

support

Our trusty support team will always be there to find a solution for any issue that arises. In addition to this we provide round the clock 24 hour support to help you and your customers businesses run effortlessly with zero disruption.

product

At the beginning of your journey with us you will receive in-depth training on all your new products, guaranteeing you to be fully equipped to handle any query and support your business to the best of your ability

onboarding | marketing

We will provide you with marketing packs and assist you with campaigns to promote your new services to your existing customers

campaigns

We will assist you with numerous marketing campaigns to begin your journey with us and start promoting your new Eclipse services to your customers as well as generate new ones.

communications

You will be provided with a large catalog of collateral marketing materials such as image and video content, demos, brochures and lots more! All customised and ready for your team to start using immediately.

blogs

We will support you with various blog posts related to your company, the industry and your new Eclipse products. These can be shared on your website and social media platforms to help generate traffic to your website

onboarding | account management

A call with your account manager will be focused around arranging regular reviews, explaining billing, confirming the in life plans going forward and re-affirming expectations around how the self-support part of the relationship works, as well as how we can support you in what you want to achieve.

reviews

We will schedule regular business reviews to see how the introduction of our new services are performing, tracking orders and reviewing all activity to see if there is any further support we can offer to drive more business.

billing

We use our very own managed billing system that will be explained to you about how and when the billing happens. As well as using this system to bill your customers directly if required, handling all issues and queries so you don't have to.

support

We are here to support you in anyway we can, whether this be with product training, marketing, customers or billing. We will always make sure we are providing you the best possible service and offer help wherever it is needed

onboarding | start selling

Finally, it's time to start selling!

Once onboarding is complete, you will have all the necessary resources to kick start the partnership and begin selling our services.

We will be by your side throughout the whole partnership, offering support wherever its needed, we're just a phone call away!



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