

# Products & Services Guide

marketing leading telecommunications



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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.



# broadband

Broadband is the most popular product for small businesses and SMEs, this is because we can provide speeds of up to 1000mbps download with offerings of Superfast and Ultrafast broadband technologies including SOGEA and FTTP. All our broadband connections run over a network core with enough capacity to ensure you're never fighting for bandwidth. This core has interconnections with VOIP suppliers such as Gamma and Zen which further increases the reliability for our customers.



new phone line



resilient core network



static IP address



bespoke packages



24/7 support

# ethernet leased lines

Ethernet is our premier connectivity solution. It involves a dedicated fibre connection to your premises to provide the best level of reliability along with dedicated bandwidth and flexibility. Bandwidth from 10mbps – 100gbps can be supplied on a managed or wires-only basis. In the case of a managed solution, we can supply a converged solution where dedicated bandwidth is provided for both data and voice services. This allows the customer to consolidate their voice and data services to reduce the complexity of their local network and help reduce costs.



high capacity & flexible  
connectivity



managed cisco router



dedicated uncontended  
bandwidth



24/7 monitoring & out of  
hours fault reporting



6 hour fix service level  
agreement

# unified comms

Eclipse offers multiple communication platforms from different vendors that cover businesses of all shapes and sizes, these are web based or hosted services. With this there is no time-consuming installation and system updates are automatic and included – meaning we get you communicating quickly and with minimal disruption.



lower cost



number flexibility



reliable



easy to use



business continuity



line & PBX estate  
rationalisation



free UK calls & fraud  
protection



immediate set-up



no capital outlay

# SIP trunking

SIP trunking service is less costly per channel and more flexible in how and where geographic telephone numbers can be used. It's also quicker to install and provision and as standard it delivers extremely robust business continuity. It can support connections ranging from two channels for small PBX-equipped businesses to an unlimited number of channels for large enterprises and contact centres.



future proof  
communication



business continuity



quick to install



flexible



cost effective

# mobile

The Eclipse Mobile Solution offers a unique support package tailored to the individual requirements of each customer. That makes us different from a traditional partner or broker because we have complete control over the services, tariffs, and commercials we can offer you. We can make any changes to your mobile directly, without having to ask a third party to do it for us. This ability and our highly trained UK based customer service team means we can respond to your needs quickly. This means that as a business you benefit from both the scale and resilience of a large mobile carrier and the flexibility and care of an independent provider.



multiple networks



flexible contracts (30 day rolling if required)



bespoke business tariffs



high quality voice & data services



support business relocations



one monthly bill for fixed & mobile services



affordable resilience



business continuity plan



service flexibility



# IoT

Through IoT services we can offer 4G data SIMs with fixed Ips, including a range of tariffs from many global mobile network providers as well as several roaming solutions and international capabilities.



range of tariffs



data management tools



several roaming solutions



no need for multiple MNO services or costly infrastructure



fixed IP available across all MNO's

# managed billing

We offer hassle free billing through aBILLity where we will manage and maintain call data within your platform ensuring it's always accurate and up to date.



upkeep of dial codes &  
charge groups



fraud management



revenue assurance



fixed reconciliation



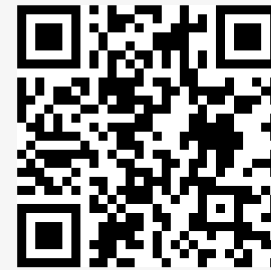
management of  
exceptions & rejects



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