wavex ™

Better tools. Better people. Better results.

The Story

The Wavex story began back in 1998 where our CTO & COO, Gavin Russell, was responsible for supporting the EMEA region for the American telecommunications giant AT&T. With access to large IT budgets, and cutting-edge technology, he still found the user's perception of response times and IT support disappointing and one of distrust.

He and a colleague left the company and started Wavex Technology Limited; but unlike many other IT support organisations, they began by re-writing and re-engineering how support is provided to customers. This "software development" phase lasted several years and culminated in the now acclaimed support systems making Wavex distinct in the industry.
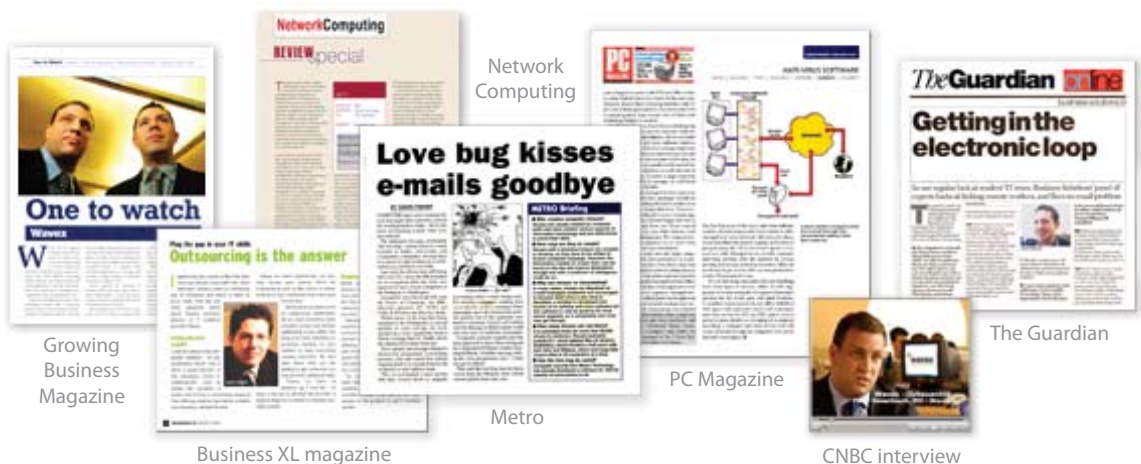
Of course technology is continually evolving and the Wavex systems are no exception. All the internal systems are continually updated to reflect feedback from engineers and customer suggestions.

The Company

The Wavex team, mostly technical, have been vetted from 1000's of candidates for their skills, customer facing personalities, dedication, loyalty and "sense of fun" – all characteristics we believe make the ideal engineer.

Wavex supports many hundred's of clients who range from smaller SME's through to large well-known brands with offices throughout the world, supported by Wavex. We act as the sole IT resource for some companies, and for others we complement their internal team.

Wavex in the media

Growing Business Magazine

Business XL magazine

Network Computing

Love bug kisses e-mails goodbye

Metro

PC Magazine

The Guardian
Getting in the electronic loop

CNBC interview

For further information contact: e info@wavex.co.uk t +44 (0)845 226 8182
Wavex Technology Limited Kingsbourne House, 229 - 231 High Holborn, London, WC1V 7DA

www.wavex.co.uk

The Services

Wavex has developed a number of complimentary services in areas we feel most able to add value to our customers businesses. Our core is obviously technically support, project based work and high end business consultancy.

We also provide services to help customers protect their most important asset – their data, with on-line backup services (Wavex DSX™) and the full spectrum of disaster recovery services.

With our focus on being proactive and preventing problems before they arise, we help eliminate daily threats from viruses and spam with our SVX™ solution and monitor servers and the network to minimise the likelihood of problems with MonX™, our network monitoring application.

We can also host your applications and websites as well as co-locate your infrastructure within our secure hosting facility providing far greater security and redundancy while easing your management overhead.

And recognising our customers interest in emerging IP telephony solutions, sometimes referred to as VoIP (Voice over IP), we created a specific telephony consultancy team.

In fact, if it is technical, it is likely that we can add value from our systems, our processes and our people.

Our Ethos

We are here to make your life easier. We have invested heavily in systems and support processes to eliminate many of the areas of outsourcing which customers find frustrating; through better communication, improved accountability and real-time information which actually allows you to measure our performance.

To give some examples, as a customer, your team controls our engineers' bonuses, you receive Monthly Management reports outlining our performance against our service level commitments, you can choose a date convenient to you when an engineer visits, you have your own account manager who understands your business, and support is available 24/7. These are a small number of ways we endeavour to keep you happy and we would be happy to show you more.

We honestly believe that "Better Tools" and "Better People" will always deliver "Better Results".

Drop us an email stating any support needs, technical issues or project requirements you may have and we will promptly provide you details of how we can help.

Peter Sweetbaum

CEO, Wavex Technology Limited.

- **Main phone number: 0845 226 8182**
- **Sales: info@wavex.co.uk**
- **On-line contact details: http://www.wavex.co.uk/Contact_Us.htm**

For further information contact: **e** info@wavex.co.uk   **t** +44 (0)845 226 8182
Wavex Technology Limited Kingsbourne House, 229 - 231 High Holborn, London, WC1V 7DA

www.wavex.co.uk