

COMPANY PROFILE



**PREMIER
TECH**

For Integrated Solutions

2014

O V E R V I E W

Premier Tech is a business technology consulting firm focused on small and mid-sized businesses in Palestine. Our focus is the improvement of your business through the proper and appropriate use of technology.

We believe that having the right technology deployed for your business can be the difference between getting that next deal or not, between keeping your customers satisfied and coming back or losing them to a competitor, and between being an industry leader or falling to the back of the line.

Our clients recognize that technology plays an important role in the success of their business and they view technology as an asset and a differentiation in the marketplace, not as merely a necessary expense. They understand that having the right systems in place gives them an advantage over their competitors, the ability to better service their customers and the best opportunity for profitable growth. If your business is struggling, if your customers are not receiving the sort of service you know they need, if you are spending more time managing your systems than growing your business, we want to help. Contact us today for a no-cost initial consultation or network assessment.



We have over 15 years of experience implementing and managing technology solutions, but more importantly we have just as many years of experience in the business area. We understand a financial statement. We understand cash flow. We understand the meaning of the word profit. You opened your business with a dream in mind, and that included being profitable. If your technology solutions cannot help that to happen, then they are really not solutions at all. Our team will change it.

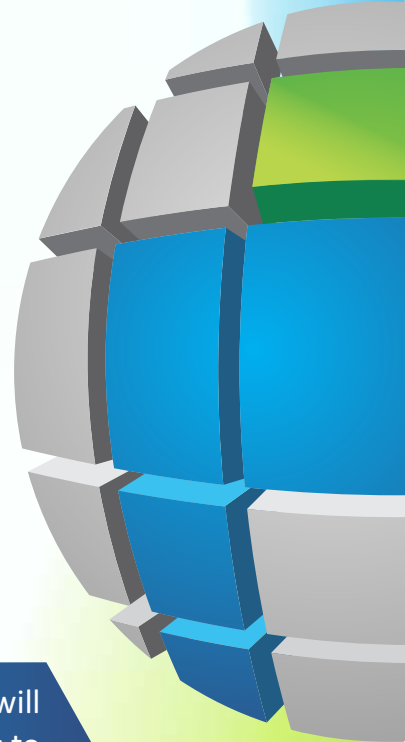
We will help you breaking out of your current technology trap. We will help you recognizing where technology is working for your business, and where it is holding you back. We will develop a detailed plan of actions for moving forward, and then we will work closely with you to take those steps together. Choosing a technology partner to go to the marketplace with is one of the biggest decisions that a business can make. If you are not working with a true business technology advisor, if you are beginning to second-guess the decision you made to engage with your current provider, or if you just want the opportunity to find out how we could benefit your business, we are happy to meet with you.



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V I S I O N

Voice, video, data and mobile devices melding into one rich unified communications system all based upon standard technologies. Our goal is to bring this capability to our customers, affordably and reliably. By accomplishing our goal, your communications will be transformed and company productivity improved. The vision of the company is to be recognized as a local leader in providing the best of breed technology solutions. Through our support for innovation and continuous insistence on quality, we aim at consistently enable the region's access to the most advanced set of technologies thus ensuring competitiveness and economic viability of Palestine. To remain committed to excellence in providing leading ICT solutions and services and to focus on helping our customers operating at the best in a very competitive and challenging environment. To reinforce our leadership position across the markets in which we operate through our strong alliances with worldwide technology leaders and our partnerships with renowned solutions providers.



M I S S I O N

To partner with highly skilled goal-specific service providers who will add value to our service, enabling us to provide premium solutions to meet customers' needs in the most practical and cost effective way.

To delight our customers and enhance shareholder value by getting service delivery right, first time, on time, every time.

Premier Tech is committed in offering the most advanced and cutting-edge technology to resolve network communication solutions for our clients. We are dedicated to satisfy our clients needs to increase their market competitiveness. In order to establish a lasting business relationship of trust with our clients, we would work hand in glove with our customers.

To provide customers with the highest level of service backed by a genuine commitment to honesty, quality and dedication and to meet their needs as their businesses continue to change and grow.



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S O L U T I O N S

IP Telephony Solutions

3CX IP PBX Phone System

3CX Phone System Hotel PBX Solution

Softwares for Cisco unified communications

Unified communication solutions for any PBXS

Enterprise Call Recording

IP Fax Server

IVR Self-Service Solutions

Call Center

ViciDial - Queue Metrics

Audio & Video Conferencing

Professional Audio

IP Video Surveillance Solutions

VPN - LAN Security Solutions

Enterprise Network Monitoring

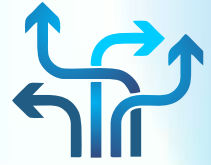
Small Business Server

C R M

S O L U T I O N S

IP Telephony Solutions

You need IP PBX because Phone Systems change every year so IP PBX give very advanced features beside the traditional ones, plus it works on the net work like the pc or even on WiFi, you can use only one cable instead of a hardwired cable for each phone, and the most important feature is it includes HD audio.



3CX IP PBX Phone System

This system is based on IP system and it is powerful and easy to use, it can deal with CRM products and Outlook easily. It can also deal with VoIP, IP hardware, iPhone and Android vendors. It is a software based on IP PBX for windows and it is easy to installed and configure.

3CX Phone System Hotel PBX Solution

This amazing Phone System based on VoIP Hotel PBX that can manage easily, it cuts your phone bill to half and provides you with existing features, like: re-use your analog phones, wake up calls for guests, check in / checkout, do not disturb, and many other advanced features.



Softwares for Cisco unified communications

This new technologies contain very useful softwares in various fields; Control (Accounting and bills, budget control) Collaboration (IP Fax Server, attendant Console), Computer Telephony (Voicemail and unified Messaging), Automatic Call Distribution), and Convergence (Audio/Video Skype Gateways).

Unified communication solutions for any PBXS

It's suitable for large, medium, or small enterprises. Migration to modern VoIP system requires a smart change of your communication patterns thus enhancing your productivity and cutting your costs. It is also to enhance the value of your communications system and provide you with excellent support and helpdesk services.



Enterprise Call Recording

Premier Tech offers a new technology of call recording by which your employee productivity will surely be increased. By call recording, market is predicted to increase by 5.5%. Premier Tech is based on a developed system called Oreka; it is the most affordable system, a full-featured call recording and quality monitoring solution. Oreka allows users to search, find and categorize recordings based on time of data of call, incoming phone number, outgoing phone number or other requirements.

S O L U T I O N S

IP Fax Server



Premier Tech provides also the technology of IP Fax server software that enhances your savings and productivity. This improved technology has many characteristics; it is an easy and powerful to de-materialize fax management. It is available for company employees with personal fax number and it supports many document formats such as PDF, Excel, JPG,... etc.

IVR Self-Service Solutions

Interactive Voice Response, this is a smart technology which can be used with touch-tone telephones. It allows you to interact with database take information from or enter the database. It is different from voice mail systems because IVR systems include two-way interaction with caller it is also used to help in many services like: telephone banking, order placement and airline ticket booking.



Call Center



It is a Dial class which provides the flexibility to cater for inbound, outbound, and blended call handling. This class can increase agent productivity. Plus, Call Center has the ability of automatically record all calls, making summary reports, and the ability of scheduling a call back with customers. Beside it can lead import web-based API and estimate hold time too.

ViciDial (Predictive Dialers)

Predictive dialers were created primarily to save time and increase productivity. This dealer would then automatically connect answered calls to agents. It has lot of advantages such as increasing agent productivity by as much as 80%, Filtering calls and record calls for quality control and many other advantages.



Queue Metrics

call center monitor

Premier Tech Services is proud to provide you Queue Metrics which is a system that can support you with unlimited features like measure your business targets, live administrator and supervisor call center status panel and detailed call information including call ID and recorded call.

Audio Conferencing

Audio – that is voice, is the most important portion in communication. A number of users complain of the quality of audio that is due to the used equipments such as phones, and speakers. So our various audio conferencing system and its devices guarantee to provide you with a crystal clear sound to have a seamless meetings.



Video Conferencing



It's the time to embrace new trends in video conferencing. New products are to engage employees, partners, and customers to work more closely together in a natural way. It is improved to be used not only for the sake of communication but also for business. Our products enhance customer satisfaction and it increases companies' revenue opportunities.

S O L U T I O N S

Professional Audio

More developed equipments were added to the sound system such as woofers, amplifiers, and speakers to suit any venue. Our professional products are ready now to fit many applications, including stadium, auditorium, hoses, retail businesses, and even restaurants.

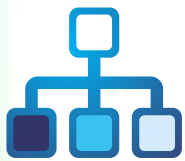


IP Video Surveillance Solutions

Video Surveillance is an integral part of modern security system, found in premises ranging from airport to shopping malls, corporate buildings to train stations. Premier Tech offers a diverse portfolio of products, and a suite of features that can enhance the ability to securely transport security video footage across an IP network.

VPN Solutions

This secure solution is pushing requirements for wide area network (WAN) in the same direction as Local Area Network (LAN) requirements. Routers provide highly secure connections with guaranteed bandwidth and advanced voice capabilities.



LAN Security Solutions

The increasing of hacking tools causes lots of damage of your local network moreover, the attempts of stealing your information may cost you too much. So you can easily protect your network from being damaged or stolen if only you use our special products. By our products we guarantee preserving the safety of both your mission-critical applications and your productivity.

Enterprise Network Monitoring

Designers, programmers, and companies need to monitor their product to save them, so our products are very suitable for these special missions. We also have products to monitor large networks of Cisco devices, Linux and Unix system beside Windows system.



Small Business Server

Premier Tech offers many of the features through a small business server including e-mail, Internet connection, external and internal websites remote access, file and printer sharing, and so on. Premier Tech provides you by this new technology to enable you to run your business more effectively, improve employees' productivity, and reduce costs.

CRM

Customer Relationship Management – this business system created to strengthen the relationship between the company or the marketing department and the customer through getting his information and make profits with solidifying customer happiness. It can surely give you a full view of the customer's needs and help you to make costs down.



C O N T A C T - U S



Tel. Fax +972 8 284 33 22

e Mail info@premiertech.ps

Address Al Rimal, Shohada St., Infront
of Asdika Almared
Association. Gaza city,
P a l e s t i n e

FaceBook Page



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VOIPSUPPLY.PS