



Who we are



About Calteq

Whether your workforce is office-based, mobile, remote working or a combination of all three a collaborative and connected communications environment has never been more important. Calteq delivers customer-focused and collaborative voice, mobile, connectivity and cabling solutions to some of the UK's most well-known businesses.

We work with the best suppliers in the industry to provide tailored, exceptionally high-quality communications

solutions at the best price point, delivering our customers significant cost savings and value.

Offering seamless installation services and optional 24/7 responsive customer support from UK-based teams, our knowledge and expertise in the communications industry has earned us a first-class reputation that rivals anyone in the communications industry. Furthermore, our customer-driven philosophy has seen us build a prestigious client base in a variety of sectors including finance, leisure, legal, hospitality, property and retail.

Our Values

Underpinning the culture of our company are a set of five values which define who we are and sets us apart from the rest, from our people through to our service delivery:

Customer focus

We truly value the relationships we have with our customers and are dedicated to consistently delivering them a level of service and solution over and above their expectations.

Expertise

Our expertise in communications solutions is central to the high quality of service we deliver. All team members are highly experienced, and this extensive knowledge ensures we find the right skills for our customers.

Excellent supplier relationships

Maintaining long-lasting and trusted relationships with our suppliers is a principal goal of our business and central to our success.

Exceptional value

We are committed to delivering our customers a solution that combines the best value for money, quality and above all meets their requirement.

Responsible employer

We value and encourage the development of all our colleagues, and this ensures that we go above and beyond in order to deliver. Calteq is both a Living Wage Employer and advocate and a member of the Good Business Charter.



Cabling

Business Cabling solutions of all sizes and complexities

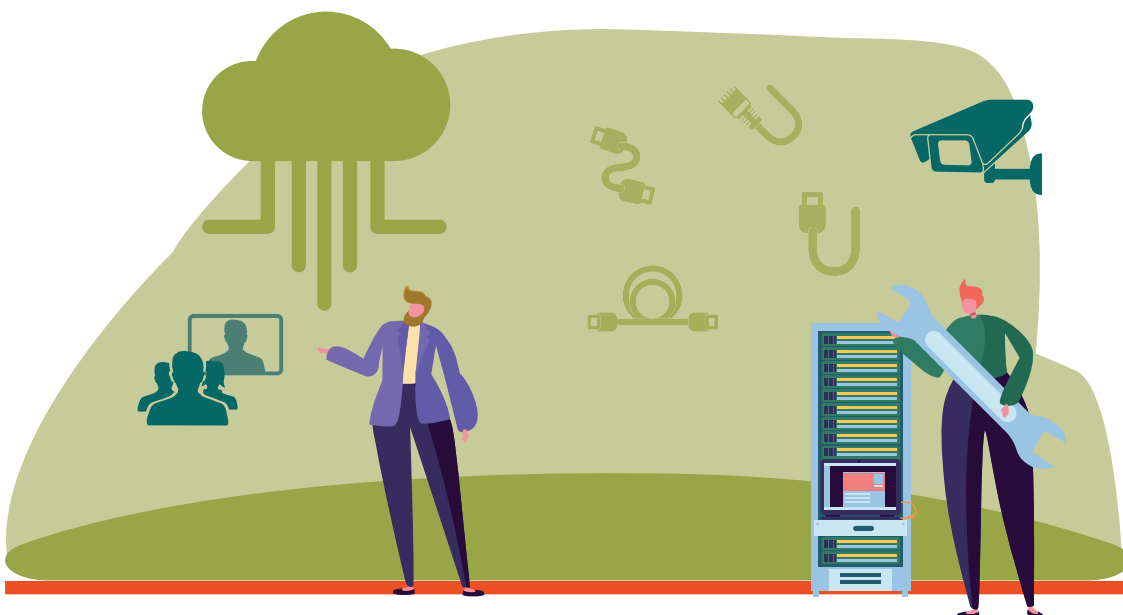


Our highly experienced team specialises in the design, installation and maintenance of structured cabling solutions of all sizes and complexities. We follow meticulous implementation methodology to deliver complex and bespoke network solutions to a broad range of industry sectors including education, healthcare, financial services, retail, technology, telecommunications, government and media.

Our accredited engineers, warranties and industry-leading expertise give you complete reassurance across a full range of installations including;

- **Category 5e (Cat5e)** - this is by far the most widely deployed form of structured cabling.
- **Category 6/6a (Cat6/6a)** - this is now the most commonly requested structured cabling network, delivering 1 Gbps at distances of up to 100 metres.
- **Voice** - traditional voice cabling using large multi-core copper cable.
- **VoIP** - VoIP has simplified the cabling deployment for most new voice systems today and we can advise on the optimum cabling solution depending on your existing infrastructure.

- **Fibre – Single Mode (SMF), Multi-Mode (MMF)**
Fibre Optic cabling is at the core of any network, offering increased security, safety and faster bandwidth over longer distances.
- **Coaxial** - we are experts in the design and installation of coax networks for TV/RF signal distribution.
- **Audio Visual (AV)** - installing all forms of AV cabling for new build or existing buildings.
- **WiFi** - Calteq is highly experienced in designing and deploying high performance RF systems for a host of applications from a single access point (AP) in an office to hundreds of AP's deployed across a campus.
- **CCTV IP** - Operating over existing or new IP based networks IP CCTV systems can be connected via both structured (Cat5e/6) cabling or WiFi making the cabling of an IP CCTV system relatively straight forward.



Working with Calteq

At Calteq we build long standing, close working relationships with all our clients. This ensures that we fully understand your requirements and consistently provide high levels of service to you. We assist you in assessing your infrastructure needs and ensure that any solution we recommend incorporates future requirements and growth of your organisation.

Calteq certifies every cable and every piece of hardware in the system. We use the latest testing equipment to ensure every installation meets and exceeds national and international standards. Our knowledge, craftsmanship and experience make us a highly reliable and qualified partner to deliver your solution.

What other cabling services do we provide?



Rollout projects

We can project manage nationwide cabling solution rollouts across multiple locations or buildings. These range from IT and telecoms cabling to hardware and network replacements.



Audit/Health Check

Calteq will perform a complete network audit or health check using the very latest Fluke network certifiers enabling us to identify any issues. We also carry out complete cabinet audits and clean ups, usually freeing up numerous network ports. A report will be provided to ensure you can make an informed decision on the best way forward.



Maintenance/SLA

We offer Maintenance Support Contracts that are designed to deliver cost effective, worry free operation and minimise the costs associated with downtime of your network. Service contracts can be established for existing networks as well as new installations.



Subcontractors

Calteq partners with a number of leading IT solutions providers who don't have cabling resource or expertise in-house allowing them to extend their offering and increase margin.



Connectivity

Fast, reliable business wifi solutions



The right connectivity is vital to ensure businesses can operate effectively and without disruption. As business demands increase, the quality and reliability of internet connection becomes ever more important.

Our solutions provide customers with many benefits that save resources and achieve considerable reductions to cost:

- **Internet connections**

We offer a comprehensive portfolio of services ranging from Gigabit circuits for corporate offices to fibre broadband services for home workers and small retail businesses.

- **Secure customer business Wi-Fi solutions**

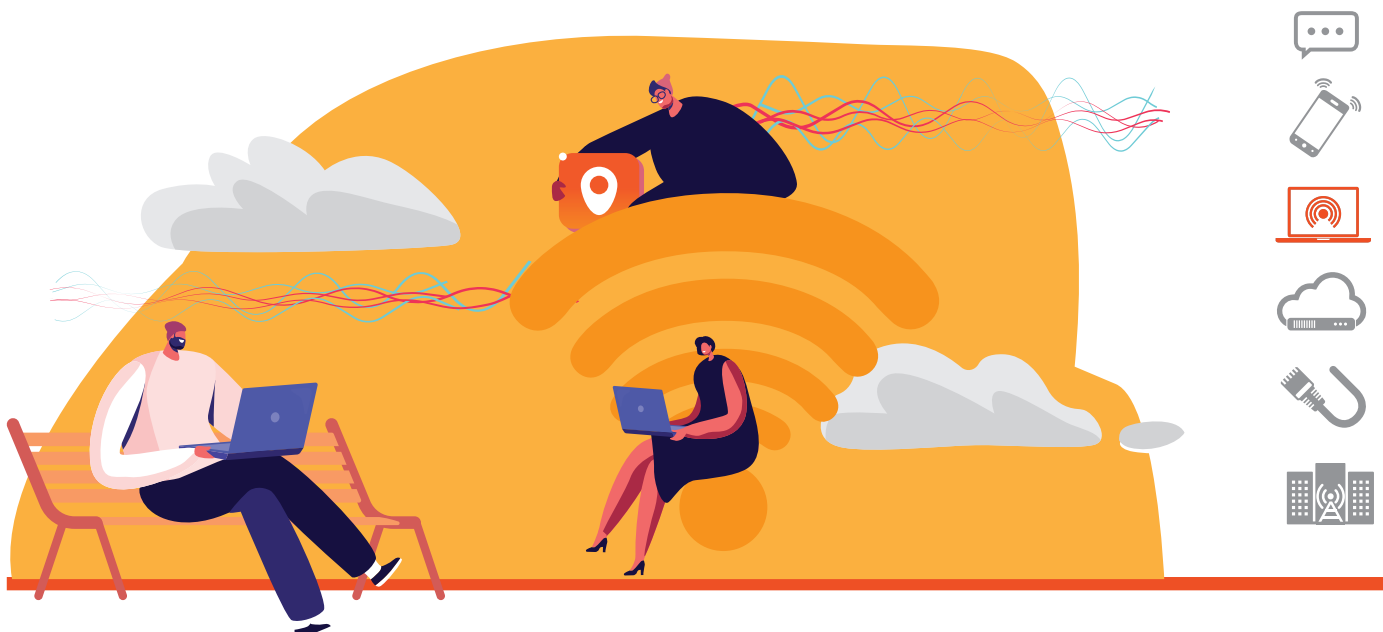
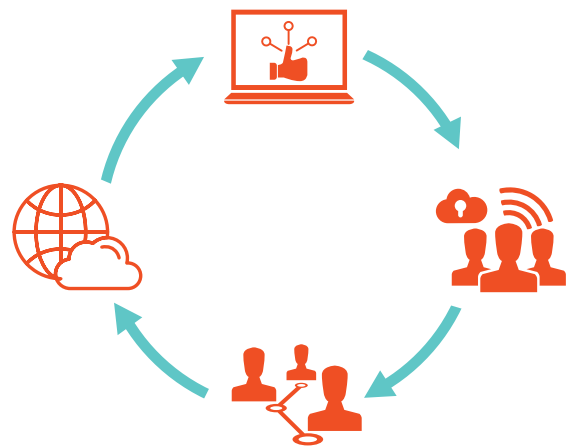
People expect to have access to highly reliable Wi-Fi network connectivity wherever they go. Calteq Wi-Fi solutions are highly secure and provide optimum connectivity to customers requiring access while on-site.

- **Customer profiling solutions**

Being able to better understand customers is a powerful tool and essential to business success. We can install a secure Wi-Fi solution at an organisation's premises that provides access to customer data for profiling. This strictly complies with GDPR regulations and gives organisations a far greater insight into their customers.

- **Wide area network**

For customers that have servers and network resources that they wish to connect over a geographic area, we offer wide area network (WAN) solutions including SDWAN and PWAN. This service offering includes co-location facilities and cloud based back up services.



In-building Cellular

Uninterrupted cellular connectivity



Uninterrupted connectivity is fundamental to the way we live and work, yet the high tech structure of modern office buildings often means that they struggle to get a reliable network signal throughout. Poor connectivity resulting in dropped calls and data disruption is a source of huge frustration to the owners and users of commercial buildings – be it a single office, office blocks, hospital or a large corporate campus.

Put quite simply cellular signals were not designed to penetrate walls and it's for this reason that more and more organisations are implementing in-building cellular solutions to ensure uninterrupted indoor cellular connectivity.

At Calteq we are highly experienced in delivering in-building cellular solutions including distributed antenna systems (DAS) and mobile signal boosters to a wide range of organisations. We will guide you through the process to ensure the smooth-running and success of your project. We work with our technology partners Zinwave, Huawei and Cel-fi, to deliver the solution best suited to you whatever the size or location of your building.

What is an in-building cellular solution?

An in-building cellular solution is a network of small antenna installed throughout a building which takes the signal directly from the carrier or from an external roof mounted antenna. It is both cost-efficient and easy to deploy and is the ideal solution to improve mobile signal coverage, eliminating dead zones and dropped calls to provide clear and reliable connections throughout the chosen location.

Where do in-building cellular solutions work best?

In-building cellular solutions are particularly well-suited to locations which are highly populated such as in hospitals, shopping centres, educational institutions and large office blocks.

The Calteq project process explained

All Calteq installations are undertaken with an emphasis on safety compliance and quality of workmanship and have been developed using a robust methodology to ensure successful execution.

Proposals all include a detailed plan, network map, clearly defined objectives and a recommended course of action.

We manage every aspect of the implementation process from strategic planning, design and procurement to project management, testing, training and documentation. We work closely with your existing IT team to ensure the smooth-running of the project.

Health and safety are a priority for every cabling project we undertake. All our engineers carry CSCS cards and receive the very best training to ensure that all projects carried out on your site are completed in a safe and professional manner. Risk assessments are carried out during the initial stages of a project and if requested can be submitted along with method statements and supporting documentation.



Mobile

Flexible, network independent business mobile solutions



Utilising the UK's premium business mobile networks, we offer some of the most cost-effective business mobile solutions in the market today. There are many benefits to be achieved from working with us, some of these include:

Network independent

At Calteq we build our mobile tariffs for all of the networks so if you move to a new location, be it your office or home, where the coverage is intermittent or patchy, we can simply switch you over. Just make one call to our support team and we will take care of the rest.

Flexible terms

We can provide tailored contract terms to suit your business needs ranging from 30 days up to 36 months. These are highly flexible enabling you to quickly amend or cancel an individual connection. For example, if a team member leaves your organisation the connection can be easily terminated ensuring you don't pay for services any longer that needed.

Hardware or BYOD

Our contracts can be hardware independent to ensure the best possible value and flexibility. This means if you already own your phone you only pay for the connection. If you do need to update your mobile devices, we can offer great deals on all hardware for both retail and in-contract prices.

Email usage alerts

To ensure data usage and inclusive minutes are not exceeded an email alert can be set up through our customer portal. A similar facility can be used for phone misuse, for example calls to costly premium numbers or excessive personal calls. This is a feature that has proved invaluable to our clients saving tens of thousands of pounds.

Responsive UK-based customer service

You are assured of the best possible service from our dedicated UK based customer service team who have direct access to the networks for administration and fault logging.

Integrated billing

To ensure streamlined administration we provide integrated, customised billing. So, whether you have 10 or 1000 lines on multiple networks, there is just one bill.

Optimum tariffs

We regularly monitor mobile tariffs and can make recommendations to accommodate exceptional usage such as international roaming or a spike in data usage.

Multi-network solutions

We offer multi-network solutions which can offer data shared across all three major networks to enable you to switch to different providers in order to cope with poor signal in a specific location or to enable best use of carrier specific roaming bundles.



Unified Communications



Seamless, collaborative business communication solutions

Our cloud-based unified communications solutions seamlessly bring together voice, mobile and data streams to collaborate under one platform. Connecting you with colleagues, suppliers and customers wherever you are and whatever device you are using it gives your organisation the freedom to thrive in today's complex and challenging environment.

About unified communications

Businesses now operate in a world where their workforce is no longer restricted to one specific desk, phone, or computer. More and more people are working remotely, and companies are seeking solutions that enable their teams to operate effectively and collaboratively with colleagues, partners and customers wherever in the world they are and whatever device they are using.

Unified Communications (UC) provides a highly effective solution to this challenge simplifying the working environment by connecting all methods of communication including messaging, voice/video calling, team collaboration, video conferencing and file sharing.

Further benefits include:

Improved productivity

Teams select their preferred method of working be it the device or application leading to greater engagement and productivity.

Reduced costs

UC solutions operate on cloud-based platforms allowing organisations move away from a CapEx model to adopt an OpEx strategy where costs are easier to predict.

Increased client satisfaction

Adopting a UC solution enables the workforce to work smarter and ultimately solve customer problems more quickly, thus providing a far greater level of service. This also helps to build business reputation.

Employee satisfaction

A good UC strategy leads to higher employee satisfaction as they feel more empowered from the freedom they are given to work as they choose.



Voice

Flexible business telecoms solutions



Whatever the size of your business we can deliver a tailored voice solution to meet your specific needs. We provide clients with flexible solutions using the latest technologies at a great price.

Calteq can supply, manage and maintain your voice solution whether you have existing IP services or traditional PSTN or ISDN lines. Our longstanding relationships with BT Openreach and BT Wholesale together with a select number of premium grade service providers enable us to supply and manage your voice services exceptionally well.

Voice solutions from Calteq include:

- Hosted VoIP systems
- Hosted contact centre solutions
- PSTN & ISDN services
- SIP trunking
- Inbound virtual numbers
- Conference calling services
- PCI compliant call recording

The changing landscape of voice communications

Traditional physical copper lines have historically been the way in which most landline telephone services have been delivered. Yet over the past ten or so years, telecoms companies have been heavily investing in internet protocol (IP) based networks that support both internet and landline telephone services.

A large number of businesses are already using IP services, which uses an internet connection to make calls, recognising the many benefits it brings in terms of flexibility, ease-of-use and cost. This transition from traditional lines to IP will be further expedited when Openreach withdraws its traditional line rental products totally in 2025. Between now and 2025 some 16 million telephone lines migrate to IP-based networks for voice services.

For businesses wishing to explore VoIP services Calteq can guide you through the process to ensure you achieve the optimum solution.



Our Solutions

We deliver a range of solutions spanning voice, data, mobile and cabling:



Voice

Whether you're an SME or a large nationwide business with multiple sites we can deliver a tailored voice solution to meet your needs. We provide our clients with flexible solutions at a great price.



Mobile

Utilising the UK's premium business mobile networks, we offer some of the most cost-effective business mobile solutions in the market today.



Connectivity

Fast reliable data connectivity is essential to ensure businesses can operate effectively and without disruption. Making use of the very latest technologies we can provide dedicated connectivity ranging from fibre broadband to Gigabit circuits.



Unified Communications

Our cloud-based unified communications solution seamlessly brings together voice, mobile and data streams under one platform. Connecting you with colleagues, suppliers and customers wherever you are and whatever device you are using it gives your organisation the freedom to thrive in today's complex environment.




Cabling Solutions

Our highly experienced cabling division specialises in the design, installation and maintenance of structured cabling, fibre optic and wireless integrated networks. We follow meticulous implementation methodology to deliver complex and bespoke data network solutions across multiple sectors throughout the UK and Europe.



In-building Cellular Solutions

More and more organisations are implementing in-building cellular solutions in order to provide uninterrupted indoor connectivity. At Calteq we deliver a range of in-building cellular solutions including Distributed Antenna Systems to a wide range of organisations. Using our expertise, we will guide you through the process to ensure the smooth-running and success of your project. We work with our technology partners Zinwave and Cel-fi, to deliver the best solution whatever the size or location of your building.



Discover more how we can help you achieve collaborative, connected communications solutions in your business by contacting us today:

0808 146 7000 or via email: **hello@calteq.co.uk**

About Calteq

Calteq delivers customer-focused and collaborative voice, mobile, connectivity and cabling solutions to some of the UK's most well-known businesses. We work with the best suppliers in the industry to provide tailored, exceptionally high-quality communications solutions at the best price point, delivering our customers significant cost savings and value.

Offering seamless installation services and responsive customer support from UK-based teams, our knowledge and expertise has earned us a first-class reputation that rivals anyone in communications industry. Furthermore, our customer-driven philosophy has seen us build a prestigious client base in a variety of sectors including finance, leisure, legal, hospitality, property and retail.

The Calteq difference

Underpinning the culture of our company are a set of five values which define who we are and sets us apart from the rest, from our people through to our service delivery:



Customer focus

We truly value the relationships we have with our customers and are dedicated to consistently delivering them a level of service and solution over and above their expectations.

Expertise

Our expertise in communications solutions is central to the high quality of service we deliver. All team members are highly experienced, and this extensive knowledge ensures we find the right skills for our customers.

Excellent supplier relationships


Maintaining long-lasting and trusted relationships with our suppliers is a principal goal of our business and central to our success.

Exceptional value

We are committed to delivering our customers a solution that combines the best value for money, quality and above all meets their requirement.

Responsible employer

We value and encourage the development of all our colleagues, and this ensures that we go above and beyond in order to deliver. Calteq is both a Living Wage Employer and advocate and a member of the Good Business Charter.



Discover more about how your business can benefit from **voice solutions** from Calteq by contacting us today on:

0808 146 7000 or via email: **sales@calteq.co.uk**