



The Customer Need

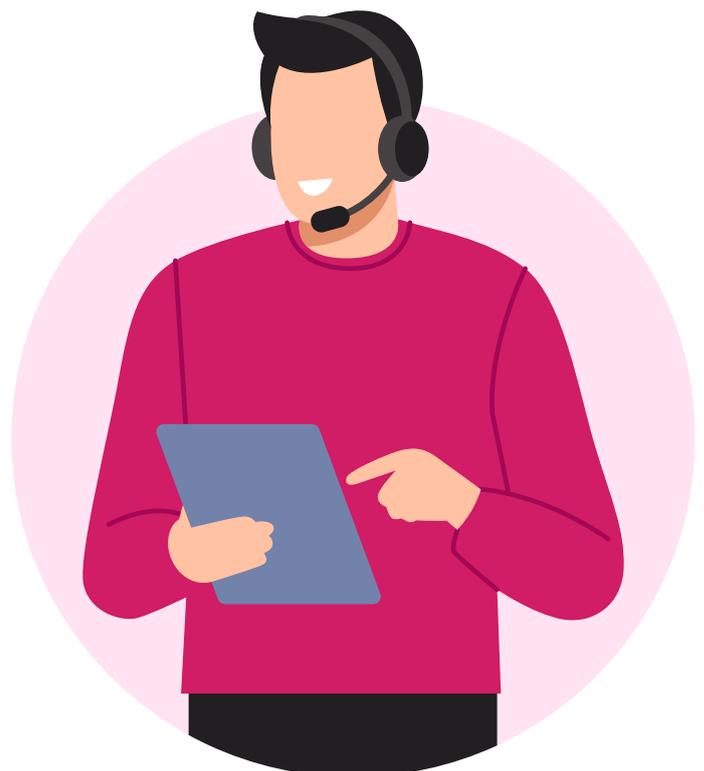
Avoira serves over 300 public sector organisations, including local and central government, the NHS, emergency services, schools, colleges and universities.

The company is accredited under various Crown Commercial Services frameworks in order to support the public sector in achieving maximum commercial value when procuring goods and services.

Its clients require best-value solutions which embrace not just price, but product and service excellence, including timely delivery and highly responsive technical and post-sales support.

Under the Technology Products & Associated Service (TePAS2) framework this specifically relates to provision of less complex, lower cost devices such as handsets, headsets, smartphones and tablets.

Crown
Commercial
Service
Supplier





The Solution

Under TePAS2, public sector clients can purchase relevant products drawn from Avoira's extensive devices portfolio via a simple-to-use portal.

Every order is backed by next-day delivery guarantee, courtesy of a highly efficient warehousing operation incorporating an extensive inventory. This is further supported by direct relationships with leading vendors, enabling swift access to replacement parts and stock.

The sales operation is underpinned by the attentions of dedicated, experienced and expert support teams.





The Benefits

Avoira is delivering proven cost, service and environmental benefits to its public sector clients.

The company's CSC accreditation guarantees access to a verified, high-quality supplier, highly competitive pricing and proven service standards.

A custom catalogue provided via the TePAS2 portal, enables easy access to a wide portfolio of devices and peripherals offered by the leading manufacturers in each product field. These include EPOS, Jabra, Philips, Poly, Samsung and Yealink.



Additional services enable maximisation of value and reductions in carbon footprint. These include the safe, secure efficient and environmentally sensitive disposal and recycling of redundant assets.

Where relevant, a 'refresh and refurb' service can also assist clients in maximising value by prolonging product life.

Clients may also benefit from Avoira's Buyback facility. This enables them to realise the value of redundant assets and secure cash or credit on their account.

Budgets are further protected by Avoira's embracing of public sector procurement frameworks. These provide the oversight necessary to effectively manage and control spend, whilst saving time.



Customer Feedback

With a variety of customers across various organisations in many sectors, Avoira have been able to fulfil 436 public sector customer orders for various devices including headsets, tablets, handsets, etc. Often at short notice, Avoira's dedicated account managers are able to turn around orders super quick...



"The department had an urgent requirement for a stock item and without it we would have pushed out the rollout of training rooms for our project commencing this coming Monday. Avoira proactively picked up the requirement and ensured the effective solution was delivered in less than 24 hours, allowing confidence within the business that the rollouts can commence as planned. Avoira continues to deliver to sometimes our last-minute requests with excellent communication and engagement and utmost professionalism with the customer. I just wanted to drop some positive feedback over."

- Service Manager, Digital Data and Technology.