

OBSIDIAN MILESTONES REACHED

Record Breaker

April 2011, Obsidian has set a new record of 125 million minutes per year through our GSM Gateway services, affirming us as by far the largest managed GSM Gateway provider in the country. Gary Day, Sales Director for Obsidian commented, "Obsidians' success continues to accelerate winning increasingly large and higher profile customers. This can be attributed to key staff, our understanding of the market place and our close relationships with Mobile Network Operators".

ISO 9001:2008

Quality Assurance

In May 2011, Obsidian once again passed the annual

independent audit for Quality Assurance compliance to ISO9001:2008 standard for all our business processes.

Customer Renewal

Obsidian is proud to announce that for the 12 month period to April 2011, we have renewed 98% of our customers. This underlines the value of our solution compared to that of higher cost fixed lines.

Investment

Over the past four years Obsidian Telecoms has developed a Mobile Compliance suite, (MCS), for the capture of voice and data communication to and from mobile devices in line with new FSA regulat-

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To broaden our range of managed services, Obsidian has launched mobile handset services. Our solution takes the daily hassle out of managing your mobile estate and deliver savings to corporate and public sectors customers alike.

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tions announced in November 2010. The total expenditure in this period was approximately £1.5m with £500k of development overhead invested in the last financial year to September 2010 alone. As of 1st October 2010 this division became a fully independent Company called Obsidian Wireless Comp-

liant Solutions Ltd. Commenting on this transition, Paul Sweetland, MD of Obsidian Telecoms said, "We are very pleased with the early successes of MCS which has resulted in an earlier than expected cost reduction for Obsidian Telecoms allowing us to invest and grow our core business."

SERVICE SUPPORT—HOW DID WE DO?

"It has been clear and professional and very positive. I am very much looking forward to having a close working relationship with Obsidian"

Paul Leyland, Cobbets LLP

"Excellent communication throughout, I never had to chase Obsidian once! Even when the fault had been ongoing with the third party for several days, the engineer wasn't happy with the service and escalated the fault further up the chain of command"

Neil Speller, Computer Cab PLC

Support Requests

From March 2010 to March 2011, there were 851 support tickets logged by the Obsidian Support Team (either identified internally or reported by a customer) shown below.

- Gateway faults 10.8%
- Billing enquiries 52.9%
- Network faults 36.2%



Feedback

A recent audit of customer questionnaire responses rated Obsidian at 8.9 out of 10 in overall satisfaction with the service. Matthew Smith, Head of Service for Obsidian said, "Obsidian is always looking to improve our service and is delighted to receive such positive feedback from our valued customers, but this does not mean we can become compla-

cent, I would like to thank the entire Support Team for their continued dedication and commitment".

£500 Donation

We continue to work closely with our Customers and will donate £500.00 to a charity of our customers choice for recommending Obsidian which results in our GSM Gateway solution being installed. Ends

MJGSmith