



Partnership Program

a guide to becoming your

own comms provider

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WHO OR WHAT IS FLIP? ...and possibly why!?!

Flip Connect is a leading, independent UK supplier of cost-effective services and bespoke unified business communications solutions to SME, mid-market and corporate businesses. We have been providing unrivalled and award-winning customer care since 2001.

Being an independent provider without bias, we can give you a balanced assessment of technologies in use today and into the future. We can then deliver bespoke solutions to meet the requirements of your business at the best value prices.

Our Reseller Partner Program will gain you access to all our products and services. We pride ourselves on our first-rate customer service, ensuring that your client is looked after throughout the client life cycle.

Our Products

But Flip are only as good as their products and we select carefully the suppliers we partner with ensuring we offer market leading products at a competitive price but most importantly products that deliver on reliability. And its okay having the right product but you've got to know how to put it together and that's our strong point, having installed thousands of systems in a range of scenarios since our beginning.

How we do business

Our consultative approach is about listening and then proposing the product that suits, our pricing is transparent, our delivery team are experts and diligent, we build relationships that last due to customer experience, we only do telecoms, allowing us to be experts in our field, and we become your telecoms division. This allows you to specialise in your area and us to focus on the telecoms – a perfect partnership.

As an Ofcom registered telecom provider, our in house billing team, expansive telecoms knowledge and comprehensive portfolio of tried and tested products means that we are the ideal partner.

- 
- In-house Departments**
- Sales
 - Support
 - Provisioning
 - Billing



98%
Customer Retention Rate

WHAT DO WE DO?

Customer demands have changed, but so have the tools to help your business give your customers what they want.

Leveraged correctly, the right solution can give you the competitive advantage you need to succeed.



HOSTED PHONE SYSTEM

Flip Connect provides a range of hosted phone systems. Our core product is 3CX and we are proud to be a Platinum level 3CX Partner & Solution Provider.



HOSTED SERVICES

We also provide a range of hosted services such as - Inbound, Fax 2 Email, SIP Trunk Call Manager and Non-geographic numbers.



SIP TRUNKS

Our SIP trunks are perfect for any type of business, including high-volume call centres.



CONNECTIVITY

We provide fast and reliable products across the full spectrum of connectivity services from broadband to leased lines.



CONTACT CENTRE

Our Call Centre offering has flexibility at its core which enables us to provide bespoke solutions to meet the broadest of requirements from a proven, stable platform.



TEAMS VIDEO CONFERENCING

Our Yealink solution fully integrates with Microsoft Teams and covers meeting rooms of all sizes. It is easy to use and offers a premium video and audio experience helping to enhance collaborative teamwork.



TEAMS DIRECT ROUTING W/ STCM

Connect Microsoft Teams to the public phone network via Direct Routing to enable your customers to take advantage of our competitive call plans and SIP Trunk Call Manager for customer-controlled call diverts.



MOBILES

Flip Mobile will empower your device, not hinder your ability to conduct business. We have access to both the O2, Vodafone and Three Business network so your customers can work securely while on the move with a choice of handsets and data plans.

CAN I INTEGRATE..?

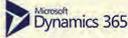
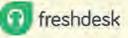
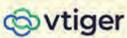
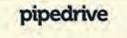
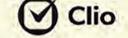
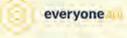
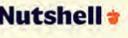
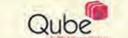
Flip Connect specialises in integrating all aspects of telecoms into modern business environments.

This includes mobiles (see user presence on phone system), phone systems, door entry, SIP loud bell, Multi-Cell DECT, Paging (Tannoy) to help improve management, efficiency and give a better overall experience for your clients.

Combine 3CX with Microsoft Office 365 including single sign-in, calendar sync & Teams. Teams users gain access to a host of phone system features. Teams Direct Routing allows access to UK SIP carriers, call plans and porting of existing phone numbers. With the additional benefit of SIP trunk call manager offers further functionality and business continuity.

Single interface for all incoming business messaging including Live Web Chat, WhatsApp, Facebook and Business SMS.

CRM integration comes with 'Click to Dial' to initiate a call and log and journal the call at the same time. Incoming calls from new numbers allow you to create new customer records automatically. You'll give your team wings! Out-of-the-box integrations with:

 <p>HubSpot's CRM platform has all the tools and integrations you need for marketing, sales, content...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Microsoft Dynamics 365 is a product line of enterprise resource planning and customer relationship...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Born out of a single software solution, ConnectWise is designed to help MSPs gain control of their...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>BigChange puts everything you need to know at your fingertips delivered to your...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Freshdesk is an online cloud-based customer service software providing helpdesk support with all...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call
 <p>Vtiger CRM is online software that helps 300000+ businesses grow sales, improve marketing ROI, and...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Zendesk provides the complete customer service solution that's easy to use and scales with your...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Run your entire business with Zoho's suite of online productivity tools and SaaS applications.</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Sage CRM is trusted by hundreds of businesses from a variety of industries around the world.</p> <ul style="list-style-type: none"> ✗ Call Popping ✗ Call Journaling ✗ Contact Sync ✗ Click To Call 	 <p>Act! (previously known as Sage ACT! 2010-2013) is a customer relationship management (CRM)...</p> <ul style="list-style-type: none"> ✗ Call Popping ✗ Call Journaling ✗ Contact Sync ✓ Click To Call
 <p>Pipedrive is a deal-driven customer relationship management CRM solution that also works as an...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Clio, the leader in cloud-based legal technology, empowers lawyers to be both client-centered and...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Bitrix24 is a free (for small businesses) social enterprise platform. It is a united work space...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>EveryoneAPI software is a platform used to identify business with phone numbers.</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Nutshell is a web and mobile customer relationship management (CRM) and email marketing</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call
 <p>CRM software solutions and enterprise cloud computing from Salesforce, the leader in customer...</p> <ul style="list-style-type: none"> ✓ Call Popping ✓ Call Journaling ✓ Contact Sync ✓ Click To Call 	 <p>Qube is a comprehensive premium property management including consultancy...</p> <ul style="list-style-type: none"> ✗ Call Popping ✗ Call Journaling ✗ Contact Sync ✓ Click To Call 	<p>YOUR CRM NOT LISTED HERE?</p> <p>We Can Help! We are experts in integrations with CRMs and phone systems</p>		

WHAT IS IN IT FOR US?

As a partner, you will get access to all our expertise, skills and support delivered by our fully accredited technical engineers.

Coupled with a dedicated account manager who will help identify the correct best-in-class products and services to ensure that we meet your client's needs.

You will also benefit from a generous commission structure for any business that you bring to us, helping you grow your business with new revenue streams. Quotes can be tailored to change the look and feel to include your company logo and adjust pricing as required.

Your clients will benefit from a solution that is fast to deploy, easy to manage and the right-sized for their business. Flip will work with your client on every aspect of system specifications, installation, hardware and ongoing support, with all training delivered by our in-house system engineers. Once your client signs up you can leave everything to us.

FOC Hosted Phone System

Technical know-how via an established team

Bespoke Website Landing Page

Excellent Customer Service

Experts in everything telecoms

Flexible and Unlimited commission structure

Marketing & Financial Support

HOW DO YOU DO IT?

We make the installation of new solutions as seamless as possible. From planning and managing the delivery of projects to the ongoing support of a solution, we're here to make sure every detail is taken care of.

Delivering great service to your customers is at the heart of everything we do here at Flip Connect. All aspects of the project will be managed by one of our provisioning specialists, meaning that the whole process will go as smoothly and hassle-free as possible.

We pride ourselves on over 20 years of service in the telecoms industry and have learnt what it takes to create a hosted phone system that excels in delivering a reliable, secure and flexible solution.

At Flip Connect we believe in building long-lasting relationships with your customers.



Gamma
Technical Alliance Partner



Yealink
PRO PARTNER

WHAT ARE OTHERS SAYING?



We started to work with Flip over 10 years ago now and are as happy with the working relationship now as we were at the beginning. Flip's attention to detail, responsiveness and ability to adapt to multiple problems and react quickly has been invaluable to us and as a result, have helped us to manage our customer's problems, changes and new installations with ease and professionalism.

Toby Sillett, Co-Founder, Onsite Technologies



Partnering with Flip for both our own and our clients' phone systems allows us to increase our offerings to clients in the knowledge that they will be well looked after. We expect our staff to provide high levels of customer service and we also expect this from any of our partners. That we've been working with Flip for many years should give people the confidence that they can deliver well-supported, cost-effective systems.'

Eric Hughes, Director, EMH Technology



We got introduced to Russ and the Flip team through one of our clients. We'd been frustrated but the lack of care and accountability we'd received from other telecom companies. Flip has a great solution and it's backed up by an amazing team. We're really happy to be working with them!

John Scrivener, Managing Director, AbbeyComp



Flip has been our telecoms partner for twenty years, the longevity itself shows what a successful partnership it has been. It allows a joined-up approach to our clients, ultimately meaning the client receives an excellent service. Flip provides a favourable commission structure, and they are quick to respond, always going that extra mile. We would not hesitate to recommend the Flip Team.

Shahriar Golshani, Managing Director, 7th Sense Solutions



A comprehensive guide to Flip and the products and services we sell

Company Overview and Product Guide For Companies

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The contents of this brochure are not intended to be contractually binding and shall not vary the terms and conditions under which this service is provided by Flip which shall continue to apply in full.



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become greener and conform to new Government environmental policies. We're a certified Carbon Neutral® Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to