



MULTIMESSAGE

Enhancing Operational Efficiencies

# Immense Operational Capability...

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hidden beneath  
the surface.

Repairs, prestaging & logistics for the telecommunications & IT industry



The sign of  
genuinely efficient  
service is being  
barely noticed



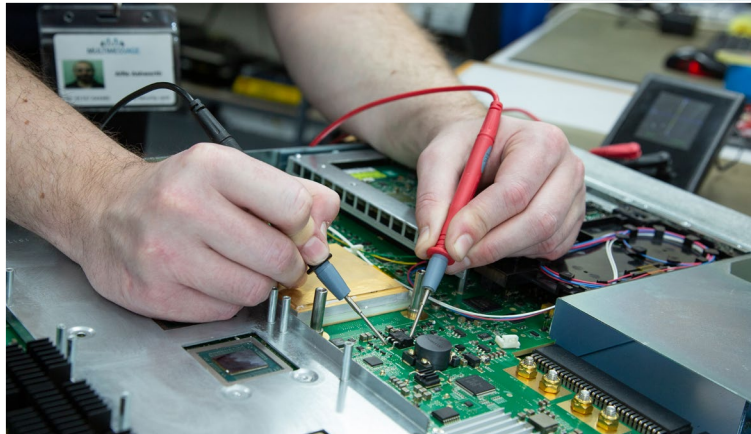
Our low profile is by design; we excel behind the scenes, simplifying the most intricate processes to boost our partners' efficiency, profitability and customer satisfaction. This is why you might not have heard of us, yet our impact is significant.

We tailor our services to your specific telecommunication and IT needs, encompassing everything from prestaging and repairs to essential logistics and inventory management. Our experts enhance efficiency and reliability while significantly reducing capital costs. This strategic approach ensures streamlined operations and positions your business for sustained success.



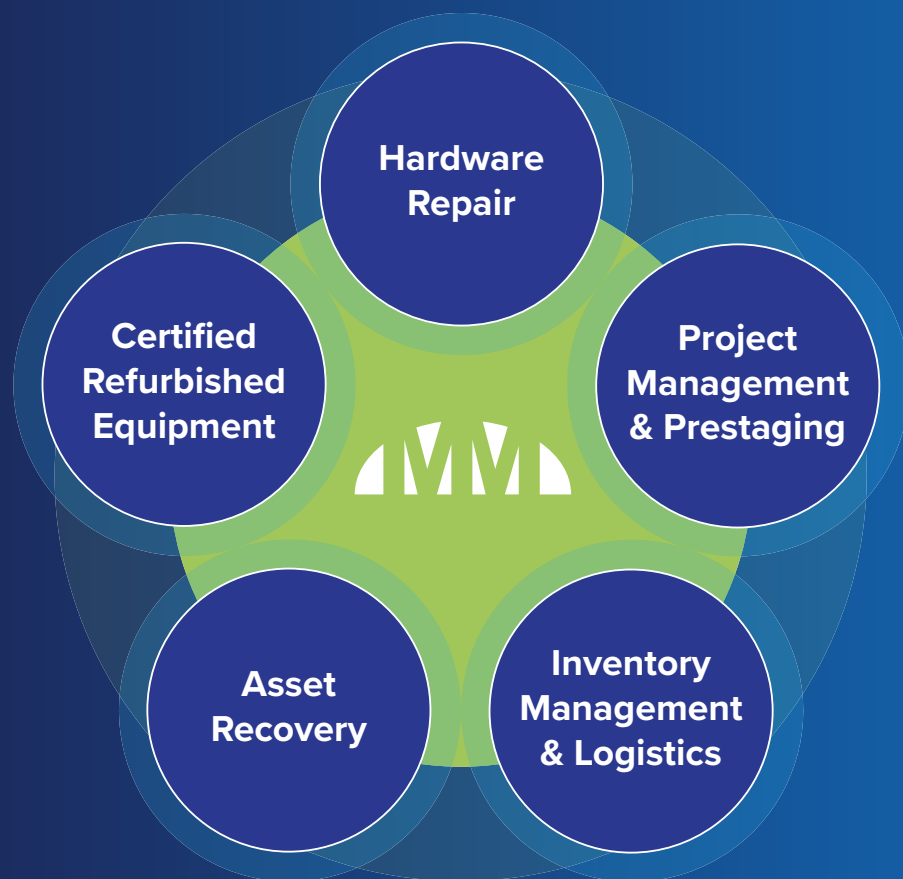
# Our Vision and Commitment

At Multimessage, we're more than a leading provider of telecommunications and IT services; we're your strategic partner in navigating the complexities of the digital age. With over 35 years of excellence, our vision is to empower businesses through our engineering expertise; providing innovative, sustainable solutions that optimise the lifecycle of IT and telecom assets. Our commitment to a circular economy and operational efficiency underpins everything we do, driving growth and sustainability for our partners worldwide.





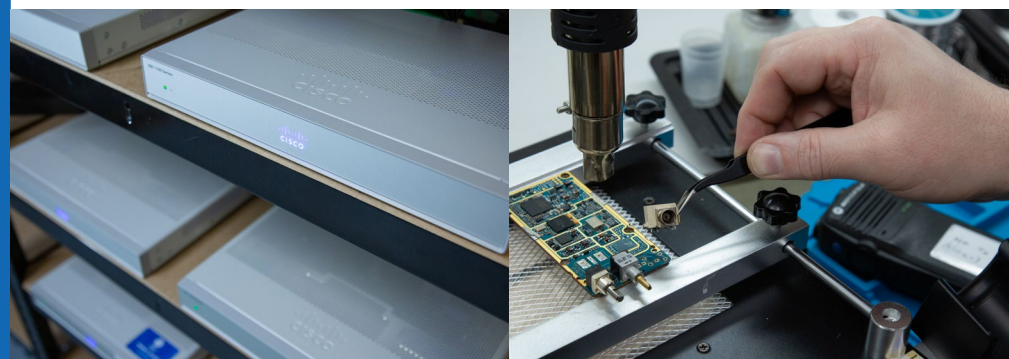
# Services overview



## Hardware Repair

Prolonging the lifespan of electronic equipment using the Multimessage professional repair service is a sustainable alternative to replacing faulty equipment. It reduces electronic waste and also creates commercial savings. All Multimessage repairs have a 12 month warranty.

[VIEW BROCHURE](#)



## Project Management & Prestaging

We simplify and optimise project management to ensure the best customer experience, efficient operations and sustainable service; offering that extra 'something' that makes projects run smoothly – with very little resource required from partners. Our custom-built portals enable project managers to have full visibility and accountability of projects large or small.

[VIEW BROCHURE](#)

## Inventory Management & Logistics

We offer a fully managed service for channel partners that need a strategic partner to manage inventory in order to support maintenance contracts.

We ensure our customers have live visibility of everything, from hardware ready to deploy through to faults on contracts which might impact SLA performance.

[VIEW BROCHURE](#)

## Asset Recovery

Multimessage simplify the process of managing obsolete or end of support assets, using our fully managed end-to-end asset recovery service. This ensures our customers optimise recovered hardware and reuse it for existing contracts, resell or recycle for the greatest benefit to the company and the environment.

[VIEW BROCHURE](#)

## Certified Refurbished Equipment

Where new hardware is not essential, professionally tested and refurbished equipment is a sustainable alternative that will also create commercial savings – with no reduction in performance of the equipment and a 12 month warranty.

[VIEW BROCHURE](#)

# Why Partner with Us? A Strategic Advantage

## Comprehensive Lifecycle Management:

From procurement to end-of-life, our services cover every phase of your assets' lifecycle. We ensure efficiency and sustainability are interwoven into your operations, extending beyond repairs to include pre-staging, logistics, and certified refurbished equipment.

## Innovative Repair and Maintenance Solutions:

Our high repair yield and multi-vendor repair capabilities are complemented by soak testing and stock integrity procedures, ensuring your equipment is not only repaired but maintained to the highest standards, reducing costs and extending lifespan.



*“Partnering with  
Multimessage means  
we can concentrate on  
new sales and support”*

## Tailored Solutions for Telecommunications & IT:

Our bespoke approach means solutions specifically designed for your unique challenges. We don't just fix problems; we anticipate them, ensuring your infrastructure remains robust and responsive.

**Strategic Asset Optimisation:** Our asset recovery and certified refurbished equipment services are designed not just for cost savings but as strategic tools to enhance your asset utilisation, ensuring maximum value recovery and environmental sustainability.

**Visibility and Accountability:** Our advanced inventory management and logistics services offer real-time visibility and traceability of your assets, empowering you with the information needed to make informed decisions.

**Superior Service Delivery:** Our project management and pre-staging services are tailored to optimise your operations; ensuring seamless, efficient and sustainable service delivery that enhances customer satisfaction.

## Dynamic Logistics & Reduced Overheads:

By outsourcing logistics to Multimessage, you leverage our expertise to streamline your supply chain, achieving improved sustainability, shorter turnaround times, and reduced capital expenditure.

# Don't just take our word for it!

The drive, tenacity and commitment Multimessage has brought to the project has allowed us to realise the vision. This partnership will ensure we continue to deliver a better network experience that can power the UK's digital future.

**Ali J**

NEOS NETWORKS

Multimessage has been a key partner to Maintel for over 10 years, delivering engineering, logistics and configuration services in a professional, timely and cost-effective manner. Their portal has increased the efficiency and reduced the staff interaction required to manage the large number of repairs, projects and stock movements that MM undertake for us.

**Mark H**

MAINTEL

Multimessage excels in swiftly delivering the right equipment to Daisy Communications Ltd's key customers, bolstering their confidence in our support and delivery model. Additionally, their commitment to the Circular Economy aligns with our ESG policy by recycling or repurposing our legacy equipment, thus minimising waste and environmental impact.

**Steve W**

DAISY

Their service is outstanding, providing fast turnaround for both in-warranty and out of warranty repairs. Partnering with Multimessage means we can concentrate on new sales and support, knowing that handling of warranty and repairs is being professionally managed.

**Tim B**

PRAGMA

5\* service every time. Every member of staff goes above and beyond to ensure perfect service is received. Knowledgeable on products and stock, if they don't have it, they will always source it for us. Very honest and reliable, never left in the dark about orders/collections which allows me to keep my customers happy.

**Holly B**

WAVENET

Multimessage have a dedicated team and skillfully managed the smooth rollout of our project ensuring the inventory for each store is configured and delivered on or ahead of schedule, all while maintaining a friendly, understanding, and professional relationship.

**Lucy D**

ASCOM



# Your Strategic Edge in a Competitive Landscape

In a rapidly evolving telecommunications and IT landscape, partnering with Multimessage means embracing a future where efficiency, sustainability and innovation are not just aspirations but realities. Our comprehensive suite of services and commitment to excellence ensure your business is not just prepared for the future, but actively shaping it.

## Let's talk

We'd love to find out more about your business and how Multimessage can be of service to you.

Contact our team today:

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