



ARROW

VOICE & DATA

WHO IS ARROW?

- Trusted business communications partner since 2002
- 2000+ happy business customers
- Custom solutions for \$0 upfront
- Multisite communication and IT specialists
- More carriers and products = more choice

THE ARROW STORY



New Innovations

Arrow launches Australia's first (web RTC) VIDEO and Voice Conferencing Cloud Platform – 1Click.

1Click.arrowvoice.com.au

Arrow also signs an agreement with Equinix, Australia's leading Data Centre, providing access to award winning world-class security and leading global business markets.



Growth Continues

2013 was a big year with the launch of Arrow Cable and Wireless, specialising in office electrical, data cabling and solution design. Agreements were also signed with NBN and TPG, in addition to partnering with Dell and HP to supply desktop and server technology.



Diversification

Between 2008 and 2010 Arrow signed agreements with M2, Engin and Entrust ICT, solidifying Arrow's commitment to provide unique, diverse and innovative products and solutions.



The Beginning...

Arrow Voice & Data was started in April 2002. Arrow Voice & Data's objective was and is to provide unique telecommunications solutions and products to the Australian business community, delivered with the highest level of customer service.

2016

Expansion and Growth

Arrow relocates to 66 Clarence St, in Sydney's CBD, as the first phase of a major expansion into cloud and business IT support.

Arrow partners with Vocus, one of Australia's largest business fibre networks, bringing Fibre 500 Mbps business grade Internet to the Arrow product Suite.

2015

2014

Avaya Partner Award

Arrow is awarded the Silver Partner award by Avaya Inc, an American multinational technology company. Partners are chosen for their considerable local and market expertise, so they can offer flexible, integrated solutions customised for business.

2013

2012

Turn Key Solutions

In 2012 Arrow launches "Turn Key" business solutions. A never seen before business offering focussed on delivering a complete managed business solution. This promises to be a game changer for how communications and IT is delivered to business.

2008

2004

Strategic Partnerships

2004 saw Arrow establish wholesale agreements with the big players in the market – Telstra, Optus and AAPT. This provided Arrow with the competitive advantage to deliver the best solutions to business customers at competitive rates.

2002

ARROW
VOICE & DATA

www.arrowvoice.com.au

Arrow always goes the extra mile with outstanding customer service.

Arrow is a privately owned Australian telecommunications company servicing the SME market across the country offering a wide range of dedicated business solutions.

We employ over 50 full time staff and 25 contractors all Australian based and very proud not to rely on off shore call centres to service our customer's needs. Keeping jobs here employs Australians.

Arrow's high standard and reputation has been developed over nearly 20 years providing innovative and competitive business solutions to medium as well as large companies across the country.

Customers of Arrow come to expect and enjoy a personal level of service and support rarely found amongst our communications suppliers.

We look forward to the opportunity of exceeding your expectations.

Yours faithfully



Brend Johnston, CEO

*"service and support is fantastic
and reliable"*

*"Their telco services are the best I
have experienced"*

"love your work, keep it up please!!"

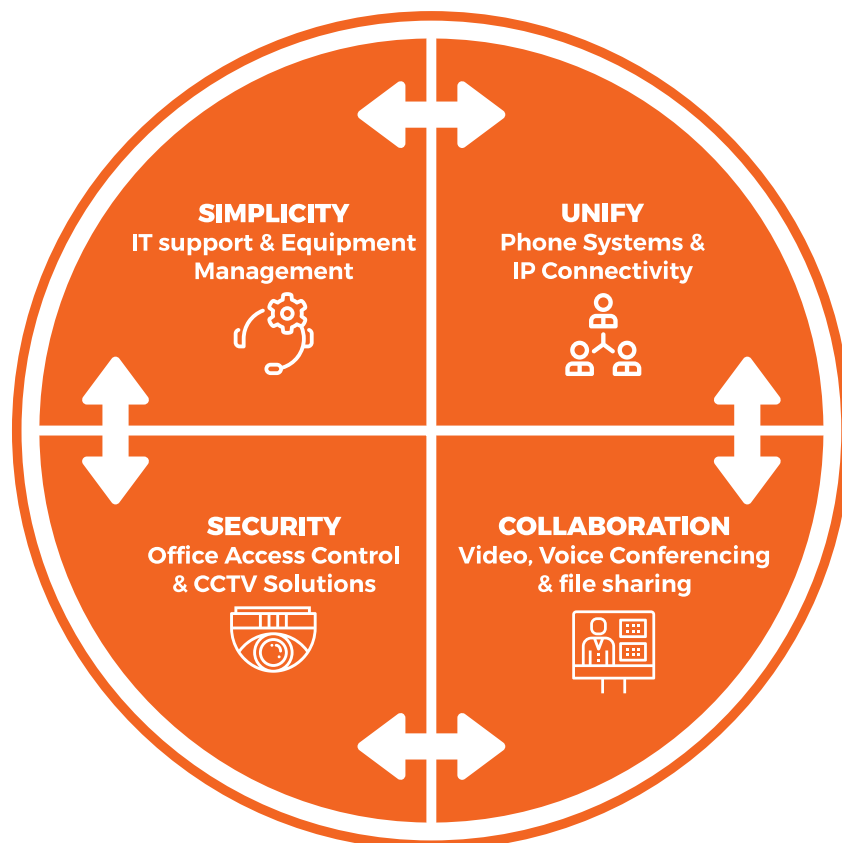


Arrow Voice and Data specialise in Business Communication Solutions and IT Management.

Arrow excels in delivering a complete business solution.

Arrow customers often start with a few core products like a phone line and internet connection, then quickly look to take advantage of our additional products and services.

- ▶ Business phone systems with the latest IP connectivity
- ▶ Broadband, Private IP networks and a range of data centre solutions
- ▶ IT equipment and complete support solutions
- ▶ Video Conferencing and boardroom communications





WHY CHOOSE ARROW?

www.arrowvoice.com.au

HERE'S 10 REASONS

Why Arrow is right for your business.

- 1** Outstanding customer service with less than 60 seconds hold time
- 2** 100% Australian owned and staffed with a friendly local team that delivers a truly personal experience
- 3** \$0 upfront with fully managed and supported solutions
- 4** Simple + smart business solutions with one bill and one point of contact
- 5** Innovative range of products and plans for business phone, internet, video conferencing and collaboration
- 6** IT support services that keep you connected
- 7** Business relocation advisory experts and project management teams
- 8** Custom business solution design by an expert team
- 9** Business equipment fulfilment service
- 10** Owned and operated in-house technical team

NO CALL CENTRES

Just personal service.

Over 2,000 businesses Australia-wide trust Arrow Voice & Data

Arrow likes to do things differently unlike most Telco's so we say no to call centres! We want to get to know you and your business so that's why we have a team of dedicated Account Specialists who will be your regular point of contact and support you throughout your relationship with us.

"The Arrow Team took the time to make sure that I understood each element of the process in a very professional manner. From the initial chat to installation, I found the turn-a-round time was excellent and quite easy. Growing my business now is a reality using the Arrow Solution!!"

Luke – Contemporary Finance

*"Go above and beyond with afterhours assistance.
The level of involvement is exceptional."*

Kapa Dental

"Very helpful, always available to take my call and came back quickly with answers to any of my questions."

Bonnells Supply





WHAT MAKES ARROW DIFFERENT?

www.arrowvoice.com.au

THE MOST POWERFUL

business solution is here.

TURN KEY SOLUTIONS



Phone Systems



Phone Plans



Internet



Business Essentials



Collaboration

Struggling With Multiple Service Providers and Carriers?

It's Time to Switch to Turn Key

Arrow provides small to medium businesses with a complete business solution for \$0 upfront and affordable monthly payments.

We partner with all the major providers, giving you access to the best products and services in your area. Choose from the latest in PBX or VoIP phone systems and let us qualify the best broadband service in your location to secure a top quality connection. Add as much or as little to your Turn Key Package as you require, Arrow tailors a solution to suit your business needs and budget.

Pick and Choose

Arrow provides everything and the kitchen sink for business. Choose from a wide selection of phone systems and premium Internet Service Providers.

We Keep it Simple

You'll deal with one Account Manager for the entire set-up and once we've installed your Turn Key Solution you'll receive full maintenance on your products and services, as in addition to our 100% Australian based support from our friendly *Fault Resolution Experts*.

When it's time to pay, you'll receive all your services on one bill for one monthly figure. *It's that simple.*

Turn Key...Built With Business in Mind

Arrow empowers business owners to focus on what's really important, the success of the business! From start-up to service upgrade or a completely new solution, Arrow's scalable packages can accommodate your ever-evolving business requirements.

What's Included



INSTALLATION



TRAINING



100% LOCAL
SUPPORT



ALL ON 1 BILL



\$0 UPFRONT



PARTS &
LABOUR

THE WIDEST CHOICE

Of Carriers, Suppliers and Solutions



In addition to our exceptional customer service, receive
ONE support number and ONE bill for ALL your services!

Business Broadband Solutions



BROADBAND EXCHANGE

Choose from the largest range of broadband products and carriers in Australia full stop!

Time to get seriously connected! Be service qualified for the best broadband at your business location.



OPTUS



Choose from a variety of broadband flavours including:



Get Started in Just 4 Simple Steps

1

Send us your business address

2

Let us know what connection and speed you are after

3

We'll do the shopping while you relax!

4

Be presented with the best broadband solution for your business!



The Most Powerful, Intuitive and Simple Phone Solution is Here...



ARROW
VOICE CLOUD

Phone Systems that integrate with your CRM

The flexible and functional solution that grows with your business



Get more from your phone system and empower your business with Arrow's AVC Unified Communicator.

Arrow Voice Cloud offers your business a simple to deploy future-proof solution that will easily scale with your business as it grows.

- ✓ Save on your phone bill with included call packs
- ✓ No more line rental!
- ✓ Easy and quick to deploy
- ✓ Multi-site networking is a breeze
- ✓ Enjoy free on-net calls between sites
- ✓ One number on multiple devices (iPhone, Android, Mac, PC)
- ✓ Click to Dial, Screen Pop, Outlook and Browser Dial

The Arrow Voice Cloud Communicator is an all-in-one solution for faster and more efficient management of your business connections.

Designed to be the ultimate productivity platform with an easy to use interface, the AVC Communicator has a variety of features that will help manage your costs, reduce your workload and connect you with clients and colleagues easily!

Isn't it time you made the switch to the phone system of the future?

Speak with a product specialist today:

1300 797 225





ARROW

VOICE CLOUD

**Features designed to make your business simpler,
more flexible and productive.**

Standard Features

- ✓ Keep existing numbers
- ✓ Hold, transfer & conference
- ✓ Voicemail to email
- ✓ Call queuing and attendant
- ✓ Automatic Divert to Mobile
- ✓ Call forwarding
- ✓ Three way call
- ✓ Speed dialling

Premium Features

- ✓ Selective call forwarding
- ✓ Automatic hold / call
- ✓ Shared call appearance
- ✓ Simultaneous ring – twinning
- ✓ Call Recording
- ✓ PC & Mac Softphone
- ✓ Call Centre
- ✓ TV Wall Board

You also get:



INSTALLATION



TRAINING



**100% LOCAL
SUPPORT**



ALL ON 1 BILL



\$0 UPFRONT



**PARTS &
LABOUR**

Talk to us today: 1300 797 225



A True IT Partnership

An IT Partner, Not Provider

Security, networking, data protection and user support.

We handle it all for a single, predictable price.

BUSINESS ESSENTIALS

Total network peace of mind

Because You have more important issues to deal with than your computer network.

Your computer network is a critical enabler to your business and needs attention to ensure it's running predictably, optimally and securely.

Our fully managed program is the ideal solution for an organisation like yours, an organisation that demands the utmost in network reliability and quality service.

Arrow's Business Essentials delivers a complete solution designed to take the headache out of managing your business technology. You will establish a clear understanding of your IT environment, how is it performing, and what investment is required to confidently guide you into the future.

We provide a clear no-nonsense approach with our reports and recommendations provided in plain English to empower you to make the right business decisions.

Our services are modelled so that distractions within IT are reduced and allow you to focus on your business and core competencies rather being distracted by trivial IT issues.

Business Essentials is based on a proactive preventative approach, we employ an advanced management solution and experienced support resources to identify and resolve issues before they occur.

What we do:

- ✓ Support Desk, including remote and onsite capabilities.
- ✓ Desktop & Server Support Services
- ✓ Desktop Engineering Services
- ✓ Server and Desktop Back-up / Business Continuity Solutions, Anti-Virus, Anti-Spam and web content filtering
- ✓ Cloud consulting and migration
- ✓ Infrastructure Engineering Services encompassing maintenance of server hardware, advanced 24/7 preventative system & performance monitoring, server virtualisation, firewall configuration & support, Managed backup services, and more

Call Today for a Custom Quote:

1300 797 225



Data Protection

Powered by Guardian



What would happen to your data in the case of equipment failure or serious event? Do you have 100% confidence in your current data backup systems?

If your answer is no, Arrow have the perfect solution for your business.

Guardian Data Protection provides state-of-the-art technology and infrastructure that protects your business from downtime, even if your physical hardware has been destroyed.

Fully Managed

Guardian Data Protection delivers a fully managed backup solution. We provide peace of mind for business owners and staff.

Our team monitors and checks the integrity of your backup every day and we'll send you a detailed report assuring you of your successful backups in addition to a "proof of life" report which shows your virtual servers being started in our virtual data environment.

Onsite Server And PC Backup

If your business relies on data, Guardian can protect your critical information from the most likely form of loss: human intervention.

Protect against accidental deletions, ex-employees and even malicious activity. Guardian backs up, protects and allows you to instantly restore accounts and data so business can return to normal.

Offsite Data Centre Data Replication

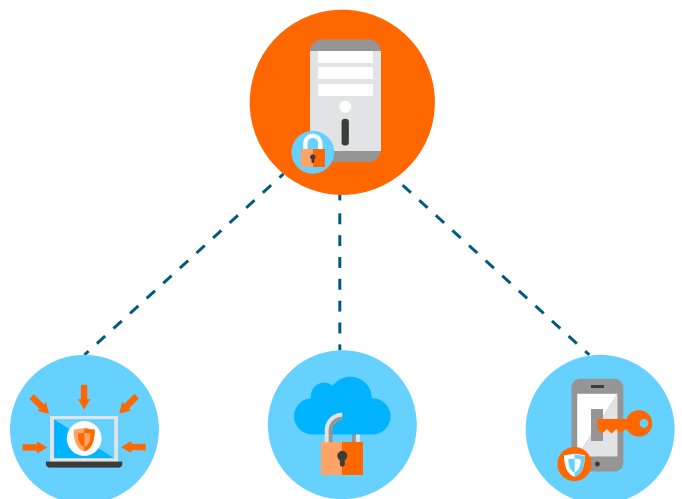
Guardian's Instant Virtualisation technology virtualises systems either at your premises on the backup appliance or remotely in our secure cloud, within seconds.

Businesses can operate as usual and have the time and resources to fix server issues without compromising any data or incurring any downtime.

Screenshot Backup Verification

No matter the technology, backups can go wrong. Guardian's Screenshot Backup Verification means you can sleep soundly knowing every backup has been tested and verified.

Guardian not only checks the integrity of a backup, but actually creates a mock recovery and spins up a virtual machine to verify the backup can be booted in a disaster.





ARROW

VOICE & DATA

CONTACT US

☎ Sales: 1300 797 225

☎ Support: 1300 305 794

☎ International: +61 282952444

✉ sales@arrowvoice.com.au

✉ 6/66 Clarence Street, Sydney 2000

www.arrowvoice.com.au