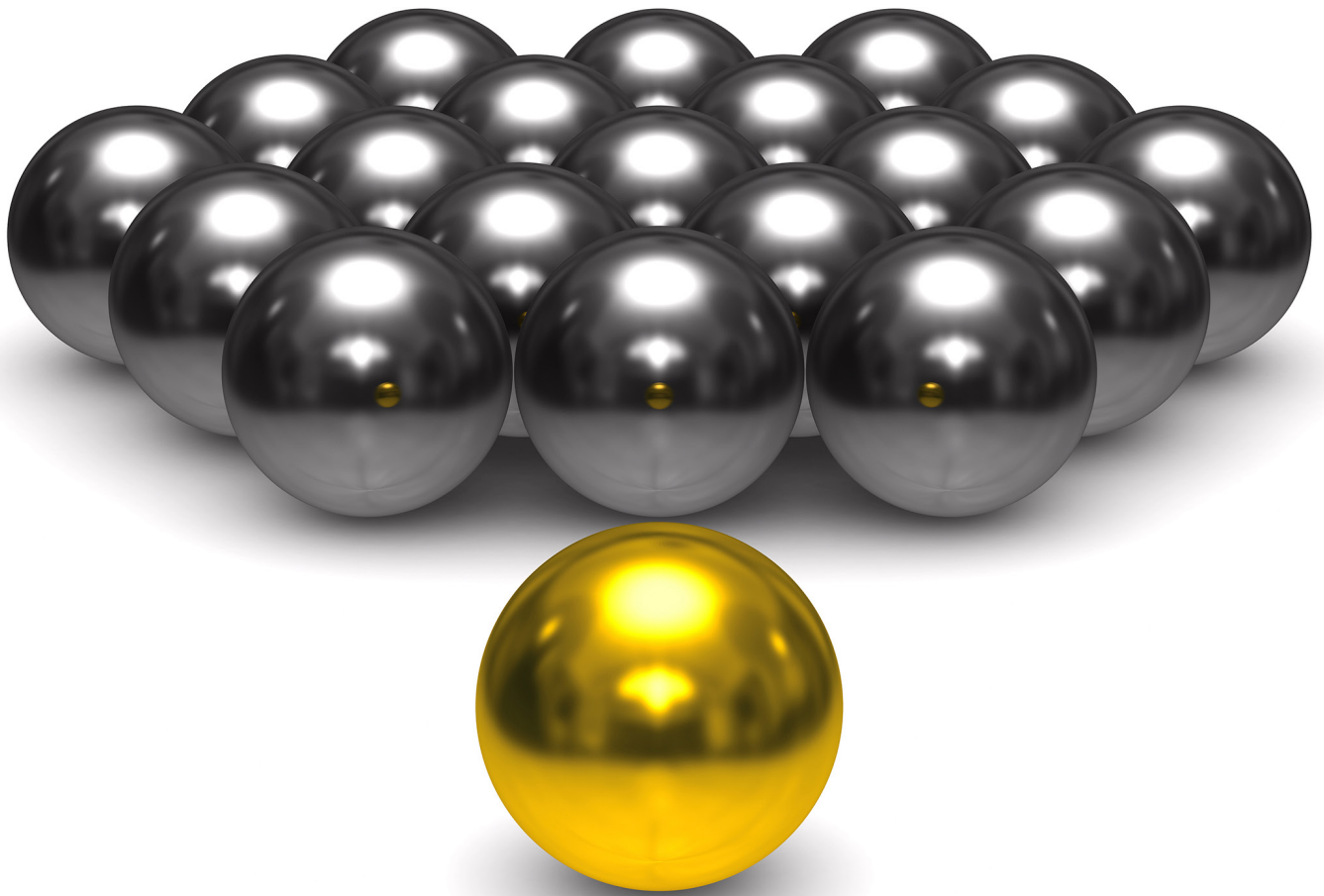


# ARROW

VOICE & DATA



## WHY CHOOSE ARROW

As Your Business  
Technology Partner

# WHY ARROW

## Is the Right Choice for Your Business

**Choosing the best technology partner is an important decision. Here's **why** Arrow should be at the top of your list.**

- Founded in 2002, Arrow is still family owned and one of Australia's largest privately-owned telecommunications and IT companies. We still have the same purpose in mind, to give your business the best experience we possibly can.
- We are 100% Australian and proud of it and we don't rely on off shore call centres to service our customer's needs. Keeping jobs here employs Australians.
- Our team is over 50 strong, we strive to always be the best in our industry and continually exceed expectations. The personal level of service and support we offer is rarely found in other communications providers.
- Arrow is truly unique. We are 100% focused on providing the latest and best business technology from all over the world.
- As we are not obligated to sell the services of one carrier or provider, a much improved range of business services can be offered. Our product experts go to great lengths to ensure they understand your requirements which will assist your business in gaining the results you need.
- Our commitment to being experts in communications and IT means you can be confident Arrow will deliver your solution on time, professionally and most importantly with a smile.

**Our Google Business Reviews Say it All.**



**OVER 180 GOOGLE BUSINESS REVIEWS**  
**4.8/5 RATING**

# WHY ARROW

## Is the Right Choice for Your Business

Here's **how** Arrow offer over 2000 businesses unmatched service and support.



### Solution Design and Sales

We are a dedicated team of solution and product experts driven by a desire to assist our clients to make confident and informed decisions.

We go to great lengths to understand your needs

Our industry is often rife with confusing and sometimes inaccurate information from a variety of providers. We take pride in providing clear, accurate, easy to understand and insightful advice to our clients.

My team and I are committed to be the best in our industry and forming long term relationships with our customers.

**Marouane Rouicheq - National Solutions Manager**

(5 Years with the Arrow Team)



### Pre-Sales Solution Design

This is where the magic happens! We provide custom solutions designed for your exact requirements, not a standard off-the-shelf offering.

My team and I believe we truly differentiate from so many of our competitors. We are product and solutions specialists, who work hand-in-hand with our suppliers and sales team to ensure your solution meets all your requirements.

Your solution will be carefully mapped and documented, and we take great care to ensure your office environment meets all requirements for a successful deployment.

In a world where communications and IT have merged together it is critical to ensure you receive the right advice and it is checked and double checked.

**Fouad Hawila - Senior Pre-Sales Solution Engineer**

(11 Years with the Arrow Team)

# WHY ARROW

## Is the Right Choice for Your Business

Here's **how** Arrow offer over 2000 businesses unmatched service and support.



### Service Delivery

My team and I are responsible for the project management and timely delivery of all products and services.

We are highly trained and experienced in working with our product and network partners to ensure delivery targets are met. Working closely with our clients and develop important relationships communicating every step of the implementation project.

Service Delivery are the unsung heroes, sometimes making the impossible possible, and always going above and beyond to ensure a successful delivery.

**Vikesh Solanki – Service Delivery Manager**

(9 Years with the Arrow Team)



### Service Resolution Team

At Arrow, communication is the most important part of our work. My team and I pride ourselves on providing easy to understand, compressible communication so our clients don't feel lost or misunderstood when speaking with our support team. This core value is embodied by our team to ensure we provide the best customer service and support in Australia. We work with our most trusted carriers and suppliers to leverage these relationships to ensure your operations and services experience the highest uptimes in the industry. You can be confident your business is in safe hands with Arrow.

**Lachlan McDonald – Customer Service Manager**

*“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 Solutions*