

avoira

Uniting people
through technology



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For more information,
contact our team on
0333 001 5151



About Avoira

At Avoira, we combine the provision of managed services with consulting for integrated technology solutions, allowing us to help you focus on your business whilst we support your technologies. With an impressive trading pedigree of over 40 years, we excel at uniting people through technology. Our fluent thinking and technical proficiency enable us to deliver highly sophisticated, efficient and effective solutions for you and your business.



What we can do for you

As a leading supplier of managed services and technology solutions, we offer unique systems design, installation and maintenance expertise from various specialisms including:

- Unified communications solutions
- Endpoints
- Contact centre solutions
- Customer experience
- Audio visual solutions
- Video conferencing
- Radio and critical communications
- Physical security
- Cyber security
- IT and cloud solutions

Backed by our highly responsive pre and post-sale technical support and customer service teams, we offer impartial and expert advice. We always take the time to listen, so we fully understand your organisation before offering an independent consultancy service that draws upon our extensive experience and expertise. This allows us to deliver fully bespoke solutions, tailored specifically to your requirements. Thanks to our partnerships with the world's leading vendors, we provide access to the latest and most innovative technologies. We'll offer you an agile, responsive and seamless service that suits you and your business. Once your solution has been delivered, we'll be on hand to offer a range of support services, including product training, maintenance and technical support.

Our markets and customers

At Avoira, we provide seamless and innovative solutions to over 300 public sector organisations and 1000's of private sector businesses across the United Kingdom.

- **Industry and nuclear**
BAE, Sellafield, EDF, Magnox, Johnson Matthey
- **Healthcare**
NHS hospitals and university hospitals, Sodexo
- **Finance, insurance and legal**
Admiral, Barclays, RBS, Bank of England, Direct Line
- **Education**
University of Bristol, University of Reading, Manchester University, University of Bath, Loughborough University
- **Public sector and emergency services**
Merseyside police, North Yorkshire fire and rescue service, Civil Nuclear Constabulary, East of England Ambulance Service, G4S
- **Retail**
Specsavers, Morrisons, Argos, JD Sports, Waterstones
- **Construction, manufacturing and utilities**
TATA Chemicals Ltd, Bristol Water, Balfour Beatty, United Utilities, Yorkshire Water
- **Transportation and logistics**
Network Rail, TNT, Bristol Airport, Transport for London, BP Shipping



Unified communications solutions and endpoints

Avoiro's unified communications (UC) range empower employees through feature-rich, reliable and easy to use solutions. Our UC solutions allow for more productive and responsive communications to unite staff and customers wherever they are. We provide end-to-end UC solutions catering for all requirements (using the cloud, on premise and hybrid technology), meaning employees can benefit whether they are working in the office, from home or on the road.

Our UC portfolio encompasses:

- UC Platforms and UCaaS
- Contact Centre Solutions and CCaaS
- Microsoft Teams Voice
- Direct Routing
- Microsoft Solutions
- Video Conferencing
- Connectivity
- Mobile Solutions
- LAN (local area network)
- Wireless solutions

Unify your voice, email, mobility, instant messaging and video with our £10m+ inventory of over 7,000 stock lines, backed by same day despatch.

[learn more](#)



Create a budget with buyback

Trade in your equipment that is no longer fit for purpose or just simply out of use.

Our hardware buyback service allows you to create budget using your out-of-use equipment, including handsets, headsets, laptops, conferencing devices and more. Release the equity from your existing assets and use this to fund your IT projects, whether this is a move from your current telephony solution to a Unified Communications environment, bringing a new site online or even rolling out a new hybrid working project for your team.



Why Avoiro buyback?

- Upgrade out of use or ageing hardware
- Help to fund upcoming projects
- Create budget for hybrid working rollouts
- Decommission and collection service available
- Comply with W.E.E.E. directive regulations

[Learn more](#)

Contact centre solutions and customer experience

At Avoira, we cater for contact centres of all shapes and sizes. Our contact centre and customer experience solutions will meet the needs of any business, spanning from 5 agents to 500+ agents. Our mission is to transform customer experience and contact centres performance through analytics software based on artificial intelligence.

Using our advanced, real time speech analytics solution and next generation technologies, we can help you to:

- Get insight into your business operations
- Track agent performance
- Auto QA check and score every single interaction
- Identify customer vulnerability
- Track, report and improve on compliance scores
- Highlight new sales opportunities

We allow agents to interact with customers via voice, email, web, video, instant messaging, fax and social media – driving efficiency, improving customer satisfaction, reducing costs and supporting your workers requirements from wherever they are based.

Contact centre

Customer experience

Audio visual and video conferencing

At Avoira, we offer a full range of high-tech, specialist audio visual and video conferencing solutions to suit every workspace. We are partnered with all the leading vendors and cloud providers to ensure that we can offer a best fit solution to meet your communication needs. Our solutions allow for universal communication from any endpoint, over any network. We provide specialist audio, visual and video conferencing solutions to improve day-to-day activities and increase productivity, making working lives easier and maximising meeting room usage. These solutions include:

- Meeting rooms solutions
- The latest video conferencing products and software
- Hardware/cloud-based solutions
- State-of-the-art room management systems
- Digital signage
- Interactive displays
- Video walls

Our approach to business is not only to supply state of the art equipment, but also to provide bespoke solutions and manage the entire process. We offer professional consultancy, solution design, installation, commissioning, training and maintenance to help ensure that your solution is successfully adopted.

Video conferencing

Audio visual solutions



Radio and critical communications

Whether you are choosing a new business radio system, upgrading/expanding existing infrastructure or seeking short or long term radio hire, Avoira can deliver your requirements. We provide professional consultancy, system design, project management, installation, commission, maintenance and repair services for all your communication requirements.

At Avoira, we recognise that efficiency, productivity and safety are vital to organisations; consequently, we offer a wide range of cutting-edge technologies including:

- Two-way radio solutions
- Robust and secure devices
- Business critical applications and software packages
- Employee safeguarding
- Trunking
- Wide-area solutions
- Hospital management systems
- Enhanced applications
- Paging systems
- Managed services
- Microwave and point-to-point wireless
- Telemetry
- Metro wi-fi solutions
- Integrated command and control solutions
- Radio hire
- Public address systems
- GSM, ESN and satellite solutions

Once your solution has been delivered, we'll be on hand to offer a range of support services, including product training, maintenance and technical support.

[learn more](#)



Physical security solutions

Avoira's physical security solutions cover a range of devices and include the very best and latest technology. Whether you need a new system or an upgrade/expansion on an existing system, we can deliver your requirements.

Our physical security products cover a range of devices and solutions, including:

- Body camera solutions
- Connectivity for CCTV solutions
- Temperature detection cameras
- Managed service and hire offerings

We also offer professional consultancy, system design, project management, installation, commissioning, maintenance and repair services for all your requirements, thanks to our team of dedicated experts.

[learn more](#)



Cyber security

At Avoira, we recognise that cyber security is more important than ever before. With our industry-leading cyber security solutions and products, we have the tools to protect you and your company's data.

Our physical security products cover a range of devices and solutions, including:

- RansomCare as a last line of defence against Ransomware
- Vulnerability scanning through AppCheck
- Network security solutions from physical appliance to virtual and cloud solutions
- Cyber posture assessment

Our innovative products will ensure your information stays secure when all other security solutions fail, as well as allowing you to discover these security flaws within your websites, applications, network and cloud infrastructure before they are breached.

We offer professional consultancy, solution design, installation, commissioning, training and maintenance over all these solutions to help ensure that they are successfully adopted into your company.

[learn more](#)



IT and cloud solutions

If you are looking for fully managed IT support with the best business IT system to increase productivity, gain efficiency and maximise customer relationships, Avoira can help.

As part of our impressive breadth of portfolio we also provide a full suite of managed IT, cloud and connectivity solutions, including:

- Managed onsite and cloud IT support (MSP/CSP)
- Microsoft solutions
- Secure UK cloud
- Networking
- Disaster recovery

We offer a full range of solutions that will ensure your business can get the connectivity it needs to grow and prosper. At Avoira, even once your solution has been delivered, we'll be on hand to offer a range of support services, including product training, maintenance and technical support.

[learn more](#)

Who we work with

 Microsoft 365



logitech®

 Hanwha Techwin

SAMSUNG

DELL




CISCO
Meraki

CHERRY 



HIKVISION®

datto

Acronis



Yealink

AVAYA

 BULLWALL

Hytera 

 ICOM


tait
communications



 KONFTEL


CISCO


TRBOnet
Dispatch Systems


audiocodes

CLOBBA 



8x8

SMART
Technologies

NEC

EPOS

SONY

 Microsoft

 Xdroid


CC4ALL

Extron®

avocor



biamp.

 poly

zoom

StarLeaf 

 lifesize

 AppCheck
ACCURACY IS EVERYTHING

KRAMER



Start the conversation

If you're looking to source the most innovative, efficient and effective solutions for you and your business, please don't hesitate to contact us.

You can discover more about how we unite people through technology via our website or by getting in touch using the contact information below.

Tel: 0333 001 5151

Email: info@avovira.com

Web: www.avovira.com