Businesses should ensure the necessary aftercare service is provided by contractors, says the Remark Group

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London, UK (RPRN) 02/20/13 — Companies employing contractors to carry out works, especially within areas such as telecoms, network cabling and on the premises' electrics, should thoroughly research the credentials and aftercare service offering. Doing this prior to appointment is essential in order to avoid costly call-outs and disruption to the business if problems occur in the future, according to the Remark Group, a provider of intelligent business technology.

Most companies prioritise shopping around to find cost-competitive quotes when it comes to employing electrical contractors and other similar business services. However, just as much importance should be placed on the level of ongoing support as well as the service provider's credentials and accreditations. Companies would be wise to prearrange an aftercare service or ensure it is included within the installation costs in order to avoid disruption to the business, should a problem occur in the future.

Most firms these days rely heavily on business telephone systems, data networks and IT equipment, communications systems which are as essential

as being able to switch on a light or turn on a tap. Gone are the days when businesses can manage without them and, as such, a disruption in these services is not only inconvenient, but can also negatively affect the bottom line if the problem is prolonged for more than a couple of hours.

James McCallum, Managing Director at the Remark Group, commented: “When it comes to finding a trusted provider with a verifiable track record and formal aftercare service, research prior to any appointment is key. Being 100 per cent sure of what aftercare or equipment training is, or isn’t, provided as part of the procurement and installation service can avoid spiralling costs and a real headache later on, as well as ensuring a smooth installation process.

“I’m very proud to say Remark is known for its aftercare service and going the extra mile. No matter what issues may occur to systems or equipment, our expert engineers are just a phone call away. This is just one reason why we have a long relationship with many of our customers; they simply have the confidence in everything we do.”

Remark offers a wide range of technology-led services such as lighting, IT solutions and data cabling. For more information visit www.remark-group.co.uk or call 0800 597 5558.

About the Remark Group

A provider of intelligent business technology, the Remark Group, boasts an impressive portfolio of national blue chip clients and has an established reputation for building smarter connections in schools, offices and industrial premises.

An innovator in the design, installation and aftercare of bespoke services spanning ICT, data cabling, audio visual and electrical, Remark has enjoyed year-on-year growth while retaining its family-business values.

Media Contact Name: Keredy Andrews / Georgina Dunkley

Media E-mail: remark@punchcomms.com
Media Phone: +44 (0) 1858 411 600
Media Web Address: http://www.remark-group.co.uk/

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