

3 Keys to Building a Telecom Contract that Works for You

Breaking Old Models

In prioritizing the act of winning government business, government contractors can end up sidelining other critical infrastructure requirements for their work. In reality, the real work begins after a contract is obtained. Oftentimes, that work requires advanced tools and services, including reliable telecommunications capabilities.

What's more, many contractors struggle to find capable, secure, program-ready services. Some common telecom service frustrations include intractable contract pricing or privileges, a lack of accessible or useful customer service options, and providers who have limited understanding of the GovCon community. Traditional telecom companies can only offer conventional contract choices with these hurdles built-in; however, GovCon-focused companies such as OneVoice have formulated far more effective services through customized contract building.

So, how do you build a telecom contract that fits your company's needs? Moreover, how can you anticipate your future government communications requirements as your GovCon portfolio grows? Personalized contract management relies on great versatility, responsive support services, and the skills of public sector experts who understand the challenges in government communications - whether DoD, Federal, State, or Local.

The Tenets of Custom Contracts



Flexible Data & Voice Services

The needs of one client may not reflect those of any other - so why should telecom companies offer the same services to all? A contract that works for you includes the services you ask for and nothing more. This saves money and simplifies your interactions with the service provider.

The following are service options that work best for government contractors:



Single service - It's not uncommon for a contractor to require just one service to complete their contract. In those cases, contractors should seek out single service offerings that provide them what they need and nothing extra. In this case, packaged services and reseller services would not be a good option.

For example, if you only need Internet services for your company's help desk, you would be in search of a single service internet



Packaged service - A fully-engaged government contractor often requires multiple services like dedicated Internet, hosted VoIP, and so on. Your office may require an additional independent Internet connection aside from the direct connectivity to your customer agency's network. Yet, despite the various services you may require, you can still receive a single invoice and refer to a single source of customer service.



Reseller service - Some customers choose to resell our services directly to government agencies and to supply ongoing infrastructure management services. OneVoice-managed services will continue to provide network connectivity and Tier 2 support.



Customer-Centered Support

When supporting mission-critical contracts for government customers, being connected 24/7/365 is essential. And if things work incorrectly or you have service-related questions, your provider should have ready answers. Our responsiveness, wealth of best practices, and experience-based knowledge are primary features of OneVoice's unparalleled customer support.

We see clients' business as the foundation of a partnership that reflects their trust in our products. That's why we provide around-the-clock support with a team of service consultants. Over the past 20 years, our approach has earned us stature as a certified small business provider.



Working with Expert Partners

The most effective contracts are built and managed by service providers who succeed with many clients over time, demonstrating their understanding of the GovCon context with useful products and services. Proof lies in experience.

And the proof of our services can be found in the relationships that we've made. In addition to the GovCon community, the list of Federal agencies in our portfolio includes the US Department of Treasury, Navy, Army, and Air Force. Working with OneVoice delivers access to our professionals, who manage these critical customers and environments.

Our success in delivering complex telecom solutions to Federal government facilities stems from our Operations team's attention to detail in engineering a solution. The design of a successful deployment comes from several factors, including our years-long relationships with local points of contact at Federal facilities, an understanding of these multi-building campuses, the locations of specific buildings, and our access to deliver to these locations.

Build the Contract Your Company Needs

Choose the best tools for your trade by creating the contract that your company needs rather than settling for a standard commodity option. OneVoice Communications is your flexible and knowledgeable telecom partner with years of experience in our field. We design useful telecom services and flexible business options for our entire government contractor community.



Not sure where to start?

Our team of consultants will work alongside you to help identify what you need (and what you don't) to address your telecom needs.

Schedule a consultation today.