



# Lighthouse Technologies

*Bringing business solutions to your shore*



Lighthouse Technologies Ltd (LHT) is an IT Service Company that converges IT, ISP and Telecoms Services for the purpose of bringing enterprise class service to small and medium sized business without considerable capital outlay or prohibitive ongoing expense.

Information technology has improved dramatically over the last decade. Nowadays, technology is being used to provide a wide variety of services, hassle free, and it's crucial to all businesses.

At LHT, our engineers, who are trained and accredited up to industry standards, can complete projects to client specification and on schedule.

#### **We are committed to:**

- Keeping our clients ahead in their field
- Finding ways to extend boundaries for our clients'
- Focusing our services and solutions based on our clients specific requirements
- Improving the services we offer through dedicated R & D
- Providing quick Returns on Investment in any implementation or service provision.

#### **Why Outsource your IT?**

Outsourcing is the most cost-effective strategy for providing support functions to tomorrow's business world. Outsourcing services allows companies to focus critical resources on their core competencies, and thus maintain competitive advantage.

#### **Website Design**

Our web development team are highly accomplished at reproducing a clients' concept on the web, and where you are not sure exactly what you want, we will blow your mind!

#### **Application & Consultancy**

ERP and CRM Consultancy: LHT have dedicated SAP, Siebel, Oracle and Microsoft Consultants.

#### **We provide:**

- A cost-effective, user specific and on-time solution;
- CRM and ERP consultancy, from analysis to implementation;
- Project management maintaining international standards techniques;
- System design is carried out using industry-accepted tools;
- We develop applications for the user, specific to their needs.

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The management of LHT is committed to excellence and people development. This is demonstrated in our 'Investor in People' accreditation. LHT invests in excess of 25% of its GP into Training, Research and Testing. Our staff in return are motivated, through development and knowledge acquisition to deliver first class services to our clients.

### Support Services

- Dedicated Support Engineer to each client
- Remote diagnostics and application support
- On site hardware and operating systems support
- Dedicated Telephone Support Team.

Research has shown that LHT is known for being a step ahead in technology, in the way we provide our services, to our clients. We look for the solutions to tomorrow's business issues, today!

### Project Management & Consultancy

LHT has adopted industry standard structure for our business processes.

We provide:

- Comprehensive documentation
- Extensive user training and
- Change Management

LHT include configuration and customization of Vanilla ERP bespoke applications. We ensure:

- Understanding of our customers' business processes
- Understanding of our clients' needs.

The LHT communications package is the one stop solution for all your office communication needs.

### Telephone Line Service:

0800/0845/0870 numbers (Non Geographic numbers to help keep the same number wherever you go)

### Telephone System features:

- Auto Attendant (Automated call routing assistant to help divert calls to the right people)
- Call Forward, Block, Hold, ID, Park, Transfer, Wait. (Multiple Call handling)
- Call Conferencing (Conference up to 3 people onto a single call)
- Voicemail (individual voicemail boxes for each extension)
- Fax to mail Services (Converts faxes into e mails)
- Music or Message on Hold (Choice of music for your callers while holding or an advert about your business)