

Centrix

10 years in business – 2011

news

The big X

This year sees Centrix celebrating 10 years in business, with many of our staff members sharing this milestone with their length of service. This decade of loyalty is testament to the relationship that Centrix has with its workforce, and their knowledge base and experience continue to prove to be a real distinguishing factor - when it comes to customer service, we really are the business. (See page 4 for comments from our customers.)

The telecoms industry has seen many changes over the past decade, and although Centrix flex to accommodate technology trends and market demands, the core of our business remains steadfast and our service reliable. We look forward to the next 10 years in the industry!

Great news!

Centrix sign new 3 year contract with Basepoint!

Centrix are proud to announce their successful signing of a new 3 year contract to supply centralised internet solutions across all Basepoint Business Centre sites. Following a competitive tender situation, centrix emerged as the preferred supplier and are now set to deliver internet services over fibre to all 28 of Basepoint UK centres.

This win, enables Centrix to continue to develop their association with Basepoint Business Centres, and this installation provides a great backbone, paving the way for future technology enhancements.



B
B
BASEPOINT
business centres

Brian Andrews
Basepoint

bca

regionals Special Edition

Centrix are attending all four of the BCA Regional meetings again this year, with Ian Calder chairing discussions at Manchester and Birmingham, with Neil James in attendance, and Richard Burbage and Neil James at the London and Edinburgh events. We look forward to seeing you there!

Manchester

Tues 8th February

Bruntwood Serviced Space
No. 1 Portland Street
Manchester, M1 3BE

Tel: 0161 242 7200

Birmingham

Thurs 10th February

Regus, 2nd Floor
3 Brindley Place
Birmingham, B1 2JB

Tel: 0121 698 8500

London

Thurs 17th February

Business Environment
160 Fleet Street
London, EC4A 2DQ

Tel: 020 7884 9400

Edinburgh

Thurs 24th February

Capital Business Centre
CBC House, 24 Canning Street
Edinburgh, EH3 8FG

Tel: 0131 221 1234



Regus take over Abbey Business Centres

Regus will now take ownership of Abbey's 13 serviced offices, taking the total number of Regus Serviced Offices in the UK to 153, with over 1100 business centres across 500 cities in 85 countries.

Abbey currently have several commercial properties in London, with serviced offices in Bishopsgate, St Pauls and Canary Wharf. The company also has serviced offices in Manchester, Edinburgh and other UK locations. The first business centre to be opened by Abbey was in Glasgow in 1998. The company then went on to acquire 12 more properties across the UK.

Centrix Business Centre hub



Centrix have launched a dedicated business centre webpage, which contains the latest technology and industry information, updates on Centrix events, and a 'hub-style' section with links to external topical news stories and press releases. Centrix pride themselves on being a trusted source of information and advice to all their clients... let us know what you think! www.centrix-uk.com/businesscentrehub



Basepoint

Basepoint eases the effects of the VAT increase on small businesses by offering 20% off office space rental in 2011

To try to ease the burden of the VAT increase on SMEs, particularly start-up companies, Basepoint Business Centres is offering 20% off office rental for the whole of 2011, to businesses who move in between 1st January and 31st March. There is no minimum contract – just two weeks notice is required to leave, and all businesses are eligible.

Please visit www.basepoint.co.uk or call **01753 853515** for more information.

Oasis Business Centres

Centrix recently delivered a centralised PBX, and put a Wide Area Network (WAN) in place for all 4 Oasis Business centre sites. The sites were linked together using centralised Medusa servers which deliver services across the whole business.



Abbey Business Centres

Centrix assisted Abbey Business Centres recently, to achieve a successful cost reducing solution.



Why not see if we can help you reduce your current costs. **Contact Peter Fisher on 01252 848 888.**



BCA New Deposit Scheme!

This scheme is designed to operate if a bca member goes into any form of insolvency leaving the centre non-operational, and the deposit paid by the client in limbo.

In order to get the customer back into business quickly without the need to pay a new deposit to a centre the following scheme would be available:-

1.

This scheme would only apply to bca member locations (both the current one with the problem and the proposed new location)

2.

The client would be offered a new bca location without the need to pay a further deposit

3.

This would only apply to new licence agreements with a minimum period of 12 months

4.

Enquiries for the new centre could come from the bca, brokers or direct from the client, in all cases they must inform the centre/operator of the details of the previous centre which went into administration or insolvency

5.

The new centre will apply their normal vetting procedures relating to the prospect/client and can accept or reject the new client based on these procedures

6.

All parties involved should operate this scheme in fast track mode to ensure that the client is back in business without delay.

Full details are available from the BCA <http://www.bca.uk.com>

Centrix Avaya Seminar at Somerset House

Centrix Customer seminars have become pretty much an annual event which are both well received and well attended by our customers.

The last customer seminar was held at Somerset House in London (one of our business centre customers) and the location for the last two British Fashion Week events Somerset House, as well as being a prestigious and renowned London property, is also very conveniently located and this helped ensure good representation from our customers. Richard Burbage, Sales Director of Centrix had this to comment about the event, "When we set about coming up with ideas for this event we knew we would lead again with updating customers on the latest Avaya products, however, we hadn't planned for the industry-launch from Avaya in late September 2010 for Flare. Flare, which is the newest video and collaboration device from Avaya has gained a great deal of exposure in the media and, despite the product not being fully released, we were lucky enough to have a working model at our event to demonstrate to customers on the day. As well as covering Avaya Flare we also took the opportunity to update customers on Avaya's latest roadmap, Centrix Connect, new next generation networks, and Polycom video conferencing. All in all it was designed to be both informative and entertaining and I hope we managed to convey that."

Upcoming events:

Business centre Round table event

BCA Annual Conference & Exhibition Showcase
Monday 16th May 2011
Tuesday 17th May 2011

BCA Annual Awards Dinner
25th November 2011
Hilton London Canary Wharf,
South Quay, Marsh Wall,
London, E14 9SH

Centrix Seminar planned for Q3 2011

Unusual Office Requests!

officebroker.com reveal some of the more bizarre requests that accompany clients office space needs. With requests becoming more and more extreme, it seems it is no longer just a case of location, location, location.

- A London-based company which asked for an office with its own bomb shelter which would withstand any terrorist attack including nuclear or germ warfare
- A music industry mogul who requested diamond studded toilet seats for a certain demanding diva client
- A pregnant MD who asked for space for a built-in baby scanner
- Numerous requests for offices with space to accommodate employees' pets – including one MD who asked for a built in tank to house his large collection of piranhas
- A colonic irrigation company which needed additional space for 'waste' storage
- A company which said it would only take office space in a building with attractive receptionists
- An MD with a keen interest in taxidermy who wanted a gallery adjoining his office to display his collection of stuffed animals
- A high-maintenance MD who asked for her office to be fitted with a personal spray tan booth
- A car valeting company which asked for a built in office to wash cars
- A rural office which needed be at least a mile from the nearest farm so that staff would not be distracted by 'country smells'
- A Feng Shui obsessed MD who requested an office with all windows and doors facing east
- An office room with just six bar stools inside - nothing else! The company then wanted to sit on the stools and look at images projected on a wall

Contact us for more information on 01252 848 816, or email jenny.knight@centrix-uk.com





BCA Annual Awards

These are the comments that led to our nomination for Trade Supplier of the Year 2010:

Alex Gale, Director (Space Business Centres)



"Centrix have been the telecoms providers to Space Business centres from commencement of the project in 2008. They have offered excellent service from the outset and continue to offer ongoing solutions to issues as well as cost reductions where possible. They have the flexibility to provide different telecoms packages to each individual occupier whilst working with us to maximise income."

Sally Reed, Centre Manager (Northgate Business Centre)

"Centrix installed our current system in 2002 and have always given us excellent support. We are currently looking to them to help us update to a newer system. They came to visit us, providing a great presentation of the Avaya IP enabled phones, taking care to find out exactly what our business needs are. I recently changed computers and they talked me through step-by-step on how to install software and sorted out any issues with speed and efficiency."

David Prior, Manager (The Atrium Business Centre)

"We have worked with Centrix for 6 years now and despite constant calls by direct competitors offering competitive pricing, they consistently fall down, not only on price but also in regards to service, and actually understanding what we as a business centre do and require. I have yet to meet a company that can actually clearly understand the model and the applications we require, as comprehensively as Centrix do. For this, Centrix really do need to be applauded again for truly understanding their customer's needs."

Julian Cooper, Managing Director (Clarendon Enterprise Centre)

"Centrix's candour and open book approach to innovative ways to provide new finance solutions is refreshing. It is this fair and honest client supplier relationship that ensures stability and efficiency throughout both our companies."

Spencer Tagg, Property Services Director (Wenta - Watford & Stevenage)

"...we were not in a position to invest in a new telephone system, but Centrix helped us to find a more local provider to support our Simplicom system, and helped us transfer our call traffic and line rental over to them, which did provide us with a cost saving, which we then passed on to our tenants to ensure our offering is as competitive as possible"

Matthew Tearney, MD (Westminster Business Centre)

"I have had comments from my individual clients that they have always been impressed with their knowledge and professionalism they have shown when I requested that they speak to individual IT departments. One point to also note, is that we have been approached by several cheaper suppliers in the past, Centrix are the only supplier we have had since we started, and would not consider moving away from their products or support"

Tracey Nelmes, Business Development (Vantage Point Business Village)

"With such a quick response, this enables us to ensure the best possible service to our clients and also ensures that new clients are able to take occupation within the centre almost immediately. Neil keeps in regular contact with Vantage Point, giving us valuable advice and constantly looking at maximising our revenue stream"

Lyn Chapman, Centre Manager (Basepoint - Swindon Centre)

"I have always found Centrix to be really helpful and willing to explain in laymans terms when we need to understand what is happening. They always call back to check if all is ok too."

