





For over eighteen years ADDCOM Contact Solutions has been at the forefront of the international telecommunications equipment industry, delivering advanced business communications solutions for a diverse range of companies and organisations, from small to medium enterprises to some of the world's largest call centres.

The company remains privately owned with offices and customers across the globe. Since its inception, ADDCOM has expanded via organic growth and acquisitions.

ADDCOM's head office is located in Sydney, Australia and we have employees across Australia and the internationally.

From a dynamic Australian start-up in 1999, to an established international designer, manufacturer and distributor, ADDCOM has continually evolved to meet the unique needs of its customers.

ADDCOM consists of a number of business divisions with a wired to wireless product portfolio consisting of headsets and accessories, business phones and accessories, audio conferencing units, video conferencing end points and cloud solutions, mobile communications, and digital voice and data recording equipment.

The ADDCOM culture is vibrant and dynamic. Since its inception, ADDCOM has focused on establishing collaborative relationships with clients, employees and suppliers. The company prides itself on its industry-leading levels of personalised customer service.

What sets ADDCOM apart from its competitors is a firm commitment to quality. The company has implemented stringent quality controls, management disciplines and best practice systems to guarantee its services and products are of the highest standard.

Technology in today's office is changing constantly. ADDCOM is continuously evaluating the specific requirements for today's workplaces that will allow them to be productive, creative, organised and effective.

We have created long-term partnerships with leading international manufacturers such as Konftel, Yealink, Huawei and Redbox Recorders. We apply the same core principals to each one of our relationships to ensure customers' expectations are exceeded.

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# Why Choose ADDCOM?

## Product Range

ADDCOM offers a large range of equipment and cloud solutions across the ICT area. The peripherals range includes multiple headset and accessory ranges as well as audio conferencing units, video conferencing endpoints. ADDCOM also offers a digital voice and data recorders and an extensive suite of recorder software options.

Our Channel Managers are experts across:

- Wired & wireless headsets
- IP headsets
- Bluetooth headsets
- Audio conferencing
- Video collaboration endpoints
- Video conferencing cloud solutions
- Voice and data recording

## Quality

ADDCOM proudly designs and engineers products and solutions in Australia - aiming to combine practicality, style, cost efficiency and serviceability to bring customers the best solutions in telecommunications technology.

ADDCOM is a company built on a strong foundation of values. Remaining customer focused, maintaining the highest standards of quality, building a brand that customers can trust and valuing staff are inherent in all that ADDCOM does.

## Durability

ADDCOM understands how tough business environments can be. ADDCOM headsets have been designed to withstand these conditions and customers can be confident that ADDCOM products will last the distance.

ADDCOM endorsed products also undergo rigorous testing to ensure they are up to the high standard of quality the company has come to expect from itself and its products.

ADDCOM has a very high level of quality control, and has custom-designed testing equipment to individually test and rate each product as it comes off the production line.

So confident is ADDCOM in its products that it offers a minimum of 12 months warranty for all products sold.

## Technology

ADDCOM doesn't rest on its laurels. It is constantly innovating to bring customers the latest in technology solutions. From digital recording to Intelligent Gateways to IP telephony, ADDCOM experts always keep on top of the latest technologies and technological trends so they can bring the most effective solutions to their customers.

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