



Christmas Newsletter

Merry Christmas

2011 has been a very exciting year for us at CCS (Leeds) Ltd with us having our busiest year to date. We have brought on a range of new products such as Ethernet First Mile (EFM), a new

2 new appointments with Peter Knapp



and improved online back-up solution whilst developing and improving our core products along the way. Our team has expanded too so the office is a lot busier and we have invested

heavily in a range of new technologies which we will be unveiling in the new year. However, one thing that remains constant is our commitment to providing the very best in technical support and advice. We are not or ever have been an aggressive sales force and our valued clients seem to appreciate our strong technical abilities, honesty and the way we deal with a fault in an efficient and timely manner (not that it happens that often).

This newsletter is a new thing for us and we hope to be doing it on a more regular basis. The contents will sum up what we have achieved in the year so far to include any newsworthy stories, special offers and a hint at what the future holds.

Finally we would like to wish you

all a very merry Christmas and a happy New Year from all of us at CCS (Leeds) Ltd.



How much are you paying for your leased line?

It's almost a year now since we began supplying EFM (Ethernet First Mile) leased lines; a more cost effective solution for businesses that require the performance of a fibre based leased line at uncontended speeds of up to 20Mbps down and up.

EFM is a new cutting edge technology which uses existing bundles of copper pairs to deliver a much faster internet

connection to your business and because it is delivered on copper, it means that the costs are lower and the installation times are much faster.

CCS Leeds recognises that some businesses cannot justify the high costs of having a fibre leased line and as such we are delighted that we can offer EFM as an alternative to our customers.

This new and exciting technology is the ideal solution for SME's who need a highly available, uncontended, fast internet connection with an up to 100% service level agreement. CCS Leeds also has a UK based support centre which is manned 24 hours a day, seven days a week, 365 days a year.

In brief

- > CCS appoints 2 new technical members of staff
- > EFM provides a low cost leased line alternative
- > We always give the best advice and best of all it's free
- > Christmas giveaway offer
- > Find us on the internet
- > Lots of positive feedback

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Giles, Peter and Nick discussing a new project.



Meet the team at CCS Leeds

Earlier this year we were delighted to welcome two new members to the team. Nick Ryder joined the senior management team as technical sales / account manager and Giles Falkingham joined the company as senior support engineer.

Their appointments follow rapid expansion at CCS after we have seen significant new business growth and a major investment in our own IT infrastructure – more news on this later. Nick and Giles join Peter Knapp

at CCS at an exciting time in the company's development. Both of them come from a strong technical background and as such have all the skills to advise and support customers who have or are looking at using our services.

Nick, from Wakefield, has worked in the IT industry for more 10 years and has a wealth of experience in UK leased lines, voice over internet protocol (VoIP), bonded ADSL, advanced networking, hosting services or other technical areas. Mean-

while, Giles brings an excellent technical background to CCS which covers Cisco firewall and router configuration; advance IP routing; MS Windows server operating systems; Linux; Unix; firewall technologies and tight efficient support desk operations.

The newly established team work together really well and compliment each others skills and abilities which can only be a good thing for our clients.

Christmas offer extended

As it's Xmas we decided to get into the spirit here at CCS and offer some rewards to our loyal customers.

Until the end of December we will be giving away a wide range of Christmas prize gifts to some lucky clients and partners. The names of the first 10 people to place an order* with us will be put into a hat and

then drawn out at random to see what they have won.

The range of gifts includes iPods, wine, Kindle, 19" TV, digital camera, MP3 dock plus many more.

*minimum order value £1,000 per , minimum order term 12 months, only one gift per customer, CCS employees are not eligible for this promotion, this promotion cannot be used in conjunction with any

other promotion, expiry date for promotion is Friday 31st December 2011, the free gifts will be issued on completion of any outstanding survey results being agreed – if applicable. Full terms and conditions available on request. The results of this promotion will be available on request after 31st December 2011.



"I stopped believing in Santa Claus when I was six. Mother took me to see him in a department store and he asked for my autograph."

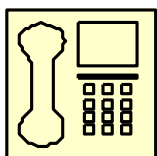
Shirley Temple

Need some advice? Come to us.

We always give anyone who gets in touch with us **15 minutes of free consultation**, regardless of what the nature of the enquiry is. Our whole ethos is to provide the right product at the right price which will in turn make our clients happy who will then hopefully recommend us to others.

our experts who are here to advise and help you choose the right kind of connectivity to meet your requirements. Our technical advisers are not sales people and really do have the expertise and knowledge to match a business need to a product.

Call us now to speak to one of



Call now on (0113) 294 6699

Positive Feedback

It's always rewarding and nice when a client takes the time to write to you and give you positive feedback on the service you supply. We always do the same when we receive good service. Here is an example of something that came in recently via email;

*"Hi,
Just a brief note to say a huge "Thank you" to you and your team. I've just had a client come to me and say how happy he is as since day one of switching to*

our telecoms system he has had not ONE problem! This has mainly been the case for all of our tenants, all of whom are very content with the service provided. Running a serviced office this is bliss for us; it's great to get positive feedback instead of complaints! Well done and thank you. It's also great that due to the incompetence of XX (well known telco) we are getting even more clients whom we didn't expect e.g. XXXXX who have just come on board with us even after investing loads

when they moved in on their own telecoms package (they moved in just before we started with you guys).

*Kind regards
Happy Customer"*



A happy customer is a loyal one

Where to find us online

During this year we have been creating a greater online presence and as such have been dabbling with all the popular and current social networking sites.

Publicising yourself online is a great way to remind people of your services and you can also talk about any news and special

offers that may be happening at the time. Best of all it's free. So, where are we I hear you ask? We can be found here;

- [Facebook](#)
- [Blog](#)
- [Twitter](#)
- [LinkedIn](#)



"Never worry about the size of your Christmas tree. In the eyes of children, they are all 30 feet tall." - Larry Wilde

The Future

2012 is going to be a very exciting year for our clients and us as CCS (Leeds) Ltd. We have several new products which we will be launching which are currently in development and will complement our technical offerings. We are also working on a new customer portal for our website which will make the ordering process easier and give more accurate details as

to what products / speeds are available for some of our connectivity services.

In addition to this we are also working on a partner programme so that our resellers have a clearer model when selling our products and services.

Finally we will soon be announcing some very exciting news for

our colocation customers.....

As ever, if you need to speak to one of our friendly and honest technical team then please do not hesitate to get in touch on;

(0113) 294 6699

Or

sales@ccsleeds.co.uk

Merry Christmas.

Merry Christmas from all at CCS

