

the eclipse mobile solution



introduction

The Eclipse Mobile Solution offers a unique support package tailored to the individual requirements of each customer. That makes us different from a traditional partner or broker because we have complete control over the services, tariffs, and commercials we can offer you.

We can make any changes to your mobile directly, without having to ask a third party to do it for us. This ability and our highly trained UK based customer service team means we can respond to your needs quickly.

This means that as a business you benefit from both the scale and resilience of a large mobile carrier and the flexibility and care of an independent provider.

key features:



multiple networks



flexible contracts



bespoke business tariffs



high quality voice and data services



support business relocations



one monthly bill for fixed & mobile services



affordable resilience



business continuity plan



service flexibility

When it comes to O2 and Vodafone, we are very competitive against other suppliers and are flexible in terms of pricing. We have some of the cheapest prices on the market, better than Daisy, Plan.com and other competitors for SIMs with shared data on O2 with all tariffs featuring unlimited calls and texts

E.g., if a customer has 20 lines with a 6Gb tariff for each user we can aggregate the data across the customer account to give them 120Gb shared data. (20 lines x 6Gb).



We offer SIM only pricing and tariffs with upfront commission where a handset is included on a dealer model (e.g., £40 per month with an iPhone 12). We can create whatever deals we need to do to help you win business.

We can control mobile usage spend via our alerting and capping system, cap data and or total spend on accounts, can be alerted by SMS and or email to both you and your customer.

We have unlimited data with fixed IP addresses, daily CDR files for resellers (CDR = call data records = the itemization of the calls and data made which can be automatically uploaded daily into the reseller's billing system) - not all companies offer this.

30 days payment / credit terms for reseller partners for airtime. (Hardware / phones are usually offered with 14 days payment terms).



we offer 2 different types of billing models:

reseller model

where you bill the customer
and add your own margin.

dealer model

where we bill your customers
and pay you an upfront
commission.

five quick points that make Eclipse different on top of a great set of commercials:

We are entirely dedicated to the channel. Customer ownership stays with our partners leaving us to provide each-and-every partner with fully dedicated support, understanding their business to help them grow and access additional revenue streams where they can.

Flexibility - we put together solutions and tariffs on a deal-by-deal basis, allowing our partners to stand-out from the crowd, delivering high customer satisfaction and repeat business as everyone gets the deal they need.

Easy to deal with - Everything at Eclipse is designed around servicing the channel and providing our partners with the tools they need to service their end-users with ease and efficiency. We offer proactive support throughout a buying journey, from a conception of an idea through to execution.

No minimum targets or billing levels required – we work with telecoms partners of all sizes and never set targets for our partners.

A true partnership - with years of experience we really try to understand what independent telecoms companies like yours want from a supplier. We listen and we deliver based on that feedback. A fair, transparent, flexible, and helpful supplier with the ability and agility to get things done quickly.

onboarding

intro

Initial introduction with our team to meet your key contacts and welcome you to Eclipse. Here we will get to understand your company goals and establish the right package for you.

welcome
pack

You will then be given a welcome pack which will detail a timeline of how long the process will take and the next steps going forward. Within this pack you will be given full details on how we upskill your staff with service, marketing, and support training and who the key contacts are to help with these services

service
training

A welcome email will be sent to your team, introducing them to Eclipse and detailing them on our partnership. They will be given access to numerous training guides, portals and webinars advising them through the process ensuring they are fully trained with the new products.

onboarding



marketing

We will provide you with marketing packs and assist you with campaigns to promote your new services to your existing customers



account
management

A call with your account manager will be focused around arranging regular reviews, explaining billing, confirming the in life plans going forward and re-affirming expectations around how the self-support part of the relationship works, as well as how we can support you in what you want to achieve.



start selling

Once onboarding is complete, you will have all the necessary resources to kick start the partnership and begin selling our services.

contact us

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