

Services

Our head office is based in the South East of London, just 20 minutes from London's Canary Wharf, the location for Telehouse and Teletcity Managed Data and Hosting Centres. The Operational Help Desk is based in Newcastle, which delivers 24 x 7 customer entitlement, validation and help desk services. This is backed by a high level technical support centre, which is used for fault diagnosis and field engineering support activities for onsite and network monitoring support services.

Our service portfolio is tailored to each individual customer's needs. We aim to offer complimentary services to our customers to help them deliver the service level agreements they are contracted to provide. Our goal is to ensure the customer is looked after from the point of sale, through the product life cycle, to the end of product life.

Support

With a number of successful partnerships and continuous growth in the UK, The Kenton Group's customer base has expanded to include global telecom's providers, who require a high service level and support through the EMEA, APAC and the Americas.

We have expanded our operations to encompass additional countries, and are constantly reviewing other geographical locations as the world becomes globally connected. The Kenton Group are able to provide global support in over 60 countries, 24 hours per day, 365 days a year.

Training

We offer tailored training sessions to all of our customers as part of our substantial services package. The training is designed solely around the customer's needs, and the solutions they have invested in. Held in a formal or an informal environment, either at our premises or on-site, our engineers are fully equipped to pass on not just knowledge but the best and most beneficial tips and usage advice to the end user, to ensure they get the best of their equipment.

Training sessions can range from a couple of hours in length, to full working days, time scales can be discussed and agreed in advance with the customer to ensure he get what he actually needs from the course. These training sessions prove to be hugely valuable, and show our commitment to providing the best delivered end-to-end solution to our customers, in terms of value, functionality and the end result.

Group Companies



Microtel

Microtel was formed to act as a systems integrator with the advantage of being able to resell many of the worlds leading manufacturers products but with the added value of having Kenton Research's developers on hand to fully integrate a turnkey solution for the customer. Microtel also is where the technical support teams sit for both pre sales and post sales support offering support services throughout the world for a vast range of products.



Kenton Research

The founding company has operated for almost 30 years offering research design and development of telecommunications products supporting many of the industry standards. Indeed this continues to be the case with KRL offering development of products that support many of the existing and new voice and data Networks deployed in the UK and Europe.



Access Infrastructure

Access Infrastructure grew from customers asking for us to support Local Loop Unbundling, LLU. As BT deregulated and allowed access into their exchanges Access Infrastructure have been able to build fully managed Private Networks for many of the UK's leading companies and local Authorities.



Kenton Voice Solutions

The newest company to the group, has been formed to sell hosted voice systems to the end user market and highly sophisticated voice applications to fixed line and mobile carriers.

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Unlock the power of the access network



What we do

Kenton Research Limited was formed in 1977 to develop a range of products to meet the demands of the rapidly expanding Telecommunications market. Since that time Kenton has built an industry wide reputation for designing and building high quality and reliable products for the telecom industry.

The Kenton Group now delivers network access, demarcation and connection products and solutions for Carriers, Operators, Service Providers, Enterprise and Government throughout the UK and EMEA. Delivering innovative solutions for your unique requirements, either through our expansive portfolio of best in breed technology and products, or our creative in-house development team, that is able to deliver fast and flexible solutions to meet your exacting requirements. The Kenton Group can offer design, delivery and 24 x 7 support of all your network access needs.

Aims and Objectives

The Kenton Group is committed to becoming the leading provider of access solutions in our home market of the UK and EMEA.

Our relationship with our customers is key to this objective, we create open and trusted communications with each and every individual within the customer organization, leading to an enriched experience unmatched by other supply partners. Our focus on complete access solutions, maximizing value for our customers, has already led to us securing multi-country supply and support contracts with leading global telecommunications companies.

With development plans to expand our own designed and manufactured products targeted towards the emerging markets of Africa and Asia, the Group's objectives to build a high-growth, sustainable business with marketing, support and partners throughout the globe, is already well underway.

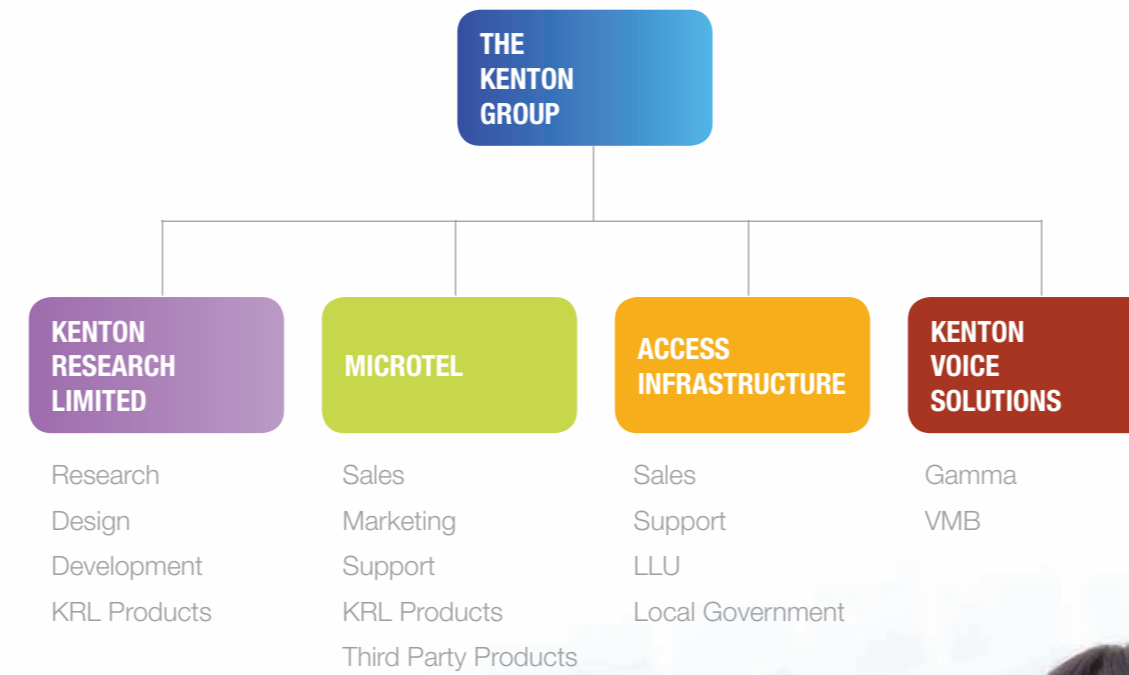
Looking at a Bright Future

Recent years have seen The Kenton Group achieve significant growth, that success has enabled the company to invest in improving its operations and support services systems and processes, and to drive new product development.

These investments have delivered a high customer satisfaction rating, which has resulted in clients making us their first choice for any new access service requirements.

- Connect any application over any network
- Design, development and production
- Un-bundle the local loop on your terms
- Deliver a unique user experience

Group Structure



QA / BSI

The Kenton Group have been ISO accredited since 1992, and have retained our BSI status every year since then.

As The Kenton Group grows, robust auditable processes and systems are the key to helping deliver the quality service our customers expect. Investment in every area of our business goes via our Q&A processes, and these core values are the key to our success.

Delivering quality in every aspect of our business separates us from our competition, and each member of our team is committed to the stringent processes we have in place. To continue to grow as we are, we need a solid foundation in our approach, and our quality processes ensure this foundation is in place, measurable and auditable.



Access Technology Matrix

PRODUCT CATEGORIES	MANUFACTURERS									
	ACTELIS	DENSION BROADBAND	FIBROLAN	IERU	KRL	ONE ACCESS NETWORKS	PACKETLIGHT	RAD	TRANSITION NETWORKS	ZHONE
ETHERNET ACCESS	✓		✓	✓	✓	✓	✓	✓	✓	✓
CELLULAR BACKHAUL GATEWAYS	✓		✓	✓		✓		✓		✓
TDM ACCESS (MAP)			✓	✓				✓	✓	
LAST MILE (LOCAL LOOP)	✓	✓			✓	✓		✓		✓
VOICE PRODUCTS					✓	✓		✓		
ATM ACCESS						✓		✓		✓
OPTICAL & FIBRE	✓		✓	✓			✓	✓	✓	✓
TDM PSEUDOWIRE								✓		✓
CONVERTERS & CONNECTIVITY			✓		✓			✓	✓	
SOFTWARE AND MANAGEMENT	✓	✓	✓	✓		✓	✓	✓	✓	✓

Partners

