

Z U S I

connection is **everything**

Unified Communications and IT Solutions





About

Zusi was founded in 2014 with the aim of breaking the mould.

We'd seen first-hand how frustrated clients became with poor customer service and a lack of technical support.

We wanted Zusi to be different.

We put our clients at the centre of everything we do – empowering their businesses with great technology that keeps them connected, mobile and more productive than ever.

From our base in Staffordshire, we design, deliver and support clients with their unified communications and IT solutions across the UK and have forged successful partnerships with some of the UK's biggest names in telecoms, including EE, O2, Vodafone and BT.



Unified Communications

Have full control of your telephony at the click of a button and manage it from anywhere.

Support your flexible workforce with collaborative and mobile communication solutions wherever they are based.

We partner with 3CX to deliver powerful telephony solutions that give you the tools needed to effectively manage customer calls.

With the 3CX mobile phone app you can take your calls on the go so you'll never have to miss those important calls again.



VoIP

Fixed line systems are a thing of the past.

VoIP systems provide a secure, reliable platform which delivers a quality phone service that is completely flexible as well as being extremely cost effective.

Key benefits include:

- High call quality
- Flexibility
- Low call costs
- Low maintenance
- Fantastic range of features
- Scalability
- Geographical reach

VoIP App

The VoIP App means you'll never have to miss a call again.

Receive and make calls on your PC, laptop, tablet and mobile phone make worldwide calls for free or at a very low cost.



Business Mobiles and Tariffs

We ensure you're on the right tariff for your business requirements.

Employees are more mobile than ever, and you need a solution that meets those demands.

Every one of our customers has a dedicated account manager allocated to them, who ensures they are on the right tariff, because standard network packages don't always work for every business.

We'll look at the best package, network, hardware and additional services that will fit your specific needs and tailor the right package for you.



SAMSUNG

Handsets and Devices

We can supply a vast range of devices from brands including Apple and Samsung to meet your specific needs.

We don't just supply the latest mobiles; we also supply a full range of the latest tablets and accessories.

If you have staff who want to use their own devices (known in the tech industry as – BYOD or Bring Your Own Devices) for work purposes, we can ensure they have secure access to all the applications and software needed.



Connectivity

Connectivity plays a pivotal role in the life of every company.

Making the right decision on your connectivity is essential and we're here to advise which option is best for your business and deliver the right solution.

Broadband

Broadband provides value for money and is available almost everywhere – that's because it's delivered via the existing telephony infrastructure.

It also offers the potential for fast speeds, up to 24Mbps download speeds and at an affordable price.

Ethernet

Ethernet was designed for businesses, not the residential market. Its key advantage lies in its use of dedicated high-capacity fibre optic lines.

The robust nature of Ethernet means that faults and dropped connections, while possible, are extremely rare.

"We've saved a lot of money by moving to Zusi. Their technical support team is amazing and has been fully responsive throughout. We've developed a close working relationship with Vicki specifically and wouldn't hesitate in recommending them for all your communication and/or connectivity requirements."

Michael Baldwin
IT Manager,
Out of Eden

Fibre

We deliver a range of fibre broadband solutions which includes:

Ethernet in the first mile (EFM)

This provides a dedicated connection to the exchange. EFM is fully symmetrical, so the upload speed is just as fast as the download speed.

Fibre To the Cabinet (FTTC)

This involves running fibre optic cables from the local telephone exchange or distribution point to the street cabinets.

Ethernet Over Fibre to the Cabinet (EoFTTC)

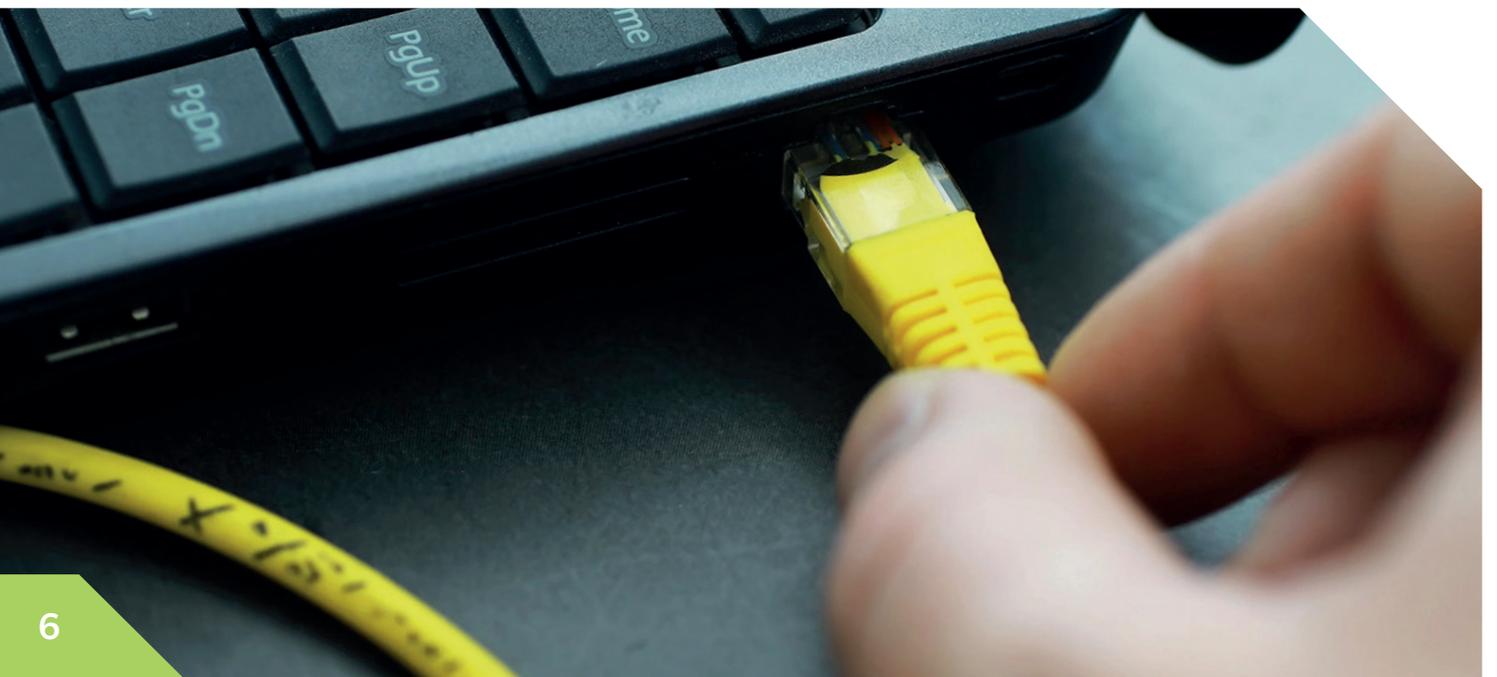
This is provided with the same high performance as fibre optic and EFM Ethernet services and is installed in half the time as EFM.

WiFi Networks

Our business WiFi solutions ensure your wireless networks are built around your company's needs.

Strong connectivity and access to cloud services are part of the modern workplace, and keeping staff connected across departments and to customers or clients has never been more essential. Even when clients or suppliers visit your site, they'll need to be able to access a secure guest office network.

Applications such as VoIP, video or specific applications, which are used for business video conferencing often require prioritised and guaranteed bandwidth to run effectively. We fully optimise these wireless networks to ensure quality of connectivity to any application, depending on how it's used within your company and without losing speed.



“The new phone system we have works brilliantly and efficiently. Any support we require has always been dealt with promptly and any issues resolved quickly. We wouldn’t hesitate to recommend Zusi and their team to deliver a communications system for your business.”

Charles Bliss
Procurement Manager,
Stockton Drilling Limited

IT Support

We’re not your typical IT Support team. Our ethos is to keep you up and running, not to get you back up and running.

Operating a break-fix policy in your organisation can be incredibly costly and ineffective.

That’s why we’ve designed a range of packages designed to suit your budget and requirements.

We offer a 24/7/365 days of the year machine to machine monitoring service which means our team know about an issue before it becomes an issue and our service desk provides remote support to those in the office and employees who work from home.

IT Service Desk

Whether you’re working from home or the office, you need to have quick and easy access to the support you need and for it to be resolved quickly.

Our IT Service desk will make sure that happens – we will work you to make sure downtime is kept to an absolute minimum.

IT Support

Our IT Support Service Level Agreements exist to give you complete peace of mind and confidence in the support you will get. The SLA outlines exactly how we operate, our terms and conditions, with a clear guide on what you can expect from our team and the timescales involved.

IT Security

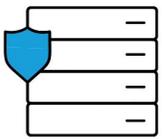
If your IT system was completely wiped out, you lost company and client data, or your software was hacked how much of an impact would that have on your business and your company's reputation?

Cyber-attacks, hacking and computer viruses can be totally devastating.

Every business must show they have taken appropriate steps to protect data and we can help you with that.

Our IT experts will work with you to stop your company's IT security being compromised and keep you completely secure.

We deliver:



Firewall



Email security



Malware and
intrusion detection



Data security





Sectors We Serve: SMEs

We support SMEs across the country with all their telecommunication needs from VoIP systems and mobile phones to full IT support and IT security solutions.

Our aim is to provide the complete solution for all your telecommunications and connectivity needs, saving you time, money and hassle.

Our experienced teams support companies from every industry, all over the UK. And whether you have just a handful of employees or you operate a multi-site business we can help.



Unified communications
VoIP & Phone systems



Connectivity
Broadband, fibre, WiFi networks



IT services
IT support, security, service desk



Sectors We Serve: Hospitality

Our easy to manage hotel PBX could make the difference between excellent Trip Advisor reviews and mediocre ones.

Our system will help provide guests with a high-end service without the high price tag. Personalised caller ID, easy billing and streamlining the guest's check-in and check-out experiences are all part of this system, as are additional features including 'do not disturb,' or wakeup call requests.

Multiple in-room features and seamless integration with hotel management systems also give added functionality.

iCharge

Have a comprehensive set of Communication Management features that provides real-time information to improve your operations.

- Have a dashboard view of your hotel operations including the room status, occupancy levels and system alerts
- Fast billing of voice usage for guests and administration teams
- Automatic production of a range of reports to give detailed analysis, and enable operational improvements

iLink

At the core of iCharge is iLink, providing interface connectivity to ensure every part of the infrastructure is linked for optimal performance and functionality.

iLink provides the most integrations and connects hundreds of applications to route data effortlessly between them, allowing the data to flow. It enables hotels to achieve a high level of guest satisfaction, by ensuring every part of their infrastructure is connected.

Leasing Options

Leasing is quite simply the process of acquiring equipment via third-party finance and paying for it in manageable monthly amounts over a pre-agreed term.

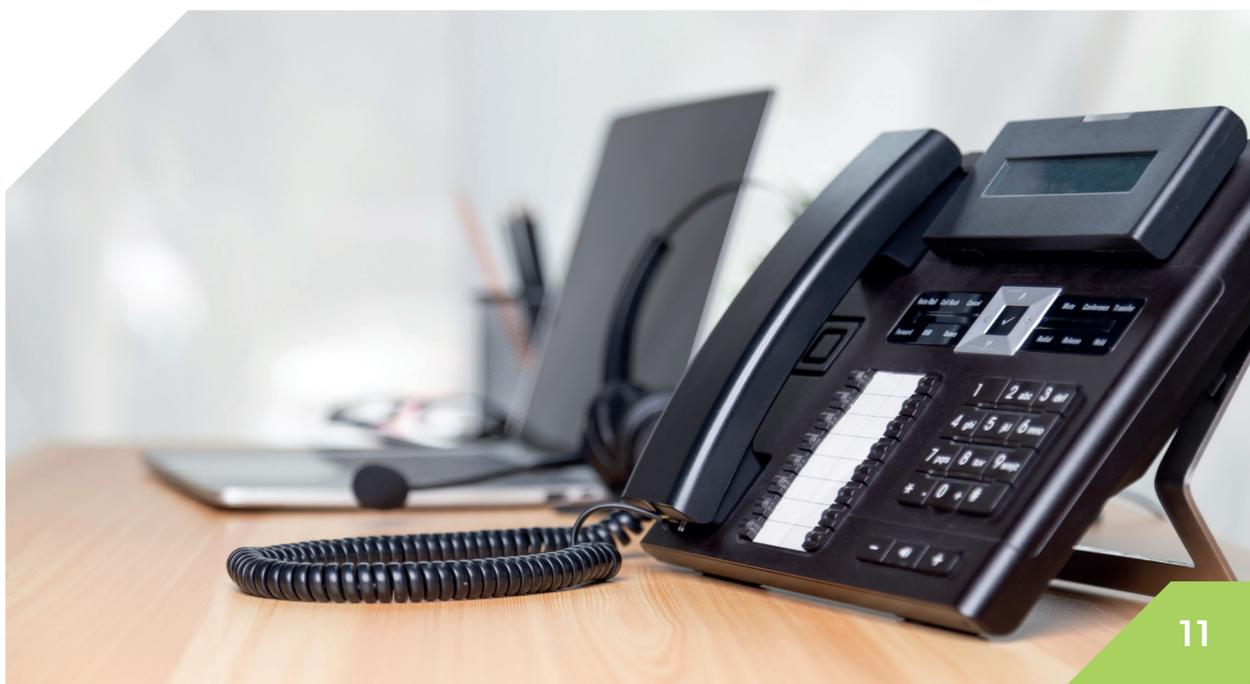
It's like a loan, only the loan is secured by the assets you have acquired, which allows for a lower rate of interest.

By paying for the equipment monthly you will be preserving your hard-earned working capital and not tying money up in ever-depreciating assets.

Most importantly, Leasing allows you to invest your money in more profitable activities – which enable your business to grow.

What are the benefits?

- Putting your hard-earned money to better use is the #1 reason businesses lease office equipment
- It is cheaper than buying outright (once tax relief is accounted for)
- Afford the best quality – no compromises
- Flexible tenures from 12-84 Months
- VAT is charged on the smaller payments and not the large fee at the start
- Tax allowable – rentals are an operating expense and so are 100% tax deductible
- Payments are fixed for the term
- One rental can include all equipment and ancillary costs i.e. consultancy, installation, training and maintenance
- Keep your credit lines intact – Leasing does not affect any of your existing credit lines
- You are free to upgrade, make additions, or settle the finance agreement at any point
- Flexible options at the end of the Lease – including indefinite ownership



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"We've never had any problems with our VoIP system. The transfer was seamless and if we have any queries, the team at Zusi are quick to respond. We've been so happy with the service we've received, we have now moved our mobile phone estate over to them. Having our communications solutions from one supplier makes complete business sense and we would recommend Zusi to any business looking for a new VoIP system or mobile provider."

Lawrence Lim
Finance Director,
Miers Group

