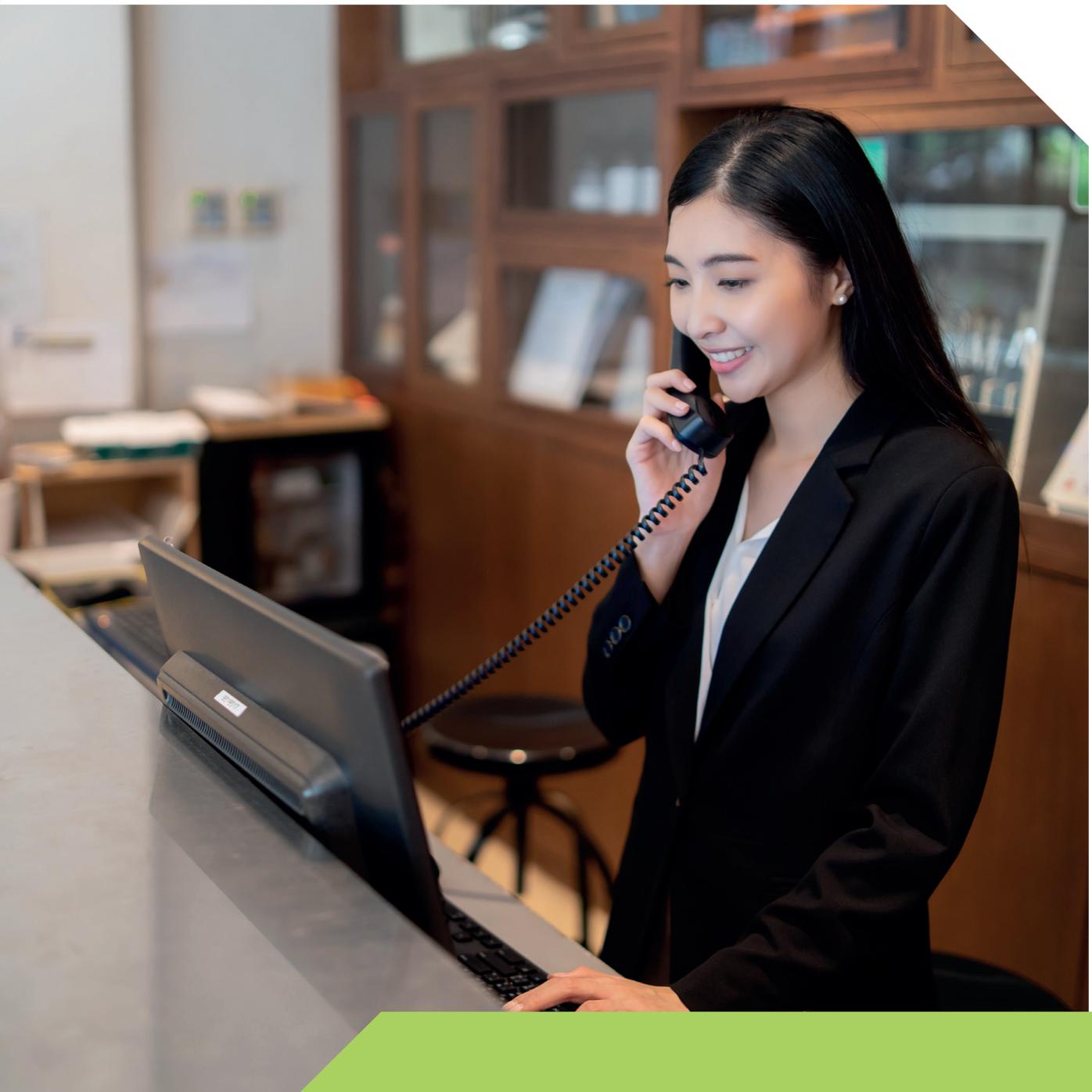


ZUSI

connection is **everything**

Unified Communications for Hospitality



Why Choose Zusi?

At Zusi we put our clients at the centre of everything we do, empowering hotels with great technology that keeps them connected to their employees and guests. Improving productivity and enhancing the guest experience is more important than ever in today's digitised world.

From our headquarters in Staffordshire and offices all around the UK, we support hoteliers with their digital transformation and ensure the unified communication solutions continually adapt to the changing nature of the hospitality sector.

We deliver seamless telecommunications solutions that optimise the guest experience and give you the tools you need to collaborate, integrate and streamline efficiency levels.



Say goodbye to old and inadequate phone systems that rely on traditional cabling infrastructure.

And say hello to new digitised communication systems, that fully integrate with your existing WiFi network and require no cabling at all. You simply just plug and play.



We partner with 3CX to deliver phone systems that provide guests with a high end experience without the high price tag.

"The 3CX phone system has ticked all the boxes for Best Western Carlton Hotel Blackpool. Replacing the old outdated PBX has meant we no longer need expensive maintenance contracts to keep the system going, savings thousands of pounds each year.

The 3CX system is very reliable.

As the 2nd hotel to implement 3CX, we are confident that we will be able to use our success as a launch pad to roll out 3CX across all sites in the coming months."

**Mohammad Umer,
Director of IT at
Best Western Carlton
Blackpool**

The Total Solution

Hosted PBX

As well as all the basics that you'd expect from a modern hotel PBX, we deliver effortless internal communication between the guest and the front desk.

With no cabling required and no disruption to the business, we can deliver a state of the art phone system that digitally transforms your hotel simply and cost effectively.

- Easily add and remove extensions
- Use existing infrastructure
- Plug and play
- Identify guest calls with caller ID and personalise greetings
- Reconfigure voicemail with new guest details
- Allow guests to schedule wake up calls
- Schedule do not disturb requests
- Instantly respond to Facebook page queries
- Integrate with Protel, roomMaster, Micros-Fidelio and more
- See guest name on reception, room service and management phones
- Be billing ready with an easy check out function
- Set room status via the phone

iCharge Enterprise

Whether you're an independent or a chain with multiple properties, iCharge Enterprise delivers first class performance through the integration of Property management systems, PBX, Voicemail, High speed internet access (HSIA), call accounting and many other hotel systems.

It produces comprehensive real-time and analytical reports that help hoteliers improve operational effectiveness and enhance the guest experience.

iCharge has 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

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

The communications manager platform enhances the guest experience by effortlessly integrating the following aspects:



PMS to Telephony

- Call Accounting
- Voicemail
- Message Waiting
- Guest Wake Up
- Snooze Control
- Wake-up Alerts
- Priority Emergency Calls



PMS to TV

- TV Integration
- Personalised messages for guests in their room
- View Bill
- Express Check-out
- Snooze Control



PMS to Housekeeping and Maintenance

- Automatic notification of a room status to Front Desk
- Maid Status processing for fast room turn around
- Speed up the check in process



PMS to WIFI

- High Speed Internet Access
- Secure Wireless Guest Log-in
- Authentication Protocols



PMS to Room Control

- In Room Media Systems
- Temperature Set
- Lighting
- Music
- Curtains Open / Closed



PMS to Ancillaries

- Minibar
- Guest Services
- Maintenance
- Emergency Notification



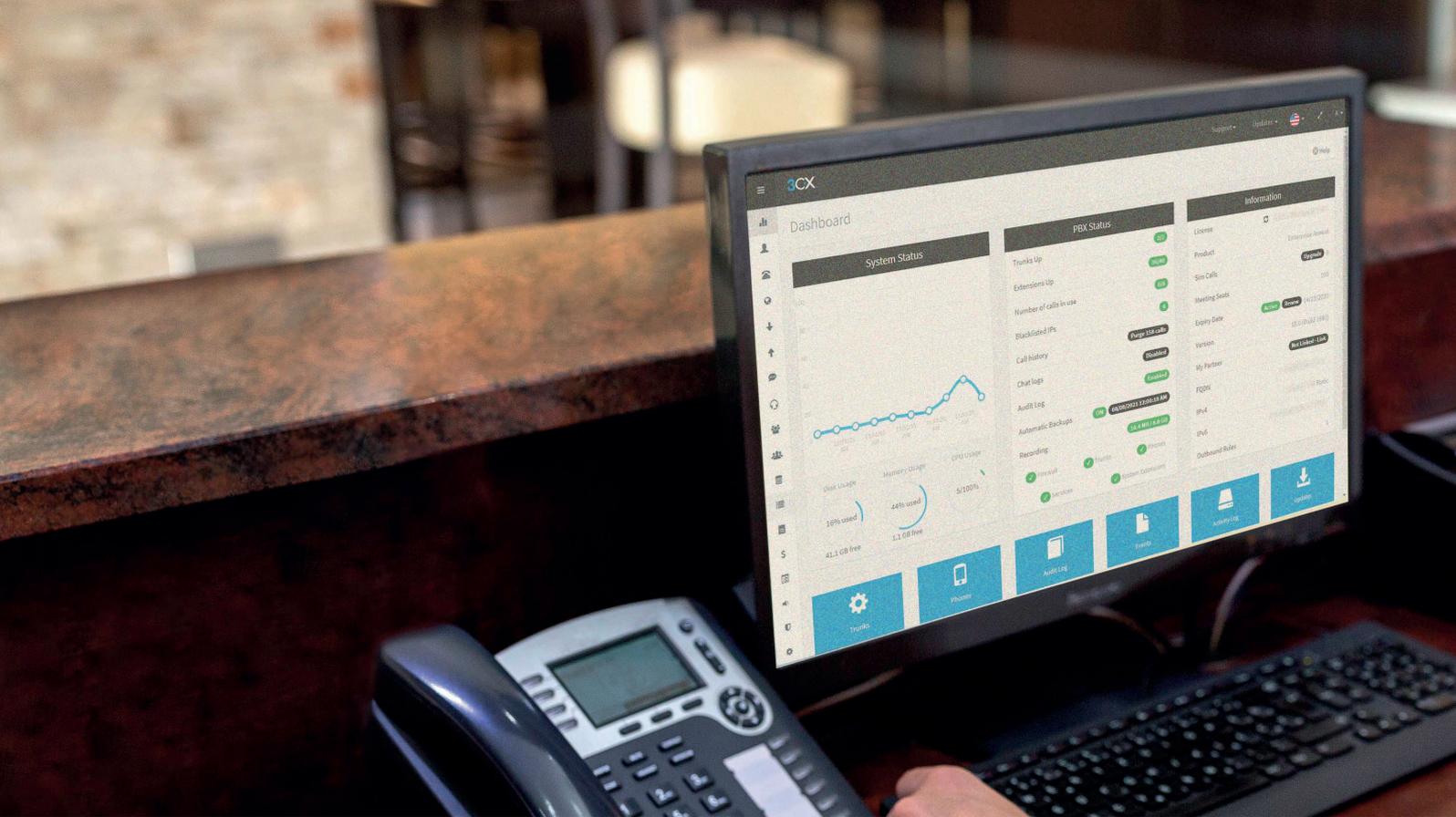
PMS to Conference

- Welcome Signage
- Company Display
- Telephony
- WIFI



PMS to Butler

- VIP Registration
- Butler service button on the hotel handset
- Provide 5* Experience



Best Western Plus Epping Forest Kicks Off Mass Migration to 3CX

Best Western Plus Epping Forest was faced with a serious dilemma. The entire franchise was dealing with a phone system that had reached its end of life.



The Challenge

As Best Western Plus Epping Forest's outdated BT Meridian system was out of date, ineffective, costly, and hard to maintain, the organisation was looking for comprehensive improvements across the board.

When guests check into the Best Western Plus Epping Forest, they expect and demand an experience as convenient as room service. Best Western Plus needed the same. However, in order to ensure business continuity and guest satisfaction, installation and deployment could not cause outages or downtime.



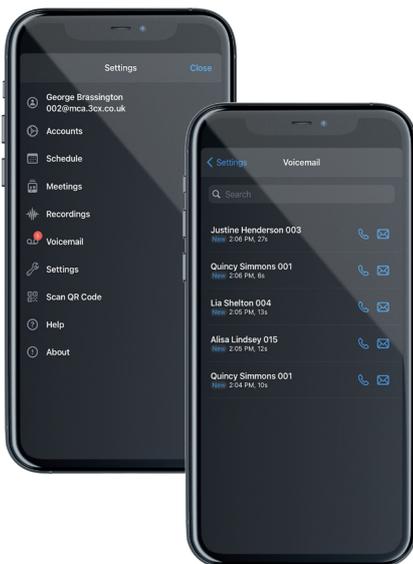
3CX was the perfect solution

The new system was operational in just a few brief hours without any disruptions. If they thought the process to complete was fast, the benefits were noticeable even faster!

In addition to providing new, modern features including smartphone apps, presence and more, the new system proved to be available for just a fraction of the cost of similar solutions on the market. What's more, with a low admin solution, the hotel would be able to cut back on resources lent to management of the system.

In addition to the tremendous cost savings, the organisation was able to reduce IT administration, saving added time and money.

Adding extra extensions has helped to increase productivity, while the 3CX mobile app supports remote workers. Due to the overwhelming success of the migration to 3CX, there are already plans underway to implement 3CX in all other properties.



“Our old PBX system was on its last legs. We wanted to move away from traditional PSTN lines and move to VoIP. On average we were spending 350 British Pounds per month on line rentals of ISDN30 lines alone. We wanted a robust, but cost-effective solution.”

**Mohammad Umer, IT
Manager, Best Western
Plus Epping Forest**

IT Support

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

Operating a break-fix policy in a hotel 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.



STANDARD

- 24hr monitoring
- Email support
- 15 monthly support tickets
- Remote workstation support
- Scalable support



PREMIUM

- 24hr monitoring
- Email support
- 15 monthly support tickets
- Remote workstation support
- Scalable support
- Technical support
- Online Office 365
- Basic Antivirus



PREMIUM +

- 24hr monitoring
- Email support
- 15 monthly support tickets
- Remote workstation support
- Scalable support
- Technical support
- Office 365
- Basic Antivirus



ULTIMATE

- 24hr monitoring
- Email support
- 15 monthly support tickets
- Remote workstation support
- Scalable support
- Technical support
- Office 365
- Full Antivirus
- Quarterly health checks
- Quarterly support reports



IT Service Desk

Hotels are operating 24/7 365 days a year and you need an IT service desk that's open when you are. Whatever the time of day or night, we'll work you to make sure downtime is kept to an absolute minimum.

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.

Acronis

aruba

aws

A Microsoft Azure

SONICWALL®

SOPHOS

IT Security

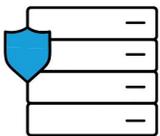
If your IT system was completely wiped out, you lost company and client data, or your software was hacked how much of an impact would that have on your business and your company's reputation?

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.

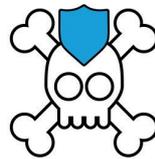
We deliver:



Firewall



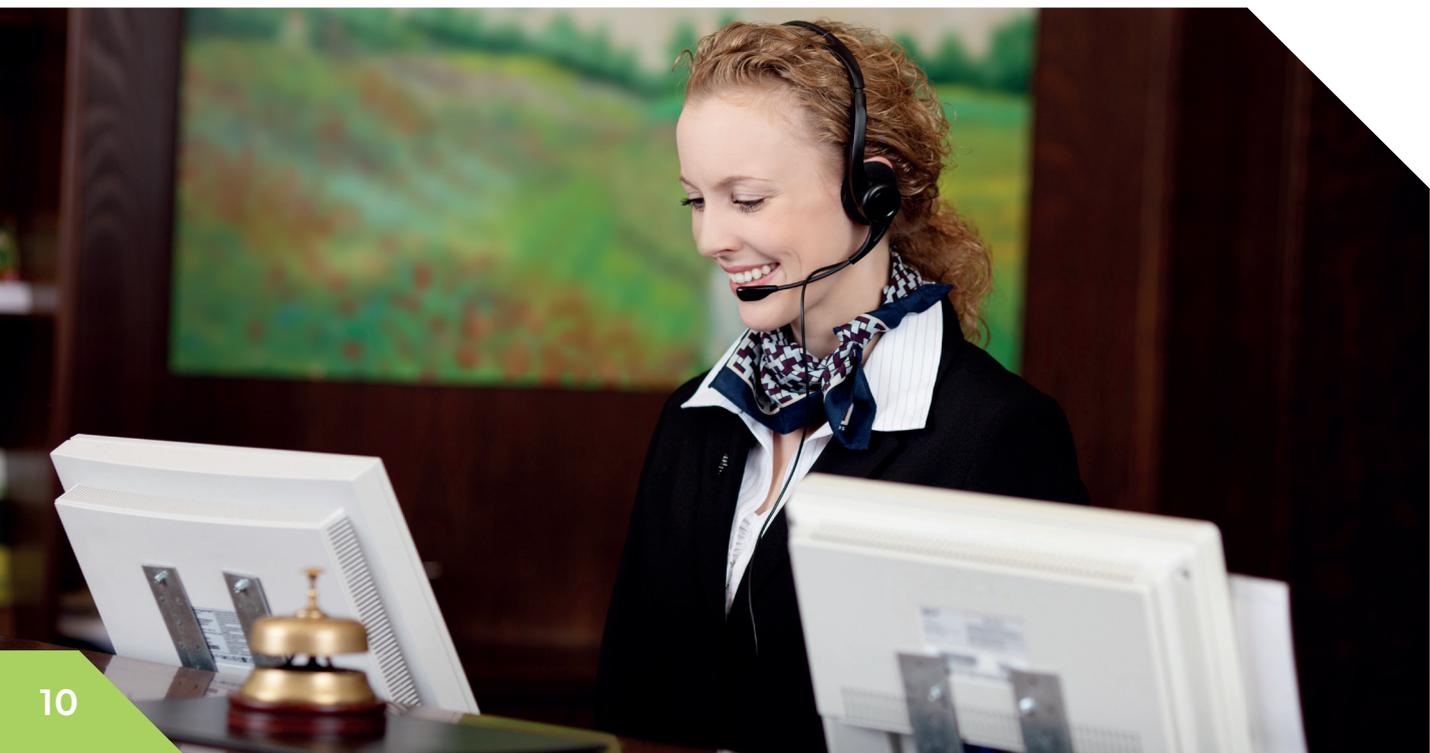
Email security



Malware and
intrusion detection



Data security





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

Midlands Office

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Newcastle-under-Lyme ST5 9QF
01782 790671

North East Office

Newcastle, Cloth Market,
Newcastle NE1 1EE
01325 790671

London Office

HQ King's Cross,
London WC1X 8BP

Scotland Office

Glasgow Lanarkshire Eurocentral,
Lanarkshire ML1 4WR

letstalk@zusi.co.uk
www.zusi.co.uk

"Having recently started working with Zusi I can honestly say they provide an excellent service. They speak in English and not in "geek-speak" and take time and effort to ensure they give you what you need.

They have a strong working Ethos with the client and I would recommend them to receive an ABCD (Above & Beyond Call of Duty) award for customer service.

Excellent company and friendly staff."

