

VALUE ADDED OFFERINGS



CONNECT YOUR OFFICE

Quality Wireless AP's



INTERNAL NETWORK

Managed IT Services



SECURE BUSINESS

World-class
firewall,
IP cameras



CONNECTIVITY

Fast, stable internet



TELEPHONE SYSTEM

Leading PBX
brands



VOICE

Low cost calls

ONE PROVIDER

CONSOLIDATED NETWORK & **COST SAVINGS**

ONE STRATEGY & METHODOLOGY

ALL SERVICES & **TECHNICAL IN-HOUSE**

FULL ACCOUNTABILITY, ONE COMPANY FOR ALL SERVICES

ONE ACCOUNT, **ONE INVOICE**

“WORKING WITH ZINIA
HAS BEEN A PLEASURE.
**THEIR SOLUTIONS HAVE
CHANGED THE WAY I
DO BUSINESS.”**



S L O W

The lounge for extremely busy people



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2068



INTERNET | VOICE | IT SERVICES



INTERNET | VOICE | IT SERVICES

MORE THAN JUST
INTERNET VOICE IT



WHO IS ZINIA?

Zinia was formed in 2009 by entrepreneurs **Warren Bonheim** and **Frank Mullen** who set out to disrupt a competitive telecoms space. In just a decade we have grown into a formidable force with over 70 staff, a national footprint and a **service culture that is unrivalled in the industry.**

OUR VISION

Our vision of being the best telecoms and ICT provider means our focus is on giving the best service experience in the industry. Our entire business revolves around service excellence - a 4.9 out of 5 customer satisfaction rating is all the proof you need.

We use the best technology systems to manage a state-of-the-art NOC, customer helpdesk, CRM and IT management. At Zinia we care about our customers. Nothing is too complicated or too big for us to handle. Where other's say "we can't", at Zinia we say "we can".

Our continual **FOCUS ON INNOVATION** has led to our reputation as an industry leader.

INDUSTRY LEADER

ADVANCED service centre technology and people.

A **TIER 1 CARRIER-GRADE PROVIDER** offering the best networks from a single supplier.

Consolidate Internet, voice and IT services in-house as **ONE COMPLETE BUSINESS OFFERING.**

4.9 OUT OF 5 CUSTOMER SATISFACTION rating.

IN-HOUSE CAPABILITIES

We have **top level support**, technical and IT capabilities in-house which means we test, configure and resolve issues on all of our products in-house.

SIMPLICITY

Our business philosophy of simplicity is a big contributor to our success.

BRAND PROMISE

Every successful business stands for something at its core: its reason for being and what drives the company forward.

At Zinia we stand for **MORE THAN JUST...**

This means we listen to our customers and give them what they need. It means even if things are difficult, we never give up. It means being better than our competitors and better than we were yesterday.

More than just means never settling for ordinary! This drives us every day as we seek out new and better ways of delivering IT and telecoms solutions to companies.

WHAT CUSTOMERS VALUE

We believe that service is everything. We are continuously in touch with customers to get their feedback and find out how we are doing. Here are the results of an audit we did with decision makers to find out what they wanted most from a business provider.



SERVICE LEVEL AGREEMENT (SLA)

100% UPTIME IS CRITICAL
OF COMPANIES BELIEVE



KNOWLEDGE

THE CUSTOMER'S NEEDS COME 1ST

HIGHLY CERTIFIED SALES & TECHNICAL PEOPLE



PRICE

PRICE VALUE WITHOUT COMPROMISE



REFERENCES & REVIEWS

BEST CUSTOMER SERVICE

OVER 1000 CLIENTS



RATE US HIGHER THAN ANY OTHER BUSINESS ISP IN THE COUNTRY

REVIEWS, REFERENCES & CASE STUDIES AVAILABLE
97% positive customer feedback
4.9/5 ave customer rating



ESTABLISHED COMPANY

2 | 10

70+ staff
10 years in business
Multi award-winning company
#6 of 27 innovative companies to watch in 2019

OUR METHODOLOGY
Take ownership & drive outcomes
PROACTIVE MONITORING
Quicker turnaround
24/7 CUSTOMER PORTAL
Log ticket and track
Nothing lost
Monthly performance reporting
PRIORITY SERVICE
Built-in escalations to director level
OPTIONAL NETPATH MONITORING
80% faster fault finding

VENDOR AGNOSTIC, NON-BIAS
Align needs to product
Deliver on expectations with quality checks

TOP LEVEL CERTIFICATIONS
Microsoft, hp aruba, trend micro, sophos, solarwinds, nec, mitel and more

MARKET RELATED PRICING
Without compromising quality
DRIVE BUSINESS SAVINGS
Consolidate with one provider
Voice, firewall, managed it services
Efficiencies & management
Discounts

DO YOU HAVE THE RIGHT INTERNET FOR YOUR BUSINESS?

INTERNET RELIANCE

How much does your business rely on Internet connectivity?

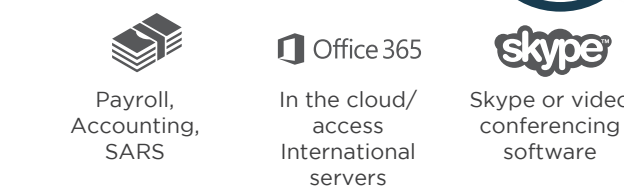
LOW RELIANCE



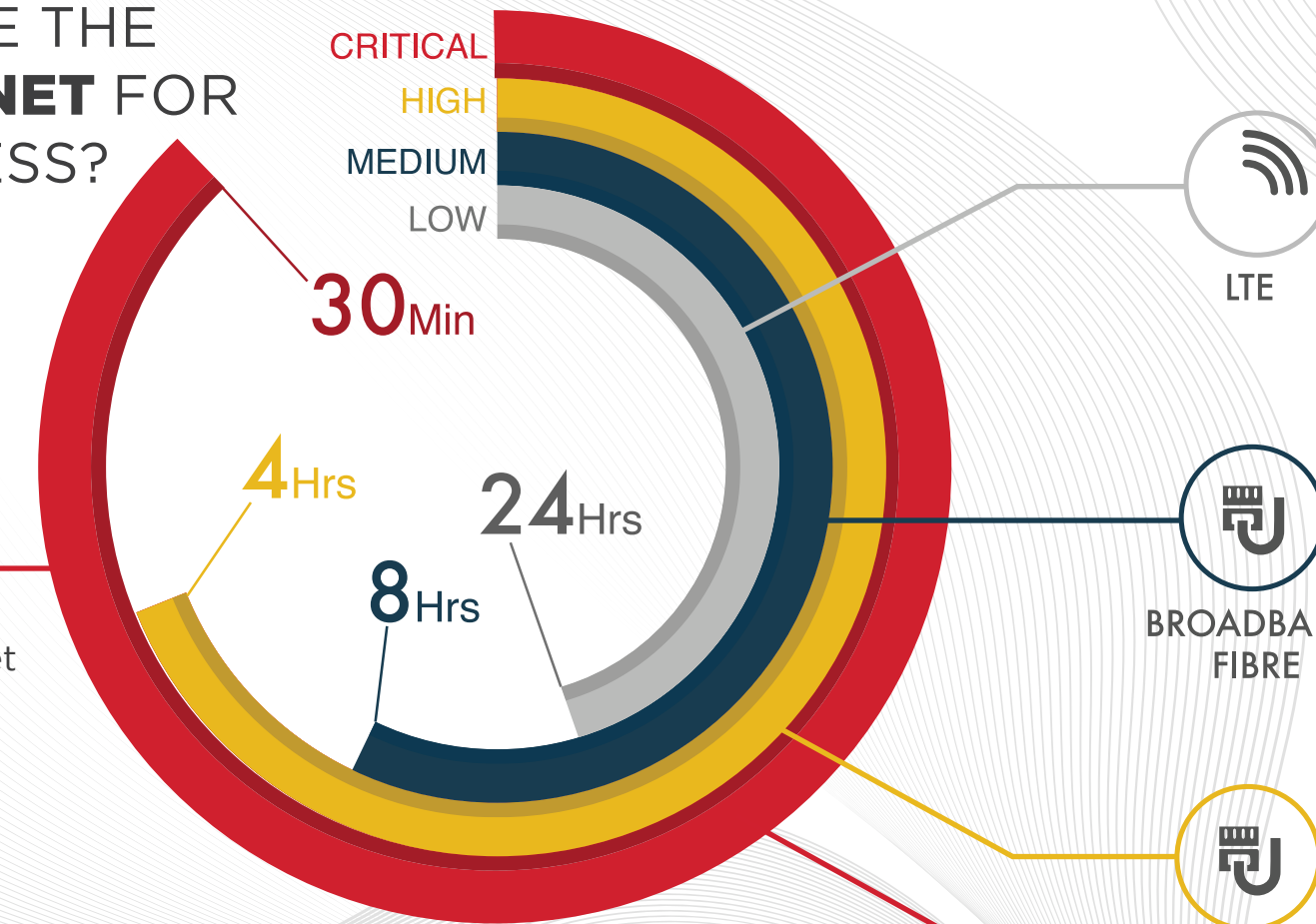
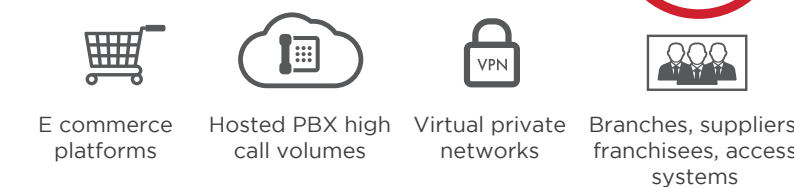
HIGH RELIANCE



MEDIUM RELIANCE



CRITICAL RELIANCE



LTE

Low cost
Fast in bursts
Non line of sight/coverage good
Bundles up to 200 GB
No public IP
Fast to deploy



WIRELESS

Low to medium cost
Low to medium speed options
Fast to deploy
Uncapped
Public IP
Proactively monitored and managed
Line of sight required



BROADBAND FIBRE

Medium cost
Medium to high speed options
Fastest, most consistent technology
Very low latency / quick cloud response
Scalable / no limitation on speeds
Speed is shared & not always guaranteed
Proactive monitoring and management
Public IP



BROADBAND MICROWAVE

Medium cost up to 100Mbps
High cost above 100Mbps
Licensed frequency on par with fibre
Stable and reliable
Fast to deploy
Line of sight required
Public IP
Proactive monitoring and management
Speed is shared & not always guaranteed



PREMIUM FIBRE

Speed is dedicated & guaranteed
99% Guaranteed
Medium to high cost
Medium to high speed options
Fastest, most consistent technology
Very low latency / quick cloud response
Scalable / no limitation on speeds
Public IP



PREMIUM MICROWAVE

Speed is dedicated & guaranteed
99% Guaranteed
Medium cost up to 100Mbps
High cost above 100Mbps
Licensed frequency on par with fibre
Stable and reliable
Fast to deploy
Line of sight required
Public IP



PREMIUM FIBRE

Speed is dedicated and guaranteed
Guaranteed 99%
Medium to high cost
Medium to high speed options
Fastest, most consistent technology
Very low latency / quick cloud response
Scalable / no limitation on speeds
Public IP



PREMIUM MICROWAVE

Speed is dedicated and guaranteed
Guaranteed 99%
Medium to high cost
High cost above 100Mbps
Licensed frequency on par with fibre
Stable and reliable
Fast to deploy
Line of sight required
Public IP

Combination of technologies



REDUNDANCY

Speed is dedicated and guaranteed
Guaranteed 99.9%

