



Empowering Your Organisation's Communications



Telesmart,



Introduction

Overview

After 18 years in the business, our customer list spans the public and private sectors in both New Zealand and Australia. We provide bespoke ICT solutions for a wide range of organisations.

Established in 2005, Telesmart principals Ross Lynch, Geof Robinson and Nigel Barker saw the need for more customer focused end-to-end telecommunication solutions for Australasian organisations, focusing on customer outcomes.

By 2009 Telesmart had made its way to 4th place in Deloitte's Fast 50, staying in the Asia Fast 500 for the next four consecutive years.

Since then Telesmart has grown significantly, but our mission has not changed. Our dedicated team of industry professionals are located across Auckland, Wellington, Hamilton and Christchurch, delivering best-practice managed ICT solutions.

Why Telesmart?

Your Technology Partner

We are an ICT specialist with the skills and knowledge required to deliver the technology you need to keep your business thriving.

We have extensive experience in providing B2B solutions to those organisations that do not receive the attention they require, or the customised solutions they need, from larger providers.

We focus on the business outcomes you are looking for, rather than providing technology for technology's sake.

To deliver a superior experience, we continue to invest in our world class trans-Tasman network and telecommunications infrastructure, allowing for the effective management and quality control of your Australasian operation.

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Wide Area Network

Whether you need the security and ease of use of SD-WAN, or the simplicity and reliability of a managed MPLS WAN solution, we can help you connect your distributed branches, campuses and data centres.

Local Area Network

When you choose Telesmart to manage your LAN, your new managed switches will be added to Telesmart's Network Operations Centre and monitored by our team of Network Engineers. Telesmart carries critical spares, and will provide next day replacement for any faulty equipment.

Internet

We supply reliable internet services, and can provide a mobile data backup to ensure your office connection stays up even if your circuit goes down. Our bandwidth can also scale with your needs, so you can easily handle the load of running a larger business.

WiFi

We can deliver a complete cloud-managed networking solution with in-built flexibility that will grow as your organisation requires, and our engineers will ensure your office has comprehensive coverage and the latest WiFi standards, ensuring a high-speed connection.

Managed Connectivity

Our Network as a Service (NaaS) offerings provide you with a complete network solution, from design and installation, to ongoing support and maintenance.

Security

We take a Zero Trust approach to protect your hybrid workplace. We help you to safeguard your business data with built-in security features such as defending against cyber threats, making your customer data more secure, helping secure your hardware and managing users and devices.

Microsoft Defender

Prevent, detect, and respond to attacks across devices, identities, apps, email, data, workloads, and clouds. Get enterprise-grade endpoint protection that's cost-effective and easy to use, designed especially for medium to large businesses.

Cisco Security

From small businesses without a dedicated security professional, to multinational enterprises with complex environments, our Cisco Security packages, featuring Duo and Umbrella, are designed to provide the feature-functionality needed for any business.

KnowBe4

With our expertise, and our partner KnowBe4's proven platform, we can provide simulated phishing attacks to ensure your staff are prepared to handle the ongoing problem of social engineering attacks.

Firewall

Our 24/7 support team will ensure your network is always protected. Telesmart offers three core managed security solutions to protect you against the largest and most sophisticated attacks.

Microsoft Licensing

We are a Microsoft Solutions Partner, offering expert advice and first-class service from experienced engineers, which help enhance your Microsoft ecosystem with advanced security, collaboration, and customer care features.

Microsoft Teams Calling

We provide modern solutions for external calling with both Operator Connect and Direct Routing - no complex telephone infrastructure needed. You can self-manage, or let us handle it for you. Choose from flexible pay-as-you-go or unlimited plans for Teams calling.

Communications & Collaboration

Whether you're looking for traditional handsets, or cloud-enabled calling through desktop and mobile apps, we have the solution you need.

Cisco Webex

A superior collaboration and customer experience from Cisco. Connecting your customer journeys, unlocking voice insights, and creating customer delight. Webex enables customers to be more productive and allows teams to be more efficient. It's a complete end-to-end solution.

NEC

Rock solid infrastructure for on-campus or industrial deployments, with the ability to underpin your contact centre applications, giving them unrivalled reliability.



Contact Centre

One vendor, three distinct Contact Centre Solutions - and all of them are Microsoft Teams certified. With our expertise, we can help you choose the solution that best suits your business needs.



Microsoft Teams

We are the premier Australasian provider for Tendfor's contact centre, a pure-cloud solution driven by the Microsoft Graph API. We are uniquely positioned to provide this modern, easy-to-use call centre and reception solution for your business.

Cisco Webex

We can provide you with the full suite of Webex Calling, Webex Contact Centre and Call Recording, allowing you to source everything you need, from phone numbers and SIP trunks, to a fully voice enabled messaging suite and contact centre, from the same vendor.

Enghouse

We are an Enghouse Interactive Gold Partner, and have been in partnership together for almost two decades. The Enghouse contact centre solution is accredited on all major platforms, including Teams, NEC and Cisco.

Microsoft Teams

Unlock seamless interaction, connectivity, and collaboration with our smart, cost-effective solutions from Yealink, for both internal and external users.

Meeting Rooms

We provide all the video and audio hardware you need to interact, connect and collaborate with internal and external users seamlessly and intelligently, covering everything from small spaces to extra-large rooms, at home, in the office, and everywhere in between.

Meeting Rooms

Bring powerful video conferencing and virtual collaboration to your meeting rooms, from huddle rooms to large conference rooms.

Webex by Cisco

Elevate your meeting spaces, from personal desks to auditoriums, with robust video conferencing and virtual collaboration. Backed by Cisco, brought to you by Telesmart.

Toll Free Numbers

Our toll free manager not only gives you control of your routing, but our extensive reporting package also gives you access to essential call statistics, which allows you to better manage your inbound traffic.

Australia & New Zealand Coverage

Our Number Manager platform can provide backup queuing to mobile or any other destination, in case your underlying voice platform becomes unavailable. Call recording and call reporting is also available, and can either be configured by Telesmart, or through a self-service portal.

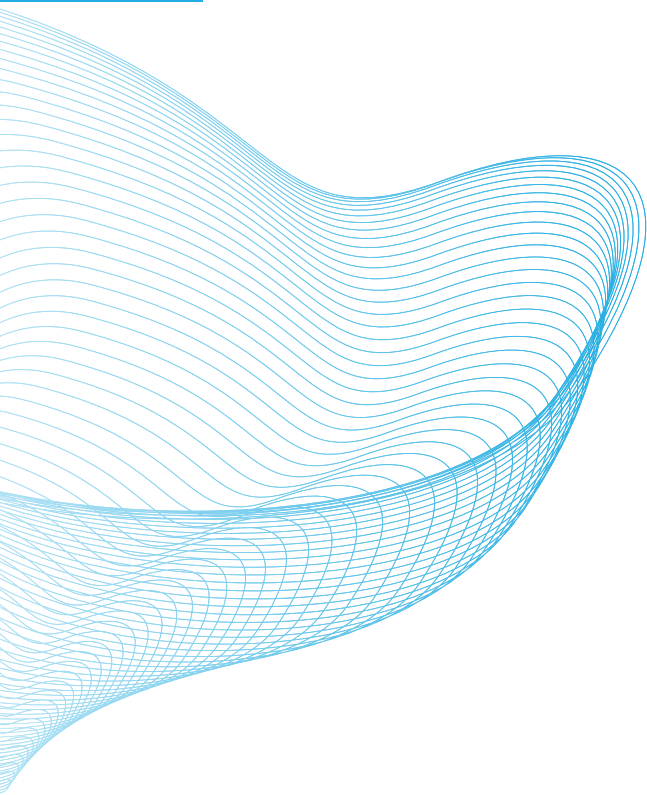
SIP Trunks & DDIs

We can help you with everything, from single phone lines to SIP trunks, for your existing infrastructure. We even have full PABX solutions for SIP or traditional phones.

Any phone number, no restrictions

If you already own your own phone infrastructure, and are in need of a SIP trunk and some phone numbers, we can provide this for you as well - even if you just need a single phone line at a location. However if you require an entire PABX solution for SIP phones or traditional handsets, we can provide that too - including installation, configuration and support.

If you want to do away with physical phones all together, we can add phone numbers to Microsoft Teams or Cisco Webex accounts. Whatever your needs may be, we can provide you with the right connection options to suit your circumstances.

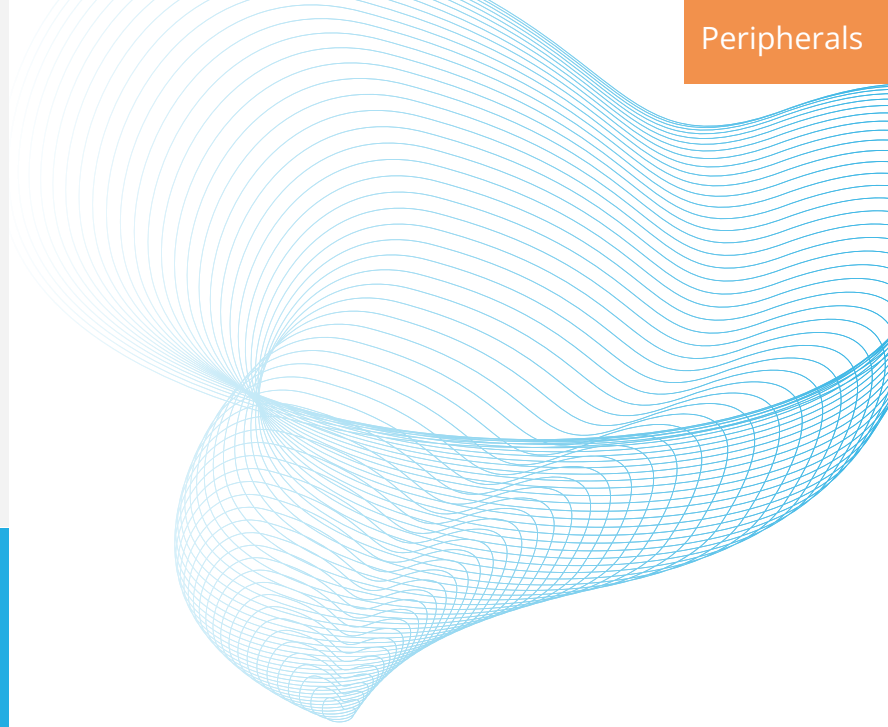


Nurse Call

Telesmart is an Austco authorised reseller in New Zealand. We pull it all together to make sure everything is working beautifully.

Designed by Caregivers, for Caregivers

By seamlessly connecting caregivers and patients in real-time, we can elevate the level of care you provide, while simultaneously enhancing the quality of life for your patients. This real-time connection also ensures that management is equipped with the essential information they require to optimise workflow efficiency. Through this integrated approach, we bridge the gap between caregivers, patients, and management, fostering a comprehensive and efficient healthcare ecosystem that prioritises both patient well-being and operational effectiveness.



Headsets

We offer a range of headsets that will work with your PC or handset, allowing you to make and receive calls hands-free. Our headsets are designed to be comfortable to use, and are available in a range of styles and features.

Deskphones

We offer a wide range of handsets for use with our phone systems. Whether you plan to connect to a local PABX or use a cloud-based account, we have a handset that will work for you - even if you're looking for video calling capabilities.

Collaboration Devices

Our video conferencing hardware works seamlessly with both Microsoft Teams and Cisco Rooms, allowing effortless collaboration in a range of room sizes, from huddle rooms to boardrooms and beyond. Our devices feature presenter tracking and framing, superior audio and rich media sharing.

Peripherals

Our peripherals add value to your team by boosting productivity, saving you time, reducing your travel expenses, and providing a superior collaboration experience.

Support

Packaged and bespoke support of your IT environment, tailored to your needs.



Australasia-wide Coverage

We provide world-class solutions and support, Australasia-wide. We offer wrap-around Service Agreements that meet your exact requirements, as well as 24/7 support if you need it. You'll be able to contact our team, and be contacted, in a way that suits you – by 0800 number, email or web portal.

Helpdesk

Our helpdesk agents remain your primary point of contact at all times, meaning you won't waste your time being passed from pillar to post. By retaining ownership of your request, the agent will make sure that you're kept in the loop about its progress and resolution.

Engineering

Our team of experienced, certified engineers provide support across our complete range of solutions. From voice and collaboration engineers to network and security experts, we have you covered. No matter how big or small your issue, we are here to alleviate your pain points across whatever solution set you may have.

Our Customers

Our customers range from large corporates to new start-ups, across both public and private sectors. Here's just a sample.



Don't take our word for it

Hear what our customers have to say...

"The pace at which deployment occurred was exceptional."

John Tucker
Head of Technology Solutions
OSPRI New Zealand

"Our entire team is at home working seamlessly."

Mandy Hancock
Chief Operating Officer
Acumen New Zealand

*"Excellent service provided by the team.
Highly recommend Telesmart!"*

Andrew Matautia
Chief Operating Officer
Care Upfront Limited



"I am taking this time to appreciate the support given by the Telesmart team during this year."

Sheran Randeniya
Customer Experience Team Lead
Fletcher Building



"Gore Health has been a customer of Telesmart for around 5 years. The staff at Telesmart are always willing to help."

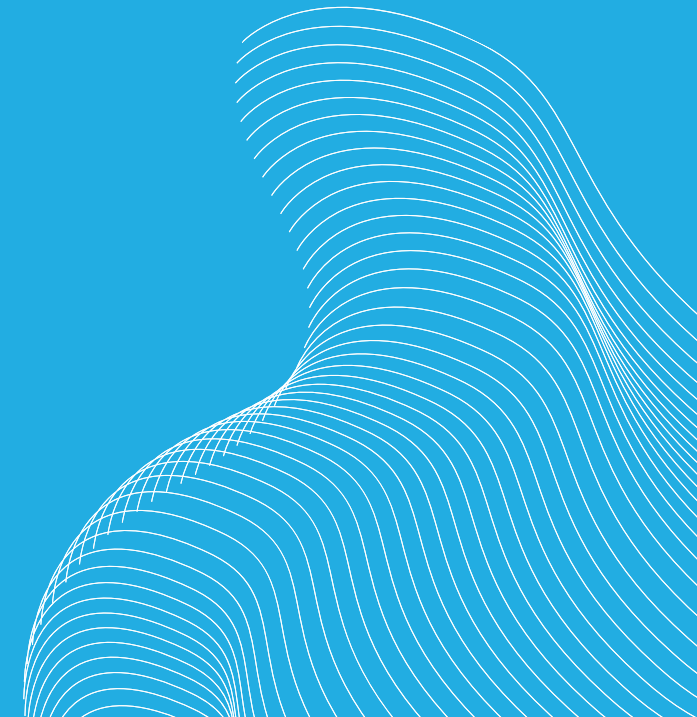
Fiona Marsh
Administration Manager
Gore Health



Our customers also said...

"Telesmart is a critical business partner for Access Community Health. They provide our end to end ICT solutions for our entire business throughout New Zealand. They have shown to be extremely responsive, solutions focussed and they are constantly looking at ways to enhance and add value to our business. Our business operates 365 days per year and Telesmart support crew provide great back up service when needed."

Alison Van Wyk
Chief Executive Officer
Access Community Health



Partnership

Our partners are leaders in their field, and we are proud to work with them. We look forward to providing you with the best of our partners' technology and services to improve your productivity and overall technology experience.



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