

Zen helps partners to enter mutually beneficial relationship

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Zen has helped to facilitate a strategic partnership between ITSB and Crystal Clear Telecom, bringing benefits to both businesses and expanding the range of Zen products and services available to their customers.

The partnership between Bournemouth based managed IT services provider ITSB and Crystal Clear Telecom - a telephony provider based in Poole - will see Crystal Clear taking care of ITSB's telephony needs, with 120 ITSB customers moved onto Zen platforms. In a reciprocal agreement, ITSB will provide IT solutions to Crystal Clear customers. The result is that both businesses will be able to provide their customers with a broader range of services.

Zen was instrumental in facilitating the new partnership, and as Sean Craven, Zen's account manager, says: "Having identified a possible mutually beneficial partnership between ITSB and Crystal Clear, we helped to bring the two businesses together. The two Zen partners are now working collaboratively to offer each other's services to their own customers. They are able to focus on their core business as well as growing what they can offer to their customers through the mutual partnership."

As Zen partners, both businesses – and ultimately their customers – will benefit from a host of features such as key account management, marketing and business development support, access to product experts and ongoing impartial advice and support.

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For further information:

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Editor's Notes

Zen Internet is a telecommunications and internet service provider (ISP), providing a full range of data, voice, hosting and infrastructure services to homes and businesses across the UK.

Zen provides its customers with the capabilities they need to communicate, collaborate and thrive in a highly-connected world, all supported by a highly robust and resilient independent network.

The company delivers excellent customer service and technical support. Zen has won many awards for excellent services including PC Pro's Best Internet Service Provider, the UK IT Industry Award for Services Company of the Year, a UK Customer Experience Silver Award for Technology & Telecoms, and was recently named a Which? Recommended Provider for Broadband Services.

Zen also provides business-grade broadband, Ethernet and data services for a wide range of large business and corporate customers.

Zen Internet employs more than 400 staff and last year (2017) generated revenues of £63.5m.

Zen is a Sunday Times 100 Best Companies To Work For.