

Zen strengthens relationship with Inclarity Communications

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Zen has struck an agreement to extend its service provision to Channel partner Inclarity Communications, the long established and trusted provider of cloud-based communications services.

As a result of the agreement, Inclarity – already a consumer of Zen broadband services – will see its broadband service expanded and its PSTN services migrated to Zen. Using Zen's Partner Portal will result in better self-service and a more streamlined and efficient service for Inclarity customers.

"Zen's portal gives us better control in that it enables end-to-end service management. It also allows us to do simultaneous provide orders with minimal disruption to a user's business," says Enzo Viscito, Inclarity's Managing Director.

Zen's Steve Warburton, Managing Director for Channel, welcomes the agreement: "It is really pleasing to work with a partner that shares our ethos regarding the importance of customer relationships," he says. "Our close association with Inclarity not only offers improved delivery and servicing tools through the portal, but also gives them full access to ultrafast FTTP and G.fast as it rolls out throughout the UK. These are exciting times for the Zen and Inclarity relationship."

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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.

About Inclarity:

Inclarity is the UK's leading dedicated provider of cloud-based telephony (VoIP) and unified communications services. Our solutions are specifically designed to help businesses of all size and shape to communicate more effectively while reducing costs and increasing productivity. We combine a feature-rich Broadsoft platform with our own highly secure and resilient network to provide exceptional premium services to our channel partners and end-users.