



# Midus

Complete Voice and data



# Free spirits

We focus on providing solutions that improve efficiency, increase flexibility and provide cost savings. We supply, install and maintain voice and data equipment for businesses across all industries and company sizes.

Our independent status and expertise ensures you receive impartial advice and exceptional quality of service.

## choose your own

Midus is a fully converged voice and data integrator capable of delivering complete solutions for all your voice and data needs.

# Midus



extra support - when you need it

to ensure you maximise the benefits of our leading  
network solutions.

## enquiries

Midus provides high quality and reliable business telephony services that can help you reduce costs and improve efficiency.

### line rental

Midus can install new lines and take over existing lines to offer reduced cost, consolidate billing and improved fault management.

We provide ISDN 30, ISDN 2 and analogue lines and will help you choose the right number and types of lines for your business.

### call tariffs

We tailor our call plans to suit your call patterns and provide clear and concise bills and reports in flexible formats.

We only use tier 1 carriers for our business telephony services to offer premium voice quality and can build in redundancy to ensure continuity of service.

### direct network connection

For larger sites a direct voice circuit from a line provider other than BT can significantly reduce installation, line rental and call charges whilst adding resilience.

### SIP trunking

In addition to analogue and ISDN lines Midus can also connect you to our voice network over Session Initiation Protocol (SIP) trunks using IP connectivity such as ADSL, SDSL or a leased line as appropriate.

SIP trunking can offer significant savings over ISDN rental charges and the benefit of free calls to other sites and remote workers using compatible Midus services.

### non-geographic numbers

NGN numbers allow you to improve and monitor the efficiency of incoming call handling and minimise the cost and disruption of moving site or line failure.

118 909 offers an excellent directory enquiry service for up to 30% less than the most popular 118 numbers. With a simple automated switch to 118 909 you can reduce your costs, improve controls and still maintain the same level of service.

The ability to quickly change the delivery number makes NGN perfect for disaster recovery applications and statistics to allow marketing departments to track the success of promotional campaigns.

### virtual numbers

In addition to NGNs we can also offer geographic numbers with similar functionality to an NGN.

These can either be new numbers or we can port your existing telephone numbers which is of particular benefit when closing sites down as an alternative to BT's call forwarding option (RCF).

### hosted telephony

Midus offers a hosted telephony service to suit any size of business as an alternative to the purchase of an on-site telephone system.

Hosted telephony offers many of the features of a traditional PBX but delivers them from a central telephony server.

### mobility

We are all increasingly working outside of a traditional office environment but still demanding business class communications.

Midus's mobile solutions including mobile handsets and data cards can help you to work efficiently from wherever you are.





Midus offers a range of reliable IP & data solutions to meet your business requirements. We can provide as much or as little help as you need, complementing your in-house capabilities, from wires only to a fully managed solution.

**broadband**

Not all broadband is the same. Midus broadband is business class providing consistent connectivity with guaranteed throughput.

This makes our broadband ideal not only for simple Internet access but also for creating connections between offices and home workers and for carrying voice traffic and other applications where quality is of the utmost importance.

**leased lines**

A leased line provides you with secure, dedicated connectivity backed up with a robust SLA. Where applications require greater resilience, a leased line to the Internet or between sites may be more appropriate

**IP Virtual Private Network**

With IP VPN you can link sites and home workers together for both voice and data allowing all your staff to work together more efficiently.

Midus can help you to implement a cost effective private IP VPN network which will facilitate the use of applications such as VoIP and ensure business applications run smoothly and securely.

**IP SAN**

Our IP SAN is a robust and scalable replacement for dedicated servers and tape back-up for businesses that run critical applications and require 100% uptime and ultra fast recovery from data loss or corruption.

**LAN readiness tests**

Midus provides the facility to check your current network's capability. The service gives you the knowledge of your capacity to deploy Voice over Internet Protocol (VoIP) and highlight any issues prior to installation.

# IP and data solutions

**outstanding performance - quietly and calmly**

Midus provides fully integrated IP and data solutions, focused on **adding value to your business**

# equipment


## equipment you can depend on

Midus offers a full range of Voice over IP solutions as well as traditional telephone systems and voicemail solutions **to your requirements.**

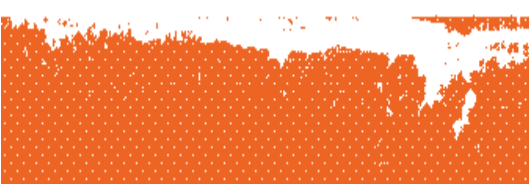


## installation

Our engineers are trained and experienced to install and maintain a variety of telecommunication equipment. Your Midus team will provide dedicated planning support for all installations and upgrades.



From design through to supply and installation, our team of experienced engineers and account managers will work with you to provide an innovative and flexible solution delivering maximum business benefits and reduce costs.



### telephone systems

Midus can offer a full range of Voice over IP solutions as well as traditional telephone systems. Voicemail solutions to your specific requirements can be provided with any telephone system.

### handsets and headsets

We supply a vast range of both telephone handsets and headsets at highly competitive prices. A great choice of cordless phones are available to allow greater workforce mobility and improved communications.

### battery backup – UPS

Plan for the unexpected. Midus offers uninterrupted power supplies to meet your requirements.

### call logging

Our call logging service provides you with better control. You can monitor calls made to and from any extension, even mobile phones.

Call logging enables you to track and charge costs to the right department, identify the optimal number of lines required and protects against fraudulent or wasteful high phone usage.

### call recording

Using call recorders to capture all the calls that your organisation makes, ensures you conform to legal requirements in relevant markets and can assist in the training and development of your employees.

### unified communications

Unified Communications can transform your business, no matter what industry you are in or the size of your organisation.

Bringing together different means of communication such as; voice, email, conferencing, video and instant messaging can make a huge difference to employee productivity and job satisfaction.

### voice activated directory (VAD)

Simply state the name, the service or the department you are looking for and advanced speech-recognition will enable calls to be put through to the right person so that customers will only need to know one number for your company.

### multimedia contact centre

An intelligent system that automatically distributes calls and other media\* to the right person in your business. Incoming calls can be completed on first contact with the customer, increasing efficiency and improving the customer experience

\*Telephone calls, email, fax and web chat.

**maintenance & support**

Top class equipment is important but this should be matched with first class maintenance and support. Without it even a trivial problem could cut your access to your employees, customers, suppliers and data.

**flexible cover**

24 hour cover to suit you. One fixed fee every year, giving you peace of mind and a structured budget, or a flexible 24 hour cover in 'pay as you go' format with one fixed fee for any fault regardless of call out time.

**Webcall**

Midus's online fault reporting tool makes it easy to log faults, view current status, history and call statistics.

**remote programming changes**

Daily remote programming changes made within 24 hours of your request. An easy choice saving you time and money.

**back-up and manufacturer support**

Fault management is tailored to meet agreed service level agreements. Additional manufacturer support means we can involve manufacturers directly for speedier results.

**one contact**

With Midus looking after your telephone system, lines and calls you will only ever need to speak with us to order a new service or report a fault.



**maintenance cover**

Maintenance support from Midus is tailored to suit your business needs giving you increased flexibility, peace of mind, security and lower costs.

**IT infrastructure**

Midus provides an IT infrastructure service to supply, install and configure your network needs. We offer maintenance on routers and switches for all leading providers.

**reliability testing**

Our testing ensures a reliable service delivery. We test your network over a prolonged period to check its durability under pressure.



**down the line - wherever you are**

Backed by Midus's **and support** you won't be cut off from the outside world.



# IT Services



fast and versatile - with secure performance

Midus's IT services can **save you time, money and data**

With no need to invest in new equipment or spend valuable time running your network, Midus's IT services can save you both time and money.

#### **email & web filtering**

Our email & web filtering packages ensure you are protected from attacks and that your employees use your assets to the full potential.

Emails are scanned to stop viruses and filtered to remove SPAM. Automated backup of emails ensures you have access to your information in the event of a system failure.

Web filter gives you control of what type of websites are being viewed and allows you to block access to sites. The service can also block downloads for certain file types and for applications to connect to the internet (e.g. Instant Messaging).



Midus's online remote backup protects you from losing valuable information in the event of a system failure or loss of data.



#### **online remote backup**

Automated backups ensure your data is regularly backed up and stored in secure hosted data centres and you receive daily notifications of full back up success.

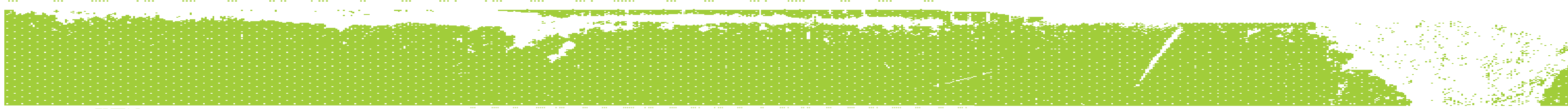
Easy access is provided to stored information to allow for quick recovery and minimum downtime.

#### **remote network monitoring**

Keep a close eye on your infrastructure from anywhere in the world. The system can be configured to monitor almost any element of a network from business critical servers to peripherals such as printers.

All network devices are monitored and when an issue occurs a notification is immediately sent via email and sms to chosen recipients.

Issues are diagnosed remotely and can in many cases be resolved remotely as well, saving you valuable time.





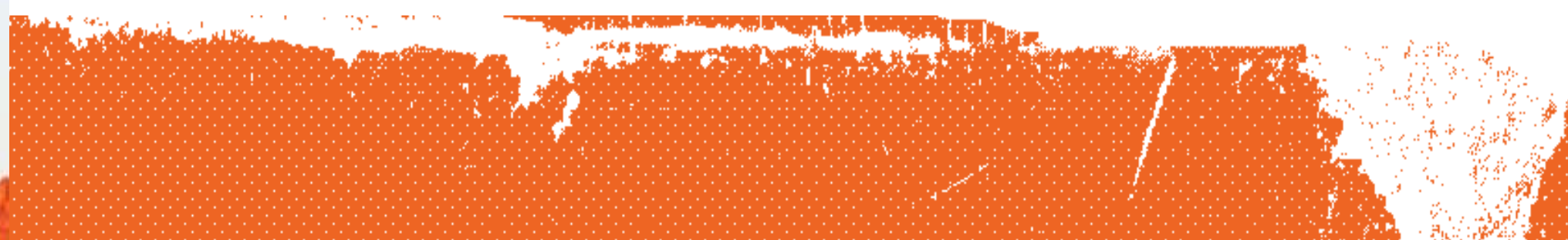
Independent, dedicated and focused - Midus will work with you to help shape and define your voice and data strategy for the future.

The world has changed and so have your choices. Seamless connection of voice and data traffic opens up endless possibilities to improve the way we work.

Our UK wide engineering presence allows you to meet the same engineers who you get to know and trust. We are AIM listed on the London Stock Exchange and reported financially stable by Plimsoll. We have been trading for more than 15 years and are BSI accredited.

**the opportunities are endless**

**Midus works with you to meet your requirements today and tomorrow**



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