

NUVIAS | UC

Supporting the Channel with Zoom



Table of Contents

Page 3 - Introduction

Page 4 - Zoom in today's market

Page 5 - Why choose Zoom for your customer's requirements?

Page 6 - Zoom at the centre of the Nuvias UC eco-system

Page 7 - Nuvias UC full solution map

Page 8 - Meeting space solutions from Nuvias UC

Page 9 - Telephony solutions from Nuvias UC

Page 10 - Contact Centre/CX solutions from Nuvias UC

Page 11 - UCaaS solutions from Nuvias UC

Page 12-13 - The full Zoom offering

Page 14-15 - Zoom Workplace Solutions

Page 16-17 - Zoom Business Services

Page 18 - Nuvias UC Professional Services

Page 19 - Why Nuvias UC for Zoom?

Page 20-21 - Nuvias UC Solutions Directory

Page 22 - Nuvias UC Key Contacts

Adoption of Zoom is growing. You can grow with it.

Considering all solution stacks

When you think of Zoom, video meetings might be the first thing that comes to mind. However, as workplace collaboration evolves, so does Zoom's ecosystem. Today, it's much more than meetings, it's an integrated platform spanning AI-powered customer engagement, modern telephony, advanced workspaces, and seamless third-party integrations.

With Zoom playing a central role in business communication, it's essential to partner with a technology enabler like Nuvias UC. We help partners navigate, integrate, and maximise the full Zoom ecosystem, ensuring seamless deployment and unlocking new opportunities to enhance productivity, customer experience,

The channel opportunity



By 2026, the **meeting room solutions market** will exceed **\$7 billion**, with Zoom Rooms driving demand for AI-powered video conferencing, smart automation, and seamless integrations, supported by Nuvias UC's expertise.



The **UCaaS and CCaaS** markets combined are expected to reach a compound annual growth rate **(CAGR) of over 25% by 2027**, fueled by hybrid work and the demand for AI-driven customer service.



The global UCaaS market, where **Zoom Phone** competes, is forecasted to grow to **\$140 billion by 2028**, with Zoom Phone leveraging AI to streamline tasks.

As a Channel Partner in the UC space, there are 3 main opportunities around Zoom: **Zoom Licenses | Product Attachment | Services Attachment**

With Nuvias UC, partners can unlock additional revenue streams alongside their Zoom licenses, through hardware, professional services, integrations, and managed services, creating significant upsell and cross-sell opportunities.

Hello, extra margin!



Why choose Zoom for your customers' communication needs?

It will come as no surprise that Zoom was recognised as a 'Leader' in Gartner's Magic Quadrant for UCaaS worldwide in 2024 for the fifth consecutive year. The Zoom platform is efficient, secure, and easy to use.

Let's explore the need for this in businesses today.

The importance of effective communication



80%
Employees who think remote collaboration is better than or just as good as in-person



95%
Employees who want remote work



7 out of 10
Say they have wasted time at work due to communication problems

According to a recent end-user survey, conducted by Zoom.

The Zoom impact



52 minutes
Productivity time gained per user per week



70% more efficient
Faster sales cycle leads to quicker revenue generated



\$12,000 a year
Est positive financial impact added from AI-first platform per user



75%
Reduction in troubleshooting time for IT teams

Zoom, trusted by many

7 Million
Zoom Phone paid user seats

3.3 Trillion
Meeting minutes facilitated by Zoom every year

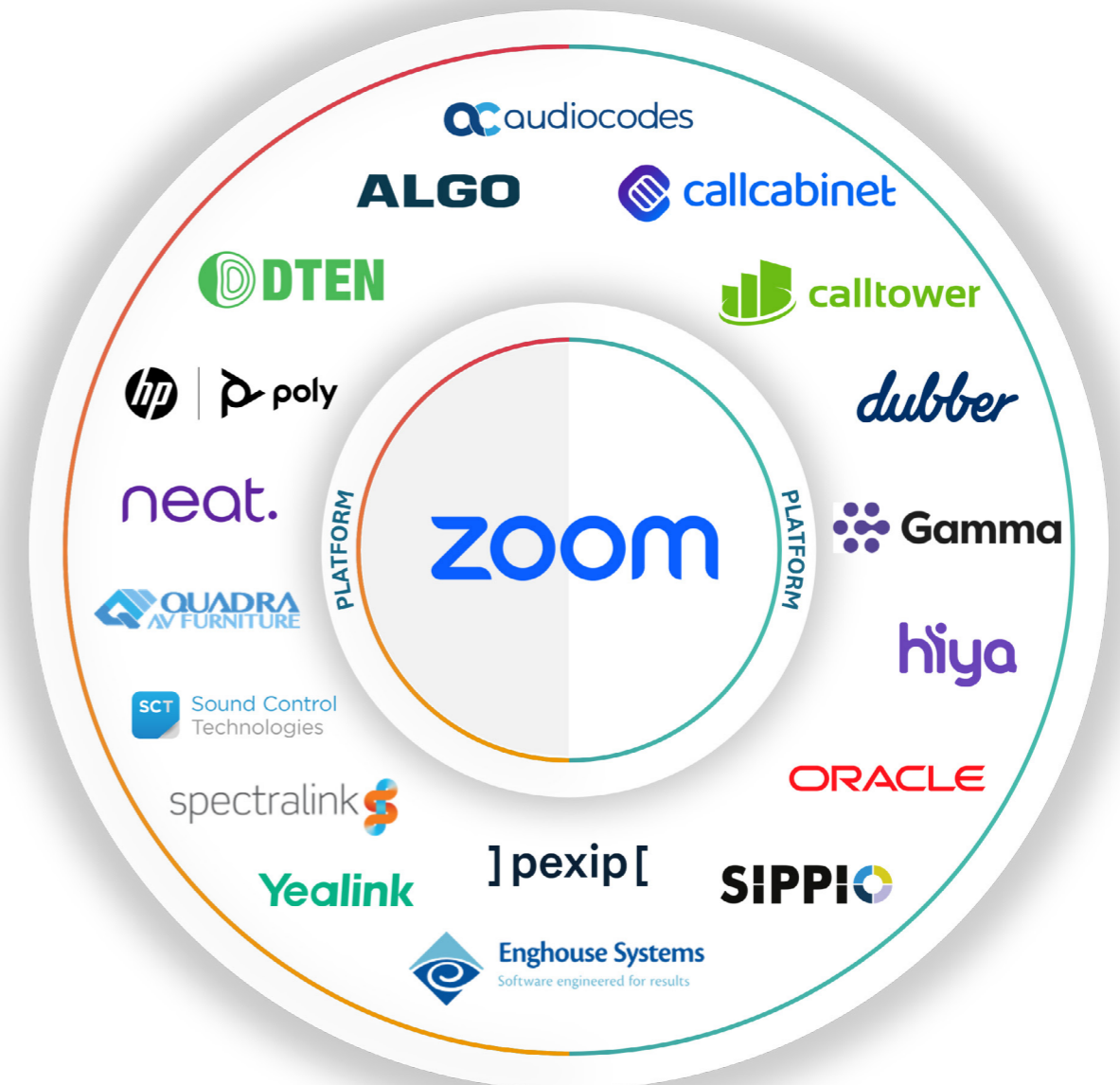
200+
Countries and territories using Zoom

How to win with Zoom and Nuvias UC

Nuvias UC has restructured into specialised business units to provide focused support across software, hardware, and services, ensuring you have access to the right expertise for every enquiry.

With a dedicated team including a Marketing Manager, BDM, Operational Support and Pre-Sales Solutions Expert, you're fully equipped to grow opportunities and deliver tailored solutions. Zoom is central to our vendor portfolio, seamlessly integrating across our collaborative technologies, and backed by over 200 technical and sales accreditations within Nuvias UC.

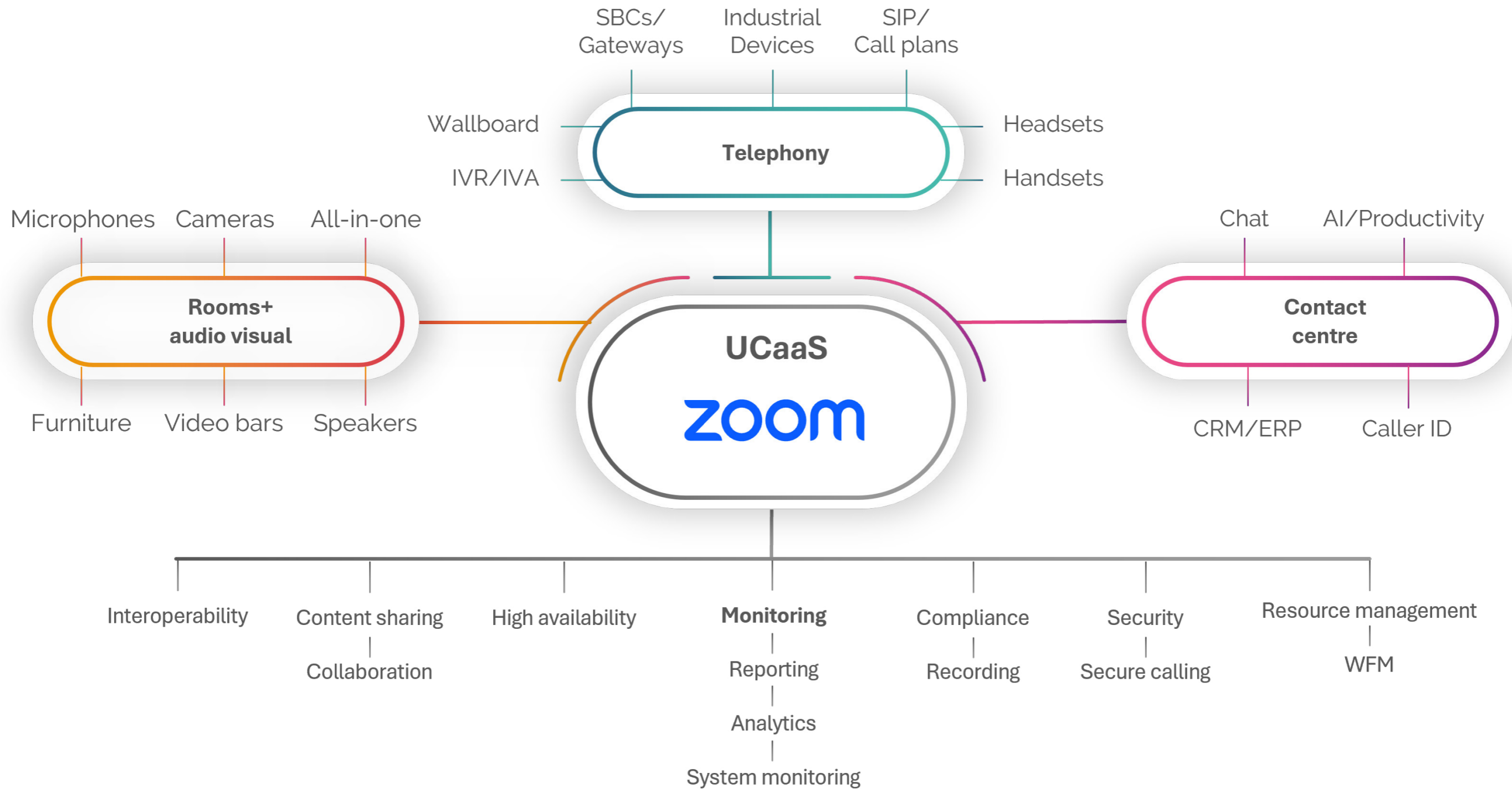
As one of the first European distributors certified in the Zoom Up Services Programme for ZCX deployment, we're uniquely positioned to support everything from Zoom Contact Center to installation, provisioning, and beyond.



One opportunity could lead to another

In today's converged communications market, a request for one solution can open the door to a whole range of others.

At Nuvias UC, we have the expertise and the capabilities to support you with all of the below.



HARDWARE SOLUTIONS

When building our portfolio of meeting space vendors, we considered the leading suppliers of room solutions, alongside those who enhance the functionality and aesthetics of your customers' spaces, ensuring that everything is handled by a single distributor. The below vendors are the perfect addition to your portfolio alongside Zoom.



DTEN offers all-in-one Zoom-certified collaborative screens, like the DTEN D7X, combining video conferencing, whiteboarding, and content sharing to enhance hybrid meeting room environments.



Poly is a leading manufacturer of Zoom certified video hardware solutions, designed to enhance audio and video in rooms of all sizes, with advanced functionalities such as NoiseBlock AI.



Pexip essentially bridges the gap between different video conferencing systems, facilitating cross-platform integration, therefore, adding value and versatility to your customers' Zoom spaces.



Quadra offers a range of furniture solutions specifically designed for providing ergonomic, functional, and aesthetically appealing options for meeting spaces.



An AV engineer's dream, SCT creates cable hubs and management systems that provide a single point of power, connectivity, and extension, all while keeping the room tidy.



Yealink offers cost-effective solutions for Zoom available in customisable MVC bundles or standalone video bars, providing high-quality video and audio.

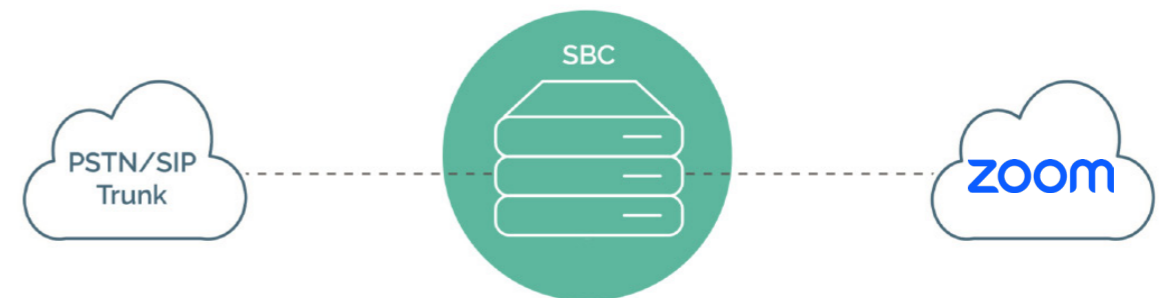


SOFTWARE SOLUTIONS

Cloud Telephony



Session Border Controllers from AudioCodes & Oracle (SBCs) are essential for enabling direct routing in Zoom, connecting a customer's PSTN or SIP trunk to Zoom's telephony features. Acting as intermediaries, SBCs securely route voice traffic between Zoom and external telephony networks, such as traditional phone lines or VoIP services. This integration allows businesses to use Zoom for external calls while maintaining their existing telephony systems.



Endpoints



Algo focuses primarily on audio, paging, and alerting systems. Their devices, such as IP speakers, door intercoms, and emergency alerting systems, enable real-time communication in open spaces such as industrial estates.



Poly and Yealink both provide a variety of Zoom-compatible devices, designed to enhance conversations further - ranging from handsets, to headsets for comfort and flexibility.



Spectralink provides Zoom-certified mobile devices, designed for frontline workers in industries such as healthcare and retail. These rugged devices enable voice calls, Zoom messaging, and alerts.



CONTACT CENTRE SOLUTIONS

Organisations are adopting cloud-based contact centre solutions to enhance customer experiences and streamline operations, benefiting from lower costs, rapid deployment, and scalability. Advanced technologies such as AI and machine learning further enhance CCaaS capabilities, allowing for more personalised and efficient customer interactions.

At Nuvias UC, we enable our partners with a range of collaboration vendors that enhance the Zoom Contact Centre offering.



CallCabinet is a leading provider of AI-driven compliance recording and analytics. Its cloud-native platform integrates with Zoom Phone and Contact Center to securely record, transcribe, and analyse interactions.

With automated compliance and AI-driven insights, CallCabinet helps businesses meet regulations while enhancing quality assurance. As part of the Nuvias UC portfolio, it strengthens the Zoom ecosystem with scalable, intelligent compliance solutions.



Dubber is a leading provider of cloud-based conversation intelligence and compliance recording solutions. Integrated seamlessly with Zoom Phone and Contact Center, Dubber enables businesses to automatically capture, store, and analyse conversations for compliance, security, and business insights.

With AI-driven transcription and sentiment analysis, users can enhance customer experience and regulatory adherence. Dubber strengthens the Zoom ecosystem with scalable, intelligent recording solutions that drive smarter decision-making.

Did you know that businesses typically invest several times the cost of their core software licenses in complementary products and services?

VOICE SOLUTIONS

Nuvias UC is a leading specialist distributor in the UCaaS market, providing a comprehensive portfolio of technologies and services to enhance and simplify cloud communications.

With Zoom as our key platform, we offer seamless solutions that integrate cutting-edge hardware, network optimisation tools, and collaboration software to create a fully optimised UCaaS environment. Our professional services ensure smooth deployment, effortless migration, and ongoing support, enabling partners to deliver reliable and scalable Zoom solutions. Backed by deep industry expertise and a commitment to innovation, Nuvias UC empowers businesses to stay connected, productive, and future-ready.

Our BYOC offerings



1. Comprehensive BYOC Offerings - Ideal if the end user doesn't have a carrier

Whether your customers need a cost-effective solution or a feature-packed service, we provide tailored options to suit every requirement. Our partnerships with leading carriers like Gamma, SIPPIO, and CallTower ensure that we deliver flexible and scalable solutions.

2. Expertise in SBCs for Seamless Connectivity - Ideal if the end user does have a carrier but it doesn't natively connect to Zoom

Our expertise in Session Border Controllers (SBCs) ensures smooth integration and connectivity between carriers and UCaaS platforms. This guarantees a hassle-free migration path for customers, allowing them to retain their existing carrier while transitioning to their new platform.

The Full Zoom Offering

Zoom is revolutionising the way businesses collaborate and operate with an integrated ecosystem that combines productivity, communications, and business services, all powered by AI Companion. This visual representation highlights Zoom Workplace as the hub for seamless collaboration, offering tools like Meetings, Team Chat, Phone, Whiteboard, and Workspace Reservation.

On the business services side, solutions such as Contact Center, Workforce Management, and Revenue Accelerator enhance customer engagement and operational efficiency. Supported by an extensive ecosystem of partners, including Microsoft, Google, Salesforce, Atlassian, and ServiceNow, Zoom delivers a connected experience that streamlines workflows and drives business success, supported and enabled by Nuvias UC.



Zoom Workplace

Get more done with an AI-first work platform.

Communication



Meetings

Connect, collaborate, and get more done together with trusted video meetings. As a trusted Zoom distributor, we offer full enablement and deployment support, including licensing guidance, security best practices, and integration expertise to help partners deliver a seamless video experience to their customers.



Team Chat

Enhance collaboration with Team Chat - Connect your teams and streamline communications with instant messaging integrated into the Zoom platform.



Scheduler

Scheduling made easy with Zoom Scheduler - Share bookable time slots, automate email or SMS reminders and confirmations and much more.



Phone

Cloud VoIP Services powered by AI - Voice communications built for modern work. Nuvias UC offer support for global PSTN, BYOC, and hybrid deployments with tools for provisioning, migration, and integration with legacy systems like Mitel. Partners benefit from flexible packages and pre-sales support.



Mail & Calendar

With Zoom Mail and Zoom Calendar, you can combine your calendar, email service, chat, phone calls, virtual meetings, and more, all in the same app.



Docs

Supercharge Zoom Workplace collaboration with AI-first docs that transform meeting content into actionable documents, wikis, and projects.



Whiteboard

Enhance collaboration with online whiteboards, where teams brainstorm, plan, and learn.



Rooms

Bring meeting spaces online. Conference rooms that make it easy to run or join video meetings with a tap of a button.



Workspace Reservation

Workspace allows you to reserve workspaces in your offices. You can easily book available desks, personal Zoom appliances, or meeting spaces.

Productivity



Clips

Record, edit, and share high-quality, short-form video messages. Streamline your everyday communication with Zoom Clips



Tasks

Bring teams together with video conferencing - Connect, collaborate, and get more done together with trusted video meetings.

Spaces



Digital Signage

Bring teams together with video conferencing - Connect, collaborate, and get more done together with trusted video meetings.



Visitor Management

Bring teams together with video conferencing - Connect, collaborate, and get more done together with trusted video meetings.

Employee Engagement



Workvivo

Simplify communication and drive engagement with the world's leading employee experience platform. We help partners deliver Workvivo with onboarding, use case workshops, and adoption strategies to drive engagement across hybrid teams and strengthen company culture.

Zoom Business Services

Strengthen Customer Relationships

Business service solutions for the entire customer lifecycle

Customer Experience



Contact Center

Bring teams together with video conferencing - Connect, collaborate, and get more done together with trusted video meetings. Nuvias UC provide omnichannel customer support with AI and video at its core, as well as enabling partners to deploy voice, video, chat, and SMS channels with intelligent routing, CRM integration, and real-time analytics with full implementation support.



Virtual Agent

Enhance collaboration with Team Chat - Connect your teams and streamline communications with instant messaging integrated into the Zoom platform.



Workforce Engagement

Cloud VoIP Services powered by AI - Voice communications for the collaboration era.

Sales



Revenue Accelerator

With Zoom Mail and Zoom Calendar, you can combine your calendar, email, chat, phone calls, virtual meetings, and more, all in the same app. Nuvias UC can equip partners to deliver advanced sales coaching, sentiment analysis, and CRM insights, all with training and support to drive customer adoption.

Marketing



Events

Supercharge Zoom Workplace collaboration with AI-first docs that transform meeting content into actionable documents, wikis, and projects.



Sessions

Enhance collaboration with online whiteboards, where teams brainstorm, plan, and learn.



Webinars

Record, edit, and share high-quality, short-form video messages. Streamline your everyday communication with Zoom Clips

Ecosystems



APIs & SDKs

Bring meeting spaces online. Conference rooms that make it easy to run or join video meetings with a tap of a button.



Workflow Automation

Workspace allows you to reserve workspaces in your offices. You can easily book available desks, personal Zoom appliances, or meeting spaces.

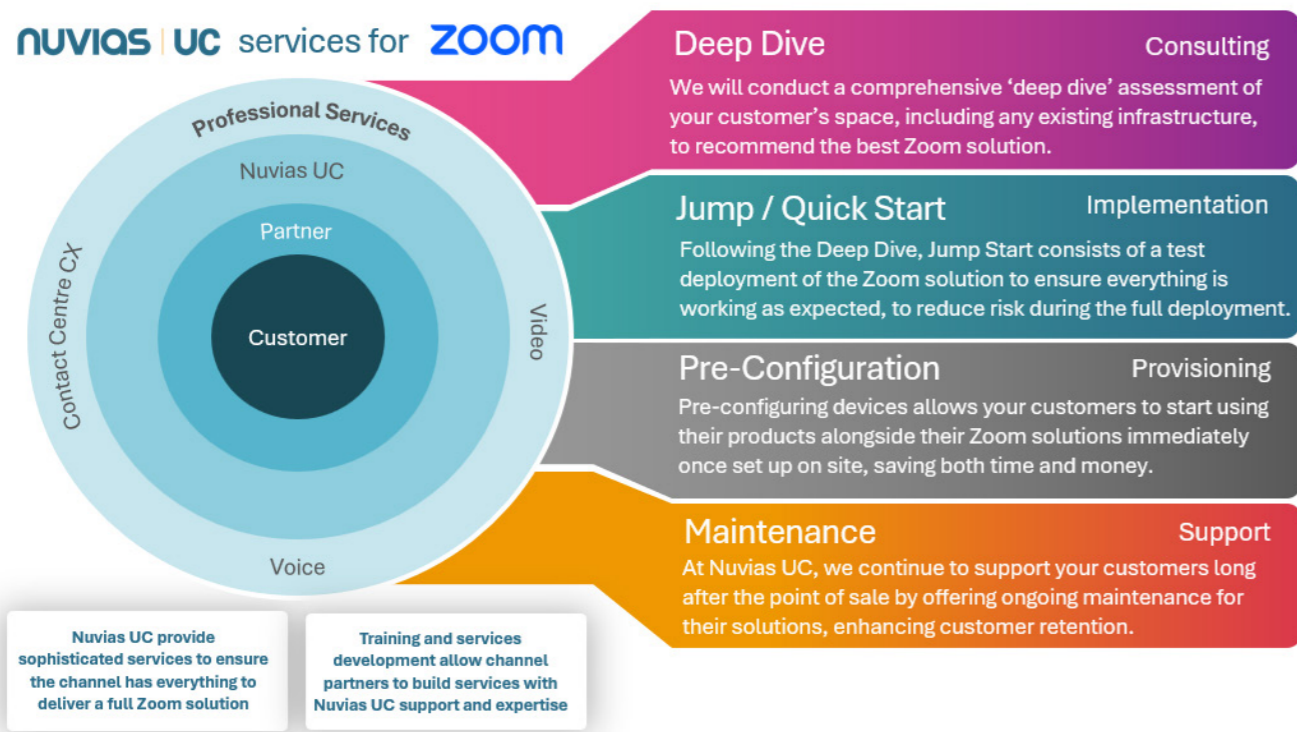
PROFESSIONAL SERVICES

The Converged Communications market is evolving rapidly, reshaping how businesses operate. To stay competitive and profitable, we must adapt our strategies and leverage emerging technologies, as well as integrating them seamlessly with foundational systems and services.

UCaaS and CCaaS platforms are built on decades of telephony and video innovation. Their full potential is unlocked through smart integration, bridging legacy infrastructure with modern capabilities. At Nuvias UC, we embrace this by offering more than just licenses, we provide the technology, expertise, and services that turn a platform into a true business solution.

As your distribution partner, Nuvias UC can support you in assessing your customers' requirements, followed by implementation, deployment, and ongoing managed services to enhance customer satisfaction and retention.

Our support can be provided on an ad-hoc basis, as one of our pre-packaged services (detailed below), or through a bespoke solution tailored to your specific project needs. Whether you require short-term overflow support or lack internal long-term investment, we are here to help.



Why Nuvias UC? What can we offer?

Our mission is to combine deep industry knowledge with cutting-edge advancements, empowering partners to navigate the evolving market with confidence.

Nuvias UC has over 200 internal accreditations and is also one of the first distributors in the UK to be certified in the Zoom Channel Services Programme, enabling Nuvias UC to deliver Zoom services on Zoom's behalf. Read more about this [here](#). We can offer:

Comprehensive Sales & Pre-Sales Support

We provide certified experts who help resellers design and position solutions effectively, ensuring competitive advantage.

Ecosystem of Zoom Solutions

Our diverse portfolio including UCaaS, CCaaS, hardware, and integration services enables resellers to offer tailored, high-value solutions.

End-to-End Services Portfolio

From provisioning and migration to managed services, we help resellers execute seamless Zoom deployments with minimal disruption.

Partner Enablement & Pathfinder+ Programme

Through training, certifications, and marketing resources, we equip resellers with the knowledge and tools to drive business growth.

Partner Engagement

We value ongoing engagement and socialisation with partners through regular check-ins, collaborative planning sessions, and industry events.

Strategic Vendor Partnerships

Strong alliances with industry leading vendors ensure resellers have access to the latest technologies, competitive pricing, and expert support.

Proven Results

With consistent revenue growth across video and CCaaS solutions, we deliver measurable success for our partners.

Tailored Reseller Support

We take a consultative approach, offering resources and expertise to help resellers build channels, engage customers, and drive revenue.

Renewals & Growth Strategies

Our proactive renewal support, achieving a 102% renewal and upsell rate, ensures partners retain customers and expand value year after year.

With Nuvias UC, resellers gain more than a distributor, they gain a partner dedicated to long-term success in an ever-changing market.



Nuvias UC Solutions Directory

BYOC

Provide your customers with competitively priced calling plans, with different solutions to fit their use case and business profile, keeping your offerings cost-effective.

Call Recording

Most UCaaS platforms include call recording solutions, but many industries need a solution that meets their industry compliance needs. Specialist solutions are available to meet their differing and strict requirements.

Door Access & Safety

Integrated safety systems, such as emergency lights or tannoy, with door access & intercom is essential to the successful deployment of UCaaS systems into industrial, medical, education and other vertical markets.

Finance Services

Convert hardware, software and service deals into a monthly subscription of either 3 or 5 year opex payments. Commissions can be paid up front.

Hardware Provisioning

Whether it is a ready-to-connect phone provision, or a video system with the latest firmware installed and tested, provisioning is key to cost effective and service ready deployment.

Headsets

With different personas and use cases, headsets are an important interface into UCaaS for office and homeworkers, or for those on the go.

Industrial Devices

Devices for industrial use often have special requirements, from oil resistance to UV light resistance for medical cleaning. Having the right expertise and devices for specific use cases is essential for the success of the UCaaS platform.

License

Flexible license solutions to have monthly or annual subscriptions, with a full renewals process to support.

Migration Services

One of the biggest risks in deploying a solution is migrating from the old platforms. Nuvias UC migrations are amongst the best in the industry with knowledge and experience of many modern and legacy systems, with a great track record of customer satisfaction.

Phones

Our portfolio of complementary products, including call recording, analytics, and SIP integration, allows resellers to offer bespoke, differentiated solutions to their customers.

Product Recycling

Full tech refresh service that takes back all physical items and provides a recycling certificate with charity donations for any residual value.

Room Furniture

From provisioning and migration to managed services, we help resellers execute seamless Zoom deployments with minimal disruption.

Room Installation

Delivering a professional and well managed room project is key to a visibly successful UCaaS deployment. Expertise, experience and cost-effective deployment is key to success.

SBCs

Integrate, migrate or failover to existing calling platforms and PSTN/BYOC solutions. Nuvias UC provides a comprehensive range of SBCs that secure and manage voice traffic between networks. Our SBC solutions help ensure compliance, protect against threats, and enable seamless interoperability across diverse UC environments.

Secure Meetings

We provide partners with secure meetings through our robust portfolio of trusted meeting platform providers, delivering peace of mind with every conversation.

Support Services

Nuvias UC offers expert support services designed to help partners and their customers maximise uptime, resolve issues quickly and stay connected with confidence.

Survivability

While UCaaS platforms offer exceptional availability, issues can still arise, especially in the connections between the user and the platform. That's where Nuvias UC adds value, with solutions like survivable gateways and network failover technologies that ensure business continuity even during unexpected disruptions.

UCaaS Interoperability

Deploying a UCaaS system provides an organisation with a great way to improve efficiency and collaboration. However, it can cause difficulty in collaborating with people and organisations with different platforms. Interoperability solutions allow users to seamlessly joining meetings with one click which ever platform they wish to connect.

Video Infrastructure

Managing cabling, simplifying the power distribution and solving problems of distance make the difference between a professional and highly function solution to one that is chaotic and vulnerable to unplugging.

Video Systems

A streamlined platform simplifies solution selection and implementation, allowing resellers to efficiently manage projects and customer relationships.

Key Contacts



Ed House

UK Cloud Software Divisional Director
edward.house@nuvias-uc.com



Cameron Long

Business Development Manager
cameron.long@nuvias-uc.com



Georgia Watson

European Marketing Executive: Software
georgia.watson@nuvias-uc.com



Andrew Graves

Team Manager - Pre-Sales
andrew.graves@nuvias-uc.com



Daniel Bassett

Sales Director & Hardware Director UK
daniel.bassett@nuvias-uc.com



Andrew Milam

Head of Renewals
andrew.milam@nuvias-uc.com



Dustin James

Sales Director - Benelux
dustin.james@nuvias-uc.com



Sagar Gandhi

Sales Director - DACH & Services Director
sagar.gandhi@nuvias-uc.com



Julien Collangettes

Sales Director - France
julien.collangettes@nuvias-uc.com

Sales: sales@nuvias-uc.com

Marketing: marketing@nuvias-uc.com

Pre-Sales: presales@nuvias-uc.com

Renewals: renewals@nuvias-uc.com

UK: +44 (0) 1635 225000

Benelux: +31 (0) 186 704000

DACH: +49 (6172) 2796 0

France: +33 1 73 28 09 09

NUVIAS | UC

www.nuvias-uc.com