



Technology Group
Empowering your Business

providing business technology
services across the UK since 1986



introduction

When PSU was formed in 1986, little did the founders know that their embryonic company would turn into the technology group that it is today, supplying and supporting IT and telecommunications equipment, hosting call traffic and providing online business solutions for some of the best known names in the UK.

'Precision Second User' was soon shortened to PSU with the company specialising in the repair and maintenance of servers and network infrastructure from its small workshop in Gloucester. That company was taken over a few years later and during the late eighties and nineties the new owners focussed on the PSU service ethos and were successful in being awarded contracts by organisations such as British Energy, Ford, the NHS and numerous public sector bodies. The fact that many of these contracts are still held today is testimony to the fact that the company has continually proved itself as a 'safe pair of hands'. In the late nineties, key industry figures were recruited from the telecommunications industry to create what is today the very successful telecoms division supplying and maintaining leading edge telephone systems and associated software and hardware. Following a management buy-out in 2003, the group has grown rapidly to now comprise several distinct but complementary divisions. PSU Technology Group continues to provide specialist IT support services and telephone systems for businesses and

organisations across the UK, PSU Talk offers clients call cost savings and the ability to analyse their bills via an online portal and finally PSU Software provides web based content management solutions. The synergy of the portfolio and the cross fertilisation of sales and engineering skills across the group means that there are now very few occasions when PSU cannot deliver exactly what a customer requires within their timescales. On a personal note I relish the challenges that we help our customers overcome on a daily basis and it pleases me immensely to be involved in such an exciting industry.

Michael Lounton
Managing Director
PSU Technology Group Ltd



contents



It is the policy of PSU Technology Group Ltd to operate a framework that allows us to deliver excellence in everything we do.

Regularly audited since 1994



FS28636

server support it and networking services business continuity

PSU Computers offers a comprehensive portfolio of server maintenance and IT networking support plans to allow your IT resource to run leaner without sacrificing productivity. Those savings can then be fed back into your budget to allow the implementation of new projects.

With IT budgets under constant scrutiny, innovation to add value and competitive edge to your organisation can seem unattainable as maintenance and support costs consume the bulk of resources. We can often show cost savings of up to 35% on server and network infrastructure maintenance when compared to your incumbent OEM maintainer. Our portfolio features a range of complementary services designed to leverage savings and flip the ratio of IT spending so more can be devoted to innovation. With over twenty years experience supporting and maintaining mission critical servers and networks for some of the biggest names in the UK, we like to think of ourselves as 'a safe pair of hands' working in partnership with your IT department to deliver operational efficiencies and help achieve your business goals.





support

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customer
testimonial
Romans
Property
Group

The reason I continue to be a customer of PSU is not only for the high quality and competitive services you deliver but also for the invaluable advice you give when integrating the latest technology within my business strategy whether it be for a computer or communications solution, I can sincerely say that this advice and technology has notably assisted my company in achieving the success it enjoys today. I would have no hesitation in recommending your services to any business outside or within the Estate Agency sector.

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telephone systems

Broadband has paved the way for BT's 21st Century network which marks a country-wide migration away from PSTN towards IP-based communications. Companies must never lose touch of the fact, however, that users require familiar desktop functionality.

PSU Technology Group has more than twenty years experience supplying and supporting leading edge telephone systems for its customers. Our project managers, manufacturer accredited engineers and experienced trainers ensure that the best fit solution is implemented each and every time in order to achieve maximum business efficiencies and cost savings. Couple this with a history of provisioning and supporting IT and telecoms solutions for some of the best known names in the UK and it becomes clear why we are regarded as the natural choice when it comes to implementing a new telecoms solution for your business. Whether you are looking for an evolutionary or revolutionary approach to your voice strategy, or are looking at gaining competitive edge, it pays to deal with the experts.



telecom

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Just wanted to say a big thank you to you, John, Craig, Darren & Scott for a job well done in helping us relocate to our new office. I thought the service was excellent, the lads were great, on time, professional & they were happy to do a little extra to get us up & running. Will chat to you tomorrow regarding our London Office move.

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customer
testimonial
Lark
Insurance

psu talk call savings line rental savings multi-site analysis



customer
testimonial
**Trenchard
Arlidge**

Following analysis of our branch call traffic, we were able to dramatically reduce unnecessary outbound calls and save nearly three thousand pounds over a nine month period



psu talk

call routing and online analysis

Many companies offer cheap calls, however savings can be quickly eroded with unnecessary non-business phone usage. To ensure that you continue to benefit from the savings offered you need to have visibility of what's going on in your organisation on a daily basis.

Since Mercury took on BT in the early nineties, a whole industry has sprung up offering cheap business calls from landlines, IP trunks and mobiles. PSU Talk customers can benefit from substantial savings against their incumbent carrier, but in addition can view their monthly savings by logging onto Call Observer. This unique online application is one of the industries most advanced call analysis products allowing organisations to view detailed call and line rental information for all their sites. This essential management tool is free of charge to all PSU Talk customers and empowers management to report knowledgeably on all aspects of their organisations call spend. If this option is taken out in addition to other services offered by PSU, customers can enjoy further benefits and savings.



psu software

beyond content management

A website often delivers the first impressions of your business to potential customers. Our mission is to revolutionise the way companies utilise the Internet and make the dependence on a third party web designer a thing of the past. Beyond Content Management Solutions will help your organisation communicate clearly and create the right first impression.

Your web presence should be dynamic, constantly updated and telling the world about your business. It should be managed by someone in your company who understands your business. PSU Software provide companies and organisations with hosted software solutions to enable them to communicate clearly on the web, within their business, or with their partners. Our solutions provide ways to easily create, access, manage and distribute content on the internet. Provided via the 'Software as a Service' model, our products solve the issues of designing a professional web presence and make the power of the web accessible to marketing professionals. Eliminate the need to involve technical staff in the process of getting from idea to finished product and your web strategy could start to become a profit centre, rather than a cost centre.

psu software
 ebusiness solutions
 content management
 ecommerce



Communicate clearly on the web

Beyond Content Management Solution (CMS) puts the power of website management into your hands, providing you with a range of solutions focused on usability, content delivery, and analytics

Why choose PSU as your Technology Partner

Clients include:

British Energy
Goldsmiths
Machine Mart
Bristol City Council
Cheltenham City Council
See Ability
Ford



Accurately identifying where technology could deliver competitive edge



Several good reasons why you should choose PSU as the supplier for all your communication requirements:

- **A Secure Partner** since 1986 who is able to offer a complete solution to meet your current and future communication requirements.
- **Total Quality Assurance** throughout the project. PSU have been providing companies with their communication requirements since 1986. PSU are totally committed to quality and as a company have attained ISO9001-2000 BSI registration. (ISO Accredited since 1994)
- **Experienced internal resources.** Our team of IT and telecoms professionals throughout the UK are able to support the growth of your business, both now and in the future.
- An affordable range of **comprehensive support packages** to suit the needs of your business.
- **Full after sales service.** PSU have an enviable amount of resources able to provide first class installation, training, and maintenance services.
- **A dedicated co-ordination team** will ensure that every aspect of the project is managed effectively from start to finish thus minimising your involvement prior to commissioning.
- **Consistent Account Management.** Unlike many organisations who after the initial sale introduce you to new faces, PSU recognise that consistency is essential for good communication and therefore ensure the same management team are responsible for your account as your business grows.



Competencies

PSU is a leading integrator of IT and communication infrastructures.

Our expertise in LAN/WAN integration, voice over IP (VoIP) and network security, coupled with our ability to provide world class support services, including maintenance on 24/7 basis means we can provide a total solution to our customers across all technology areas.

We are not limited to a single hardware manufacturer, instead we have supply arrangements with recognised manufacturers who deliver first class products allowing us to propose a bespoke solution that best satisfies our customer's needs.

As communication technology increases in complexity and importance, it is vital to work with people who understand not only today's communications but the business environment as well.

With over 20 years of commercial success, PSU has grown into one of the countries most experienced providers of both IT and Telecom services.



I am writing to personally express my thanks to PSU and in particular to praise John Lounton, Scott, Darren and Peter who were involved with our recent relocation project. Over two weekends we needed to relocate the IT and telecommunications equipment needed to support the 300 staff who would be working from this new site. The PSU engineers were helpful in the extreme, going out of their way to assist us with our telephone and desktop deployment, and doing far more than the call of duty required to ensure that not just the telephony, but the whole project went off smoothly. It was a delight to be supported by such a professional and hardworking group of people who worked with us as though part of the same team. Please accept our thanks to PSU for their help and pass on my praise to the engineers.

client
testimonial
Hazel Carr





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