



CINOS

| Service Definition

Service Title

Cinos Cloud UC for Blue Light and Emergency Services

Service Description

Our Cinos Cloud UC for Blue Light and Emergency Services is a scalable telephony, unified communications, collaboration, and video conferencing platform, with the simple aim of delivering industry leading collaboration services to UK blue light customers. Leveraging Infrastructure as a Service (IaaS), upon which we base our services, the solution delivers secure, highly scalable, highly available, feature-rich Cisco Unified Communications, providing a simple user experience regardless of the user device of choice or their location, and enhances the communications between the citizens and the service.

Service Highlights

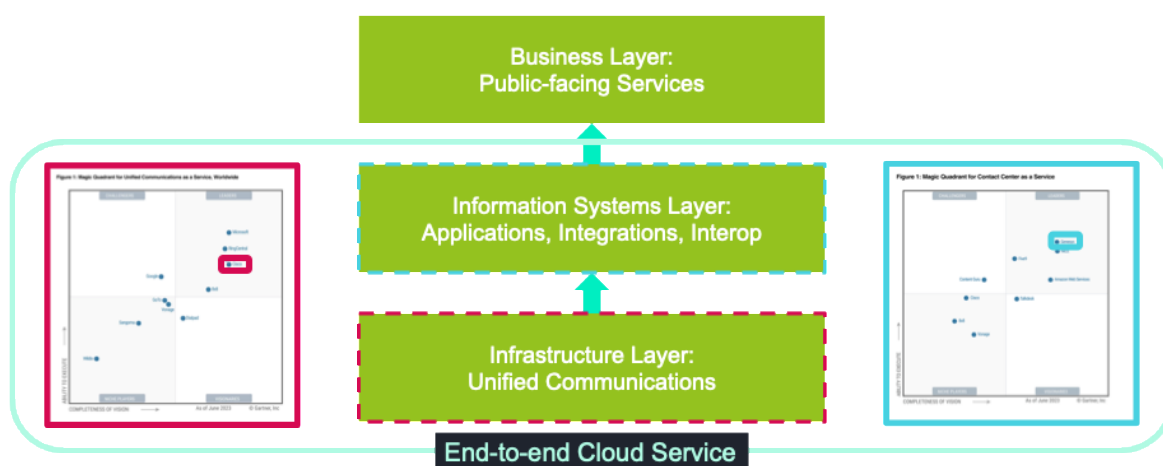
- A highly scalable, enterprise grade Unified Communications service built upon our UK sovereign, highly scalable and secure Infrastructure as a Service (IaaS) platform.
- Leverages the industry leading Cisco portfolio for best of breed open standards Unified Communications.
- Adheres to the NIST definition of Cloud Computing, offering Private Cloud, Community Cloud or Hybrid Cloud deployment models.
- Designed and operated to meet the NCSC 14 Cloud Security Principles.
- UK sovereign - an assured cloud platform delivered from two secure UK data centres by a UK based company, with UK government security cleared staff.
- Disaster tolerant - two Tier 3 UK data centres securely connected by high-bandwidth, low-latency dedicated connectivity enabling synchronous replication.
- Flexible connectivity options - connect via the Internet, or dedicated Ethernet & MPLS connectivity.
- A platform which can provide Cinos' own local UK PSTN dialling into Cisco Webex Teams cloud collaboration (hybrid dialling).
- A secure, highly available omni-channel contact centre solution.
- High Availability - 99.999% uptime ensures that critical services such as 999 and 101 are continuously available, even during system migrations.
- Flexible Cloud Architecture - Cinos Cloud's ability to extend into the customer premise in a Hybrid Cloud means you can align with a 'Cloud First' strategy at your own pace, in a gradual move away from premise systems.
- An end-to-end solution - from the moment a 999 call is released by the BT call handler to the agent answering this is a Cinos managed service, helping ensure you hit your SLA of answering calls within 10 seconds.
- Seamless Integration - The platform integrates with legacy systems like ICCS, ensuring bidirectional communication between radio and telephony services. It also supports future integrations with cloud platforms such as Microsoft Teams (as part of the NEP) and Salesforce.

- Improved Public Engagement - With the addition of omnichannel services like chat, social media, and AI-enabled chatbots, blue light can enhance digital interactions with the public while reducing call volumes.
- Improve operational efficiency - AI-enabled tools transcribe and summarise calls, agents have tools to automate admin tasks and call follow-up, giving them more time to spend making decisions and carrying out actions.
- Phased Migration - Cinos follows a risk-free 'Transition and Transform' approach that deploys the new system alongside the existing one, ensuring no disruption to live services during the migration process.

Service Features

At Cinos, we understand the critical nature of communications in the Blue Light and Emergency Services sectors. Our Cinos Cloud Communications solution is purpose-built to meet the stringent demands of these essential services, ensuring robust, reliable, and secure communications at every moment of need. Powered by Cisco and Netcall technologies, our platform delivers 99.999% availability, regulatory compliance, and seamless integration with legacy systems. It is designed to handle the full lifecycle of emergency communications, from initial 999 calls, to omnichannel public engagement and interoperable control room operations.

The combined Cinos, Cisco and Netcall cloud service was built from the ground up to align with a wider tiered strategy within UK Public Sector organisations around enhanced public engagement and digitisation. The 'foundation', or Infrastructure layer, provides the baseline for the solution with a robust, reliable communications platform upon which all further services are launched and operated. The middle layer is the Information Systems Layer, which is where applications can be layered on top of the infrastructure layer to deliver value-add services, integrations, and interoperability. This layer unlocks more of the cloud AI-powered services and deep integration with line of business systems to bring to bear the top 'Business Layer'. This layer is an alignment of the people, processes, and technology within your organisation to deliver new, more efficient public facing services.



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This approach sees our Cisco-Powered Cinos Cloud as the underlying Infrastructure layer. Here, we have partnered with Cisco, recognised by Gartner as a ‘Leader’ in Unified Communications as a Service (UCaaS) and with over 30 years’ experience handling communications for customers across the world.

Cisco utilises industry open standards technology, providing the best possible platform for integration with existing (older) communications systems, such as analogue communications and radio, as well as modern SIP-based services, such as ICCS and cloud services, like Microsoft Teams. Cinos Cloud includes our own SIP PSTN service, which ensures an end-to-end, highly resilient communications infrastructure that keeps mission-critical services running under the most demanding conditions.

At the Information Systems Layer, we have partnered with Netcall, who have a proven track record in the blue light space. Netcall provides a globally recognised best of breed platform on which to base your omnichannel and digital-first customer/public engagement strategy. Together with the Cinos Cloud Infrastructure this delivers a robust, feature-rich, integrated solution to improve efficiency and reimagine the way in which UK Police Forces engage with the public.

With a focus on reliability, compliance, and integration, Cinos Cloud Communications is an all-encompassing solution designed to help Blue Light and Emergency Services securely transition their critical communications infrastructure to the cloud while maintaining full control and operational effectiveness.

FEATURE	BENEFIT
Highly available, resilient infrastructure	• Always on access to video services • Resilient SIP public telephone network connectivity • 99.999% availability SLA with Cloud HA or Hybrid Cloud deployments
Investment Protection	• Business retains rights to license rather than seat rental. • Existing Cisco licensing may be used with our service.
Pre-packaged models	• Ease of procurement based on user role.
Device and location independence	• Seamless access regardless of user device or location Standards-based external video calling, plus the ability to interoperate with other vendors.

Standards-based	Standards-based external video calling, plus the ability to interoperate with other vendors.
High quality user experience	Improved user satisfaction and productivity, promoting adoption and utilisation.
Fully Managed Service	24x7 service monitoring and support from Cinos
Choice	Configure the solution that is right for you and your application with a range of service levels and packages.
Geographic diversity	The platform spans two UK data centres separated by over two hundred miles.
Connectivity	You decide how you connect to the service, simply via the public Internet, or via a private network connection such as HSCN or dedicated Ethernet.

Service Components

Cinos Cloud Communications Powered by Cisco

The Cinos Cloud forms the foundational infrastructure layer of our Cloud Communications for Blue Light and Emergency Services, purpose-built to support mission-critical, always-on communications for 999 services and emergency response teams. This Cisco-powered cloud service is hosted in UK-based data centres to ensure UK data sovereignty and adheres to the highest standards of security, availability, and integration.

Our cloud platform is fully aligned with the 14 NCSC Cloud Security Principles, ensuring robust compliance for sensitive workloads. It is also PASF approved for policing and natively supports Government Security Classification (GSC) workloads up to OFFICIAL and OFFICIAL-SENSITIVE, meeting the stringent security needs of public safety organisations.

At the heart of the Cinos Cloud offering is its 99.999% uptime SLA, a critical feature for ensuring the continuous availability of emergency service communications. This industry-leading uptime is crucial for 999 services, where downtime could mean the difference between life and death. To further safeguard continuity, our cloud is uniquely designed with flexible local resiliency, enabling seamless

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failover to on-premise infrastructure if connectivity to the cloud is ever disrupted. This guarantees that emergency calling remains operational, even under extreme circumstances.

The platform's design leverages Cisco's industry-leading technology and open standards, ensuring maximum compatibility and integration options. Whether it is backwards compatibility with legacy technologies such as analogue devices, ISDN services, radio, or paging systems, or futureproofing for desktop digitisation initiatives like Microsoft Teams, the Cinos Cloud delivers. However, while Microsoft Teams is increasingly used in government services, we do not recommend using it for critical calling, as it lacks the reliability and uptime required for emergency communications. Instead, the Cinos Cloud integrates seamlessly with Microsoft Teams, supporting it with a robust, reliable communications backbone that ensures your organisation's critical calling is fully dependable.

A key differentiator of the Cinos Cloud is our own SIP PSTN service, which we manage in-house. Unlike many providers that integrate third-party services, our SIP service avoids introducing fault lines or "blame gaps" that could compromise critical communications. As a SIP service provider, Cinos peers directly into the BT IP exchange, meaning that from the moment a 999 call is released by BT, Cinos takes full ownership and responsibility for the call's entire journey—right up to the moment it reaches the answering officer or agent. This end-to-end control ensures the highest levels of reliability and accountability for emergency services communications.

With its resilient design, comprehensive integration capabilities, and in-house managed SIP PSTN service, the Cinos Cloud provides the rock-solid infrastructure required to support the complex, mission-critical needs of Blue Light and Emergency Services.

Resilient & Scalable Core Communications

Cinos has a pedigree in delivering enterprise managed Unified Communications and Collaboration services in the health and care setting, based on commercial off the shelf solutions and services from Cisco.

We have built and refined highly available, critical communications services based upon a 'four points of resilience' strategy.

To this end, Cinos operates purpose-built, Cisco-powered cloud and network infrastructure, provided out of Tier 3 UK datacentres in London and Manchester. We have invested significantly in building out our own service provider network and compute infrastructure as we recognised that we need to have complete and end-to-end control of the delivery of our services, rather than relying on the SLAs of underpinning providers. Cinos owns and directly manages every component of our resilient network and compute infrastructure. This means from both a technology, and a responsibility/ownership perspective we deliver a Cinos service end-to-end for our customers.

Our infrastructure has been built to comply with the NCSC 14 Cloud Security Principles and is subject to regular external penetration testing and validation, complementing our commitment to maintaining ISO 27001 and Cyber Essentials Plus accreditation.

This means that telephony and unified communications services that must always be operational are delivered out of two Cinos operated, UK sovereign data centres and two (or more) customer computer room locations, offering high levels of resilience and business continuity.

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Cinos always provides diverse carrier connections between Cinos and the customer; one Virgin Media and one BT. The Cinos data centres are Internet connected in addition, providing the ability to provide tertiary resilience or service remote users in a DR scenario.

Cloud First but not Cloud Only

Cinos Cloud has a unique architecture which allows it to flex depending on the level of resiliency (or SLA target) you are trying to achieve. Our aim has always been to help our UK Public Sector customers continue their journey to the cloud, whilst removing the obstacles the nature of their business puts in their way. The main obstacle when it comes to 999 and Emergency Services is the inherent nervousness of customers in moving away from premise-based systems, which have usually been in place for a long time and considered to be working fine, albeit approaching end of life, to the cloud.

Cinos Cloud architecture is flexible in that it can be consumed as a full cloud service, with all applications and services hosted by Cinos in the cloud and accessed remotely by customer staff, or it can extend into the customer premises in a 'Hybrid Cloud' deployment.

Hybrid Cloud is where your infrastructure is split between your premise and the cloud, whilst continuing to operate as one system. Cinos Cloud is able to operate in this way, providing customers with a cloud-based communications service, but with local on-site infrastructure for failover if connectivity to the cloud is lost for any reason.

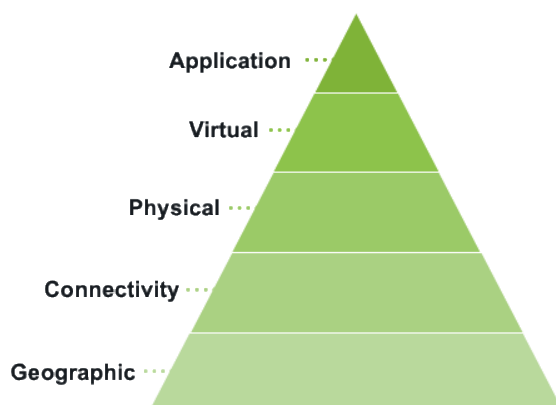
This approach allows customers to adhere to 'Cloud First' and 'Internet First' strategies, whilst making the transition to a pace, and in a model which suits the services being operated. With emergency services in the cloud, but able to fail over to the premise, the overall risk of the undertaking is reduced. Customers can adopt a phased move to the cloud via Hybrid, first by splitting services between the cloud and your premise in Hybrid Cloud, then at the appropriate point (if at all) the local infrastructure can be removed and the system operated as a full cloud service.

99.999% Availability for 999 and Emergency Calling

Cinos has worked extensively with UK Police Forces and Acute NHS Trusts who require telephone service in critical areas that cannot fail. To that end, Cinos Cloud was built with this one core facet in mind, to help customers continue their journey to the cloud, but not at the expense of system availability. Most cloud providers will at best commit to 99.99% (known as four 9's availability). Cinos Cloud Communications, the core foundation to our UC and telephony service, offers 99.999% (five 9's), ensuring that your emergency phone lines are available at all times.

We achieve this in two main ways, at the cloud level and at a local customer level.

At the cloud level, Cinos Cloud has a highly available cloud architecture which has been built to a tiered redundancy design.



At the application layer, all services operate in native clusters, allowing for seamless failover between them. All applications are deployed virtually which allows for fast recovery of application services from 'snapshot' backups. All application clusters are deployed across multiple physical servers, removing any reliance on a single piece of hardware. All servers hosting nodes have multiple connections, power suppliers, and network routes to ensure no reliance on any single power source or connection. Finally, our data centres in London and Manchester ensure geo-redundancy of the core service, in which an entire data centre can be lost without any impact to the live communications services. As extra points of presence are added (for example extending the cluster to the customer data centres, which geographic redundancy is extended even further.

At the local customer level, we extend availability via Cinos Cloud's native ability to extend into the customer premise to provide local failover in the event of loss of connectivity to the cloud. This is as simple as deploying additional nodes in the cluster at the customer premises in a 'Hybrid Cloud' architecture. In normal operation, phones would register with the cloud and fail over to the local node(s) if they lose connectivity.

This on-premise resilience can be extended even further with locally deployed UPS-protected Cisco Secure Remote Site Telephony (SRST) gateways. This sees Cisco routers deployed on premise with licenses to accept registrations from certain phones in the event of complete loss of the main cluster. This means, if the main cluster (in the cloud and local nodes) should fail, phones would fail over to this local router and continue to place calls via a locally connected PSTN connection. A prime example of this would be a power outage which takes out connectivity to the cloud and local data centres; in this scenario the UPS protection would kick in, and calls would be made via this gateway to locally connected devices (typically analogue handsets).

Through our application of commercial-off-the-shelf Cisco technology we are able to provide the reliability associated with legacy telephony within a single, centrally managed, IP-based communications platform.

External Telephony Connectivity (PSTN)

Cinos operates our own high-capacity, highly available national UK networks, powered by Cisco. Connectivity sits at the heart of our Managed Services portfolio and enables organisations to achieve public voice, Internet, point-to-point, and point-to-cloud network connectivity.

Cinos Cloud is designed to integrate with all types of PSTN connectivity. Whether you are ready to take the plunge and move straight to our SIP Trunking service, or you have existing analogue or ISDN services still under contract, our service is able to connect. This allows customers to move at a pace that suits them and run down existing PSTN contracts to their natural expiry point, rather than have to pay twice or be forced into PSTN migrations too.

Our SIP trunking voice connectivity services enable organisations to connect on-premises PBX, private cloud hosted telephony services (such as the Cinos Managed UC Service), and cloud unified communications services, such as Cisco Webex and Microsoft Teams to public telephony. Our services offer resiliency at low cost, with options for metered and bundled call usage.

We operate our own Cisco-based SIP trunking platform and maintain private interconnects with communications Service Providers in order to deliver our SIP services to customers. We do not white label or resell other companies' services, giving Cinos complete end-to-end control and accountability for the services we deliver.

Where Direct Routing services are required for Microsoft Teams calling, Cinos utilises Microsoft approved SBCs (Cisco Unified Border Element) to deliver this capability. This allows us to deliver the same suite of reliable Cinos connectivity services as part of an organisation's Microsoft Workplace Transformation initiative.

The Cinos SIP PSTN service includes unlimited free minute bundles to 01, 02, 03 landline and 07 mobile numbers. One customer within the NHS has been able to achieve a 40% reduction in costs simply by making this move to Cinos SIP Trunking.

Office, Home, and Hybrid Working

Cinos Cloud supports traditional office communications and modern peripatetic workstyles which have become expected from your workforce. Whilst within a control room this may not be appropriate, for back-office users and staff out in the community, the ability for your communications to be flexible is hugely important.

Cinos Cloud includes the ability to register physical devices, which can be new Cisco IP phones provided by Cinos, or existing suitable SIP compliant third-party handsets (third party devices can be registered to sweat the investment but will have reduced functionality). Device compatibility does not end at IP phones either, the system can support ATAs to register analogue devices, and within huddle and meeting spaces can support registration of video endpoints for meetings.

From a desktop user perspective, Cinos Cloud includes the Cisco Webex Client for voice and video communications. This can be deployed on Windows/Mac devices and operated by users from any Internet-connected location (this can be restricted if access from the Internet is not desired), and in any location. This means staff are able to connect their laptop anywhere and communicate with colleagues. Similarly, in DR scenarios, this means staff can relocate to home and continue to communicate as if they were at a desk in the office.

Cinos Cloud also includes mobile clients, again in the form of the Cisco Webex Client, which can be deployed on Apple and/or Android devices for remote mobile communications. This functionality means that users can be reachable on their mobile from their 4-digit extension and similarly, able to

make calls to external PSTN numbers using the Webex Client. By using the client your users can take advantage of the free minute bundles within Cinos Cloud SIP PSTN and reduce calling costs.

Alignment with NEP/Microsoft Teams

Cinos Cloud was built from the ground up to align with UK Public Sector requirements for cloud communications. Whilst the rise of remote and hybrid working brought about an increased need for soft clients, one of the key requirements from the outset was the alignment with Microsoft 365 and more specifically Microsoft Teams. The COVID-19 pandemic, and subsequent rise in adoption of MS Teams, as well as the rollout within policing as part of the National Enablement Program (NEP) has made this requirement all the more important for UK Public Sector customers when procuring cloud communications services. Cinos Cloud employs tiered integration with MS Teams to allow customers to choose the way they want to consume cloud services, and the way they want to embed our communications within the natural workflows of their users.

Cinos understands that many customers currently utilise Microsoft Teams for internal messaging and meetings. The Cinos Cloud platform is designed to align fully with a corporate Microsoft Teams strategy, both at the foundational Unified Communications layer and at the Information Systems contact centre layer.

- **Client Layer – Cinos Cloud Calling:** Our approach, and our advice to all customers operating critical communications workloads such as 999 and emergency services, is not to activate native Microsoft Teams calling. This is neither stable enough, nor flexible enough to meet the various requirements of UK Public Sector organisations in delivering reliable communications to the public. Quite simply, the risk of doing so is too high and risks severely limiting your ability to handle emergency calls not to mention damaging public faith in the services being offered. Our approach is therefore to utilise our Cisco-Powered Cinos Cloud Communications platform which has a plug-in for Microsoft Teams. This means you can effectively insert a Cisco Calling button into your native MS Teams client. Calls are made and received using this button, with the addition of a 'toaster pop up' at the bottom of the screen when an inbound call rings (making it easy for users to answer a call). This means a solution which allows you to retain Microsoft Teams as the communications client of choice on user desktops, they can continue to use it as normal for messaging and meetings, with the addition of this button to enable telephone calling too. The benefit here is that you underpin MS Teams with robust calling which is always on. Should the Microsoft Cloud (or your connection to it) experience an outage, phone calls will continue to be available.
- **Cloud Layer – Direct Routing:** Direct Routing is the way in which Microsoft Teams tenancies are connected to the PSTN. Effectively you use the native Microsoft Teams calling functionality and, using an appropriate PSTN service (in this case Cinos SIP PSTN) connect to a public telephony ingress/egress point. As stated previously we do not advise activating Direct Routing or any other native MS Teams calling for emergency calling, however with

Cinos own Direct Routing service it is possible for customers to have Microsoft Teams Direct Routing AND our Cinos Cloud calling side by side. In practice this might be non-emergency numbers (back office for example) on MS Teams and critical calling services/endpoints on Cinos Cloud calling. Configuration within the Microsoft 365 tenant to allow on-net calls between telephony users (based on Cisco) and Microsoft Teams users who wish to utilise Microsoft Teams as a soft client for making and receiving calls on any Microsoft Teams compatible device. It is possible to dual fork calls, so users with access to a physical Cisco handset and Microsoft Teams client may use the same extension number / DDI in both cases.

Additionally, Cinos provides Microsoft Teams integration and interoperability when it comes to video communications, most notably within your meeting spaces. Today, Microsoft permits the use of CVI configuration within the Microsoft 365 tenant to allow external systems to call IN to meetings created and hosted within Microsoft Teams. It does not currently allow Microsoft Teams users to call out to meetings hosted in an external service. Within this example, customer users enabled with any access to video conferencing - i.e., a desk phone that is video capable, or a room-based video conferencing endpoint would be able to call into a meeting hosted in Microsoft Teams

Interoperability with Microsoft Teams is based upon leveraging the Cloud Video Interop (CVI) capability of Microsoft Teams, which is made available to certified interoperability vendors, such as Cisco. Cinos has delivered numerous conferencing integrations with the Microsoft Teams service within end customer's Microsoft 365 tenants. Cinos is also a Microsoft Gold Partner with the Gold Communications Competency.

Integrated Communications

Cinos Cloud is designed to maximise and leverage existing investment made in communications by customers, not force them into replacing it so they can fully transition to cloud. We allow our customers to continue their journey to the cloud at a pace that suits their users, public and organisation. By placing a focus on integration, we enable customers to retain (for example) existing call recording systems, endpoints, PSTN services and SBC/gateways, simply bringing them into the solution rather than rip and replace.

The Cinos Cloud Communications platform, powered by Cisco and built on industry-standard open protocols, ensures optimal integration with both legacy and modern systems. By choosing a standards-based platform, customers secure an end-to-end solution that integrates seamlessly with existing business systems. Cinos Cloud supports legacy technologies such as analogue circuits via gateways and ATAs, while also enabling direct SIP trunk integration with control room systems like ICCS. Moreover, it bridges communication with modern cloud services like Microsoft Teams and Google, providing a future-proof platform adaptable to evolving needs.

Contact Centre

The Netcall Contact Centre forms the middle Information Systems layer of our comprehensive Cinos Cloud Communications solution, enabling seamless omnichannel public engagement for Blue Light

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and Emergency Services. Building on the robust foundation of our Cisco-powered Cinos Cloud, Netcall enhances how emergency services interact with the public by leveraging advanced, digital-first technologies.

Designed to align with the National Policing Digital Strategy, the Netcall platform supports the shift towards modern, responsive, and data-driven public safety. It facilitates the orchestration of end-to-end journeys, ensuring seamless, multi-channel interactions between the public and emergency services, from initial contact through to case resolution. This is particularly critical for police forces looking to modernise operations and meet growing public expectations in an increasingly digital society.

Key to this platform is its ability to manage omnichannel interactions—handling voice, email, SMS, social media, and more through a single interface. With AI-powered tools, the system can intelligently route calls and interactions to the most appropriate agent or resource, providing real-time knowledge and guidance to improve resolution times and enhance public trust. Features such as virtual assistants and chatbots can handle a significant portion of inquiries, helping to reduce strain on emergency lines while maintaining high levels of service.

For emergency services, Netcall Liberty empowers both citizen engagement and internal efficiency. Its AI-enabled triage can prioritise and assess the urgency of public interactions, allowing forces to respond more effectively to critical issues. Additionally, automated solutions like text-to-speech case updates reduce follow-up calls, freeing up resources for more urgent tasks. Multilingual services are also available through real-time translation, ensuring that diverse communities can be effectively served.

Professional Services and Training

The Professional Services required for the installation of this solution will be dependent on the Buyer's specific site requirements and existing infrastructure.

Professional Service & Training pricing is provided in the Price Document and required Professional Services to be confirmed at Call Off or during the contract by variation.

Support Options

Buyers are able to scale up and down the support of this solution, through the purchase of Cinos Support Tokens. This allows Buyers to enable an existing support provider to support the solution or have Cinos fully support the solution or something in-between or enhance regular incident support with event support.

Support tokens allow flexibility so that the Buyer can procure the appropriate volume of support for their specific needs. Required quantity of Support Tokens to be confirmed at Call Off or during the contract by variation.

Security

The Cinos Cloud, together with all solutions delivered within the Cinos portfolio (including approved third-party products), is designed and operated in alignment with the UK National Cyber Security Centre (NCSC) Cloud Security Principles.

Data Security

- Data in transit is protected using TLS v1.2 encryption or higher. Perimeter firewall devices are deployed at all network edge connections to inspect traffic and automatically block any connections that do not meet the required encryption standards.
- Data at rest is encrypted using AES-256, ensuring strong protection of stored customer information across all hosted services.

Network Segmentation and Access Control

- Management access to customer environments is provided through a dedicated Virtual Routing and Forwarding (VRF) instance and a secured bastion host, which has no direct internet access.
- Each customer environment within the Cinos Cloud is provisioned with dedicated firewall instances within Cinos data centres. This ensures strict segregation between customers, preventing any possibility of cross-customer traffic leakage.
- These firewalls may also be configured to restrict administrative access to approved source networks only, providing additional protection for management interfaces.

Security Testing and Assurance

- Cinos conducts regular penetration testing across its platforms and services.
- In addition, an annual independent IT Health Check is performed by an accredited third-party security auditor to validate the ongoing effectiveness of our security controls.

Certifications and Compliance

Cinos and its approved third-party service providers maintain the following certifications and compliance standards:

- ISO 27001:2022 – Information Security Management
- ISO 9001:2015 – Quality Management
- ISO 14001:2015 – Environmental Management
- PCI-DSS Level 1 Service Provider
- Cyber Essentials Plus
- SOC 2 Type I

Why Cinos?

Cinos is an industry-leading, agile, and innovative systems integrator. Our mission is to deliver integrated technology solutions to a global marketplace, driving digital transformation for organisations of all sizes.

Our expertise lies in providing comprehensive technology solutions that cover Collaboration, Connectivity, Networks, Security, Infrastructure, and Audio Visual. This unique combination enables us to offer true end-to-end solutions, setting us apart from other providers and giving our customers the confidence that their entire technology estate can work together seamlessly, managed by one trusted partner.

Whether that is an SME traversing the world of cloud communications for the first time or facilitating real-time collaborative decision making in highly complex command and control environments, Cinos is recognised as the go to partner for the delivery of seamless and reliable technology solutions.

We pride ourselves on the art of simplification, removing the burden of managing multiple technologies so our customers can focus on their strategic objectives. By employing a cross-architecture approach to technology integration, we empower organisations to embrace digital transformation, thereby streamlining efficiencies, fostering innovation, and enhancing their competitive edge.

We work with the leading manufacturers and technology providers to ensure the correct solution is identified, delivered, and maintained; enabling you and your customer base to work in a collaborative and more effective manner. Furthermore, our leading aftercare and managed services allow you to gain optimal performance and longevity from your technology investments.

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