CITYTALK GROUP

ISO 9001 : 2015 REGISTERED

ISO 27001 : 2013 REGISTERED

CYBER ESSENTIALS CERTIFIED

NSI GOLD

Full Service Guide

2026

Your supply and installation partner for Telecoms, Managed IT, Security Systems and Energy Solutions



Who We Are

We're Citytalk Group. We bring telecoms, IT, security and energy together under one roof.

We're based in Aylesbury, but we work with businesses right across the UK. Our engineers install, maintain and support everything from phone systems and broadband to managed IT, cyber security, CCTV and access control. We want things to be simple, so all of our systems work together, and you only ever have one place to call.



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We started out in 2007, and almost 20 years on, our focus is the same as ever: helping businesses grow. As you grow, we grow with you, adding new sites, new people and new services when you're ready, not before.

We're also fully accredited, so you can be confident that the work we do meets the standards that matter, from your insurers to your customers.

Trusted By...

AJAX
Pyronix
Paxton
Orisec
Verkada
Microsoft 365
HIKVISION
Wildix
Microsoft Teams
EE
UBIQUITI NETWORKS
vodafone
O2
3
DELL

CITYTALK GROUP

Support & Maintenance

Proactive care for your business systems

Every system we install comes with additional support and maintenance, so you're never left waiting for help when you need it. We aim to be proactive, not reactive, with 24/7 monitoring, updates and regular reviews to make sure your systems can keep pace with business growth.

Security Support & Maintenance

- 24/7 access to support
- Optional professional monitoring
- Free maintenance for the first year
- Warranties on all installed systems



Telecoms Support & Maintenance

- Dedicated maintenance and support team
- Quarterly tarrif reviews
- Network provider liasion when faults occur
- Next day handset replacement



IT Support & Maintenance

- Remote and on-site technical support
- Dedicated IT support team
- Proactive maintenance
- Infrastructure updates



Step by Step of Our Support Process:

1. **Let Us Know**

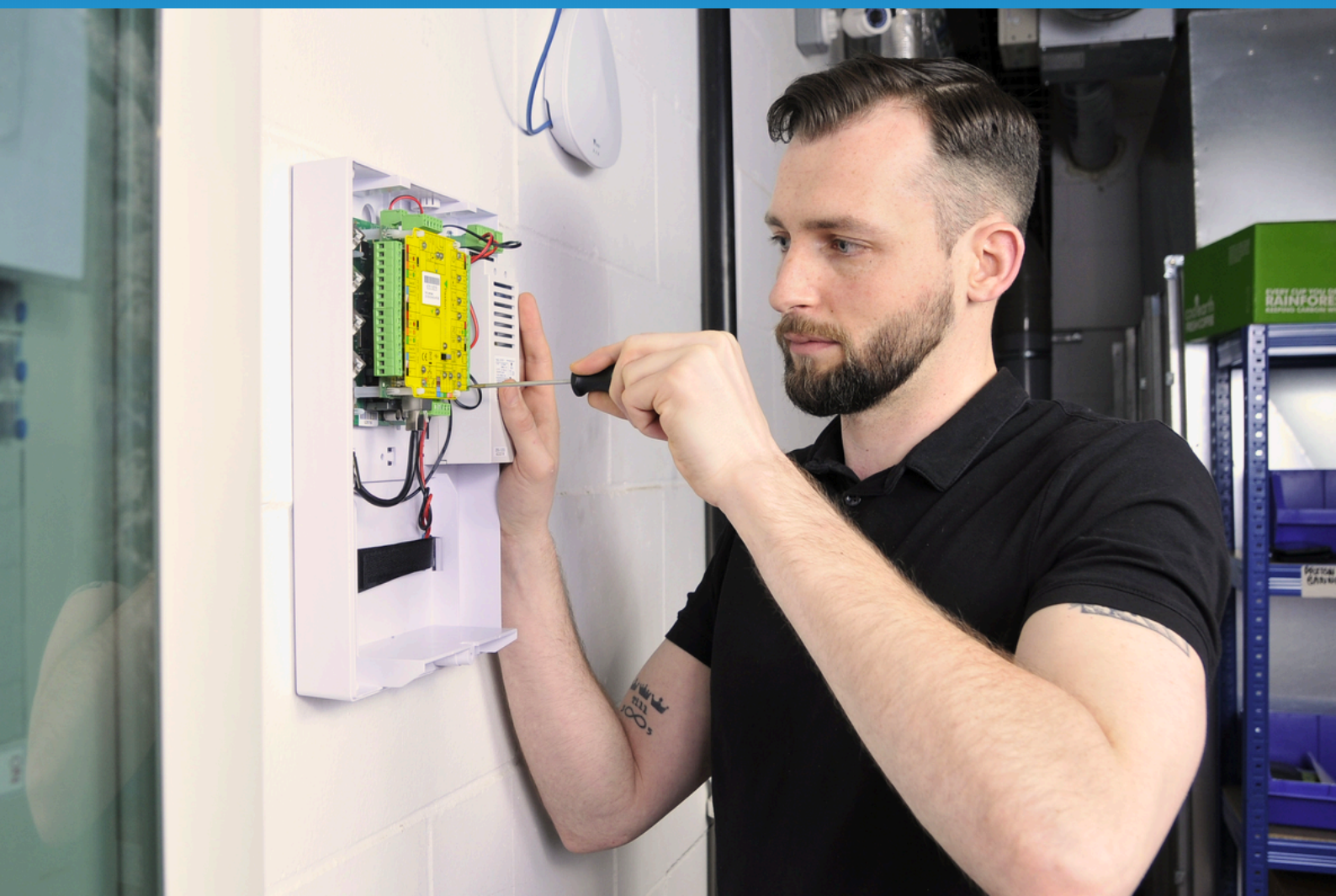
- You get in touch. Raise a support ticket through our dedicated portal or give us a call.

2. **Log the Issue**

- Using our ticket system, we'll log your issue and our team will investigate and decide the best course of action to solve the problem.

3. **Fix it**

- Many issues can be dealt with remotely so most of the time, it'll be sorted before you even know it. If an engineer needs to come out, a member of our support team will assign someone to your case and liase with you to book a suitable time for them to visit your site and carry out any repairs.



Telecoms

Phone and internet systems you can rely on

From business phone systems and mobiles to broadband and leased lines, we look after everything that keeps your team connected. Whether you're moving to the cloud with Teams Phone, setting up a new site or just need a reliable line, it's all handled by one team.

We monitor and maintain your setup proactively, and if a fault does appear, we can usually resolve it remotely, often before you've noticed anything's wrong.



What We Offer

- VoIP and hosted phone systems
- Business mobiles
- Broadband
- Leased lines
- Cloud based telephony
- Guest wifi

Minimal Disruption

When you switch to Citytalk, we guarantee minimal disruption to your services. Your numbers can be transferred to the new system with ease and we make sure to limit downtime so you and your team can get back to business straight away.

Scalable

We offer a variety of scalable, flexible systems that can be tailored to your business needs. Whether you have everyone on one site, across multiple sites, or working from home, we have a solution.

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PSTN Switch Off

Old copper wire landlines and analogue connections are being replaced by digital, internet-based voice services by the 31st of January 2027. Have you made the switch yet?



A great telecoms system works best alongisde well-managed IT

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IT

Managed IT systems made for your business

From day-to-day support and cyber security to the hardware your team works on, we specialise in managing your IT from end to end. Our team monitors and maintains your systems proactively, so problems are caught early rather than slowing everyone down.

Every business is different, so we build around yours: the right devices for your people, the right level of protection for your data, and a setup that's easy to scale as you grow.



What we offer

- Managed IT support
- Cyber security monitoring and training
- Cyber Essentials Certification support
- Cloud based servers
- Hardware upgrades
- Support for both Mac and Windows

IT Made Easy

Less downtime, predictable costs and just one number to call if things go wrong.

Cyber Essentials Certification

This is a government backed scheme that helps ensure your business is operating securely online. We are Plus certified, which means everything we install is secure.

Free IT Audit

Make use of our free IT audit to make sure we can find the right solution for your business.

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Sustainable IT

New hardware means less support tickets. Saving you money on maintenance, our Sustainable IT programme offers a lower monthly price and new machines for your business.

Reach out today to see our full IT and telecoms product brochure

Customer Story

Our work with the Credit Information Governance Body

The Client

The Credit Information Governance Body (CIGB) is one of the UK's self-regulatory bodies. They set the standards for data exchange and transparency in the credit information markets. They work for the consumers, lenders and stakeholders to make sure all modern framework for the UK's credit information is effective.



The Challenge

When CIGB launched in 2025, they came to us with a challenge; to create a fully operational IT environment from scratch with no existing infrastructure to build on. Everything would need to be reliable, secure, scalable and we'd need to provide all new hardware and software for their growing team.

Our Approach

We started by providing a complete suite of business-grade hardware, all equipped to meet performance and security demands. We made sure that as the business scaled, each new team member was ready to go from day one.

Plus, we setup and continue to manage the CIGB's software. We also manage the licencing, reducing administrative overhead and making sure all software stays compliant, affordable and continues to suit their needs as the business evolves.

Expanding the Partnership

We expanded our partnership to include Cisco Webex Telephony. They helped us deliver a cloud-based communications solution that seamlessly integrated voice, video and messaging all in one platform. This transformed the ways in which the CIGB could engage with their growing network, and looking to the future, this system will allow for growth without the complexity and cost of traditional telephony systems.



Looking Ahead

As the CIGB continues its mission to modernise UK credit information governance, we remain a committed technology partner. We are proud to support an organisation that plays a critical role in making the UK credit information market fairer and more transparent for consumers and businesses alike and look forward to helping them grow.



Security

Security systems designed for your business premises

Protecting your people, premises and property doesn't have to be difficult. We offer tailored security systems and access control that does what you need. With 24/7 monitoring and a year of free maintenance and warranties, you can rest assured your business and premises are in good hands.



What we offer

- CCTV and intruder alarms
- Access control
- Vehicle tracking systems
- 24/7 monitored support and maintenance

Trusted Providers

We always work with the best in security technology, such as AJAX, Hikvision, Paxton and Verkada. In fact, we're a Verkada Gold Partner, meaning we're a trusted supplier and installer.

Hosted and On-Premise CCTV

We offer both options and will recommend whatever works best for your business. On-site will give you direct control and works best if you have your own IT resources, hosted means less equipment maintenance and access anywhere at anytime.

Add-On's and Integrations

Many access control systems can be easily integrated with our hosted telephone lines, giving you a dependable, secure connection. Additionally, we can help with things like gates, barriers and even ANPR.

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NSI Gold Accredited

We're certified by the National Security Inspectorate, the UKAS-accredited body for the UK security and fire safety sectors. That means our work is independently inspected and assessed.

Contact us to see our full security product brochure

Energy

Savings on business energy bills and time

Better energy deals might seem out of reach, but with our energy broker services, we'll do all of the legwork for you. Everything from market comparison to negotiation, we'll even handle the switch and make sure there's no expensive auto-renewal rates.



What we offer

- Market comparison
- Contract negotiation
- Contract management
- Contract renewal
- Renewal reminders

Free of Charge

If you are working with us on a different service, we offer a free of charge audit on your gas and electricity bills.

Trusted Suppliers

We have over 20 suppliers in our catalogues, many of whom don't offer direct deals. This means we're able to provide you with unrivalled quotes and longer term contracts.

Proactive Contract Management

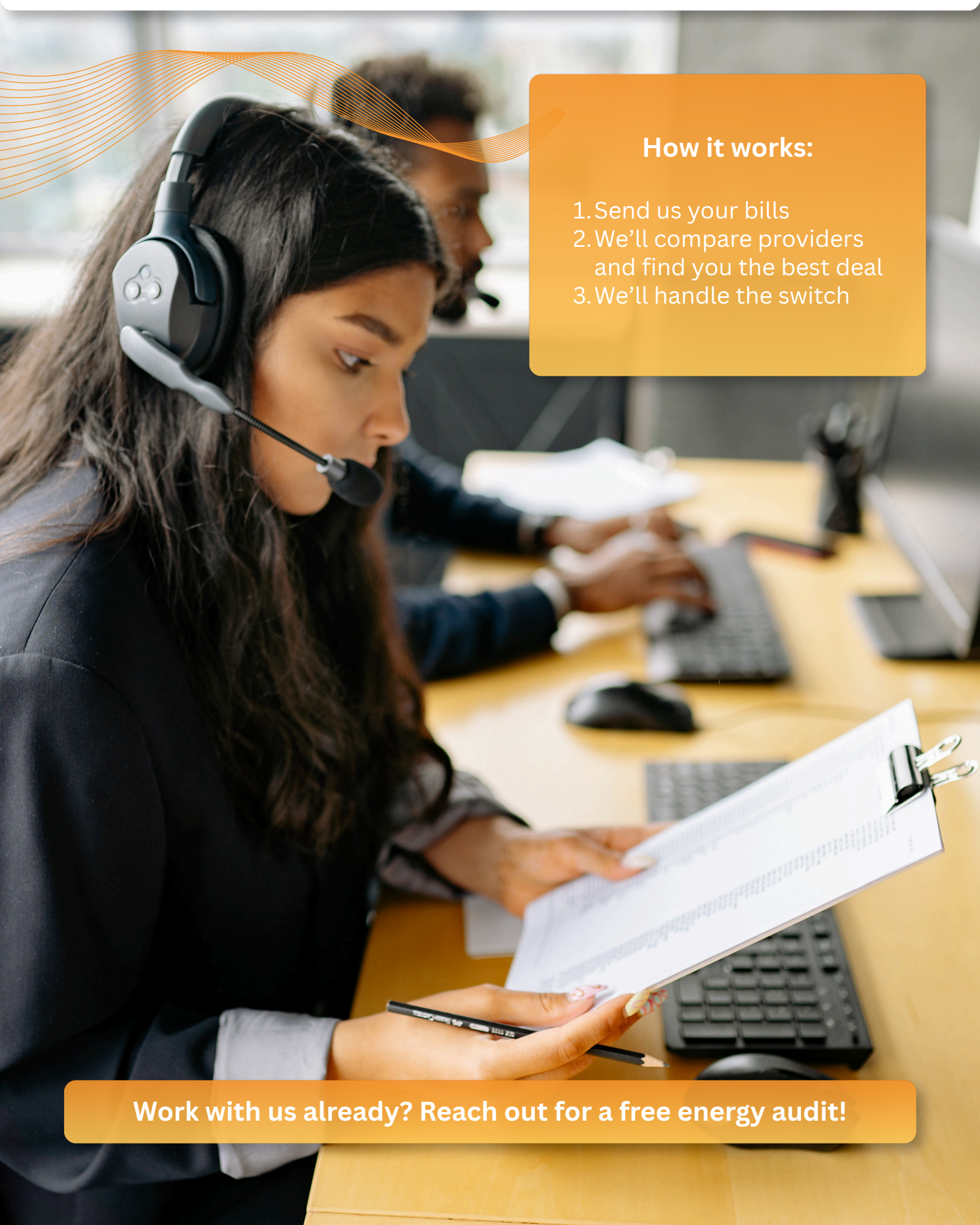
Making sure you get the best deal is just the start, we'll carry out regular checks to ensure this is still true and make sure your bills are accurate. Additionally, if you move premises or have a change to your energy needs, we'll deal with all of the paperwork.

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How it works:

1. Send us your bills
2. We'll compare providers and find you the best deal
3. We'll handle the switch

Work with us already? Reach out for a free energy audit!

CITYTALK GROUP

All-In-One Provider

For business telecoms, IT, security and energy bill savings

Each of our services has it's own dedicated team, but working with us as your all-in-one provider means less legwork, easier communication and a smoother service.



Competitive pricing

We offer cost-saving prices and multi-service offers that rival our biggest competitors



Award-winning customer service

You'll benefit from the best customer service in the industry, with our in-house team of support specialists



Seamless transitions

We can guarantee a smooth and problem-free transition from your current to your new systems



Services That Work Together

Benefit from leased lines for your phones that also provide a secure access control solution. Install cloud based security that uses our high speed broadband and a team of engineers able to solve problems with both.

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Ready to Find Out More?

Contact us today to find out what we can do to support your business with telecoms, energy, security and IT

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