



Redefining Workspaces with Zoom and Black Box

Secure, scalable, AI-powered communication solutions that strengthen collaboration and elevate enterprise efficiency.

Elevating the Communications Experience

As a Zoom Platinum Partner and Certified Integrator, Black Box brings deep expertise, best pricing advantages, and accredited specialists who understand both cloud-based and on-premise environments. More than 600,000 enterprises worldwide trust Zoom to enable simple, intuitive, and secure communication across teams, devices, and locations.

“Black Box has the knowledge and resources to assist customers globally as they build Zoom Rooms, Workspaces, and Zoom Phone into today’s hybrid workspaces.”

— *Gilbert Vendryes, Zoom Partner Programs Head*

Innovation at the Core

Zoom redefines enterprise communication with a unified platform that combines voice, video, chat, meetings, and advanced collaboration in one seamless experience.

For end users, the platform is simple, intuitive, and consistent across devices. For IT leaders, it delivers enterprise-grade security and streamlined management, supported by compliance frameworks including **HIPAA, FERPA, GDPR**, and more. For enterprises, Zoom provides a globally resilient, redundant cloud architecture with the scalability to support expanding workforces and global operations.

AI-driven innovations power meeting intelligence, omnichannel engagement, workforce management, and deep integrations with mission-critical systems, future-proofing enterprise communication.

Black Box: Your Strategic Zoom Partner

Black Box ensures organizations unlock the full value of Zoom through certified design, deployment, and lifecycle management.

Zoom Up Partner Program



Platinum Reseller

Top-tier expertise in selling and scaling Zoom solutions.

Platinum Services

Elite capability in deploying and supporting Zoom at scale.



Enterprise Communication Solutions



Zoom Phone — Drives Modern Cloud Telephony

Zoom Phone offers a secure, scalable voice solution built on a unified cloud platform. It delivers continuous connectivity through geographic redundancy, intelligent call routing, auto-attendant capabilities, and a full suite of enterprise telephony functions.



Zoom Rooms & Workspaces — Enables Hybrid Teams

Zoom Rooms and Workspaces connect people effortlessly across offices, classrooms, and distributed environments. With one-touch meeting start, smart gallery, natural voice commands, mobile and laptop-based room controls, and integrated digital signage and kiosk modes, hybrid collaboration becomes seamless.



Zoom Meetings — Creates Insights

Zoom Meetings offers seamless, high-quality video conferencing for organizations. The AI Companion, available with paid plans, records and summarizes discussions, handles preparation and follow-up, and streamlines documentation and meeting notes.



Zoom CX — Extends the Platform

Zoom CX is an AI-powered platform for modern contact centers, combining voice, video, chat, and digital channels. It features intelligent routing, AI self-service, workforce tools, and real-time analytics to boost resolution speed and service consistency. Built-in AI supports agents, summarizes interactions, and manages quality, enabling efficient customer engagement at scale.

End-to-End Deployment, Analytics & Global Support Services

Black Box provides an integrated, end-to-end service model that enables seamless deployment, real-time visibility, and continuous optimization across global enterprise environments.

Core capabilities include:

- ✓ Full-stack design, integration, and global rollouts aligned with regional compliance, timelines, and business priorities
- ✓ Scalable deployment models and on-demand field services for peak implementations and on-site requirements
- ✓ 24x7 global service desk with proactive monitoring to reduce risk, downtime, and operational disruption
- ✓ Advanced analytics to measure adoption, usage patterns, and performance metrics
- ✓ Actionable insights that drive continuous optimization and informed, data-driven decisions
- ✓ Hybrid, cloud, and AI-enabled communication enhancements that unify collaboration across voice, video, chat, and email

Pricing & Packages

Organizations can choose from flexible pricing models and tiered service packages that match their complexity and scale. Value-added options include premium support, advanced training, and enhanced feature bundles for high-demand environments.

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.