

## NUSO and **EMW Computer Trading LLC (EMW)** Partner to Deliver Advanced Cisco BroadWorks Platforms Across the Middle East and Africa

Harmony with Webex and NUSO accelerate service provider, hospitality, and enterprise deployments with secure voice applications and unified collaboration

**DUBAI, UAE – 14th July 2025** – NUSO, a global leader in **mission-critical voice applications** for Cisco BroadWorks and Unified Communications environments, today announced a strategic partnership with **EMW** a Dubai-based Master Service Provider and award-winning Systems Integrator. The collaboration aims to deliver future-ready BroadWorks platforms with built-in **collaboration, compliance, and voice application layers** to clients across the Middle East and Africa.

Through the combined power of **Harmony with Webex** and **NUSO's advanced call recording, attendant console, and call management tools**, EMW enables service providers, hospitality groups, and enterprises to modernize their communication infrastructure with full-stack Cisco BroadWorks deployments — optimized for scalability, security, and ease of use.

*“Our clients expect robust, cloud-based collaboration combined with advanced voice features to stay competitive,”* said **Serjios Hage**, Chairman and CEO of EMW. *“By integrating Harmony with Webex for seamless user collaboration and NUSO Italia for feature-rich, compliant voice services, we deliver a next-gen UCaaS experience that empowers both providers and end users.”*

NUSO's software suite, which expanded after the acquisition of the ISV Mida Solutions, complements BroadWorks by offering key enhancements such as **enterprise-grade call recording, real-time voice analytics, emergency call management, operator consoles**, and compliance tools — all delivered via cloud or hybrid environments. Combined with Harmony with Webex's modern collaboration interface, the platform supports clients across hospitality, telecom, and enterprise verticals with **carrier-grade UC and centralized service orchestration**.

EMW's regional presence includes direct support for thousands of **data ports, voice extensions**, and **wireless access points**, along with an active portfolio of BroadWorks

deployments for hotels, telcos, and corporations. This partnership solidifies EMW's role as a leading BroadWorks enabler in the region.

"NUSO's goal is to make voice services smarter, safer, and more integrated," said **Marco Cortese**, Country Manager of NUSO Italia and Sales Manager for EMEA: "Our partnership with EMW and Webex extends our voice applications across a region primed for telecom transformation — enabling clients to build BroadWorks environments that are secure, scalable, and tailored to their sector needs."

### **About NUSO**

NUSO is a global provider of **value-added voice applications** for Cisco platforms, specializing in **call recording, operator consoles, emergency notification systems, and UC voice management**. NUSO software is used by governments, hospitals, enterprises, and telcos worldwide to build secure, scalable, and compliant voice infrastructure. Certified for Cisco BroadWorks, Webex Calling and other leading platforms.

### **About EMW Computer Trading LLC**

For over 22 years, **EMW** has delivered **network infrastructure, Wi-Fi, telephony, and cloud solutions** across the Middle East and Africa. As a certified Cisco BroadWorks and Webex integrator, EMW supports telcos, hotels, and large enterprises with 24/7 support, managed services, and award-winning systems integration expertise. To learn more please visit [www.emw-me.com](http://www.emw-me.com).