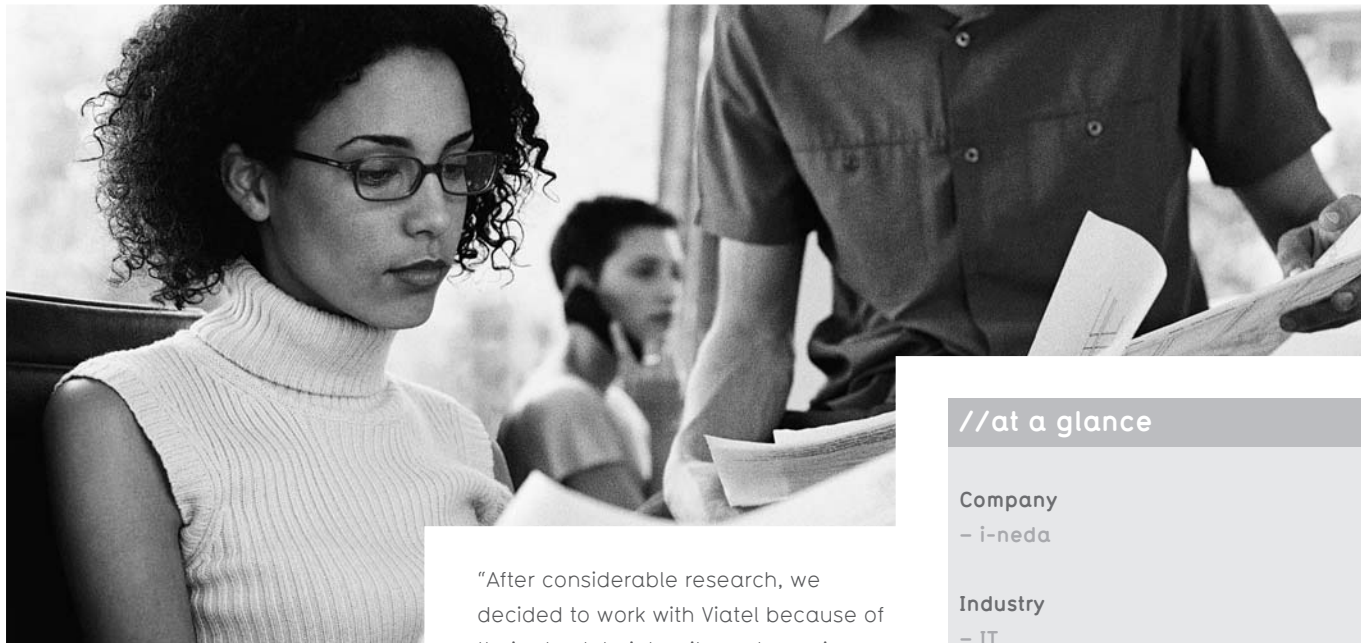


Case Study

/ i-neda



/the customer

i-neda was founded in 2002 to provide a range of software solutions for the expanding global online gambling industry. i-neda provides a full service offering, from commerce and gambling software to transaction processing.

/the challenge

i-neda's rapidly growing business requires a relationship with an approachable and flexible company that can assemble a central network hub for the processing of all their online gambling transactions throughout the world.

Recent prominent media coverage of virtual extortion rackets of online gambling sites by criminal gangs also means that security is a top priority for Managing Director Ben Pinnick.

"After considerable research, we decided to work with Viatel because of their absolute integrity and genuine understanding of IT security," comments Pinnick. "One of the most impressive aspects of this is the level of security at the Bracknell data centre."

With the key security criteria fulfilled, i-neda signed up to a combination of Managed hosting and Co-location in an agreement tailored by Viatel to meet i-neda's specific requirements. The service is designed to deliver a superior level of reliability and performance over a high-speed and highly resilient network infrastructure.

//at a glance

Company

– i-neda

Industry

– IT

Viatel Solution

– Managed Hosting in Viatel's Co-location facility connecting i-neda's business applications to Viatel's high speed managed network

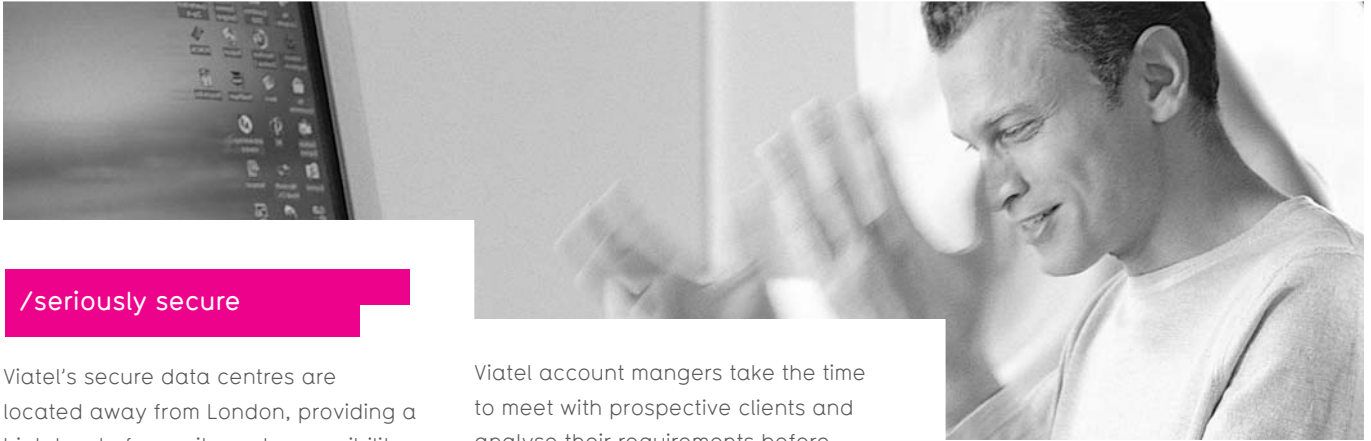
Key Benefits

- Highly secure hosting service
- Menu of options to meet their specific needs
- Cost effective and reliable service
- High speed access to their business applications

"We decided to work with Viatel because of their absolute integrity and genuine understanding of IT security."

Ben Pinnick, Managing Director





/seriously secure

Viatel's secure data centres are located away from London, providing a high level of security and accessibility for customers. Only authorised personnel from Viatel and the customer's company are given admission to the building and to the secure racks, which are protected by code key access and are under 24 hour CCTV surveillance. The facility is open 24/7, providing customers with round-the-clock automated entry, which allows rapid access to equipment in a very secure environment.

Viatel is equipped to offer market leading levels of service, with two independent network operations centres and data centres in major cities across Europe.

/flexible approach

i-neda was looking for a company that employed a flexible approach to service. As Ben Pinnick comments, "We enjoyed the fact that there was no set menu of options and that we could plan around our own very specific needs. What's more, the price was very competitive and the service continues to be excellent."

Viatel account managers take the time to meet with prospective clients and analyse their requirements before recommending a solution. This means packages tailored to organisations rather than a one-size-fits-all solution. For i-neda, this has meant a personal relationship with Viatel's account management, customer service and support teams, built on complete understanding and trust.

Current needs are served by a Co-location facility located in the Bracknell data centre. This is connected by a managed network providing i-neda with committed data rates of up to 36mbps, providing speedy access for their customers, and significant growth potential for i-neda.

i-neda is set to expand its relationship with Viatel further with new projects launching soon, including streaming of horse racing online and a trading system for a foreign government. Indeed, as the company continues to acquire more customers, Viatel's role will inevitably grow in tandem. As Ben Pinnick puts it, "We cannot function without Viatel. They form a critical part of our infrastructure and will continue to do so for a long time."

/about us

Viatel provides business communications services to companies of all sizes across Europe. We think differently at Viatel. We listen to our customers, make a point of understanding their needs, and deliver a service that is right for them, not most convenient for us. We have been in this market since 1991 and we are here to stay.

/want to know more?

To find out more about Viatel services, please contact one of our team or visit our website at www.viatel.com

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