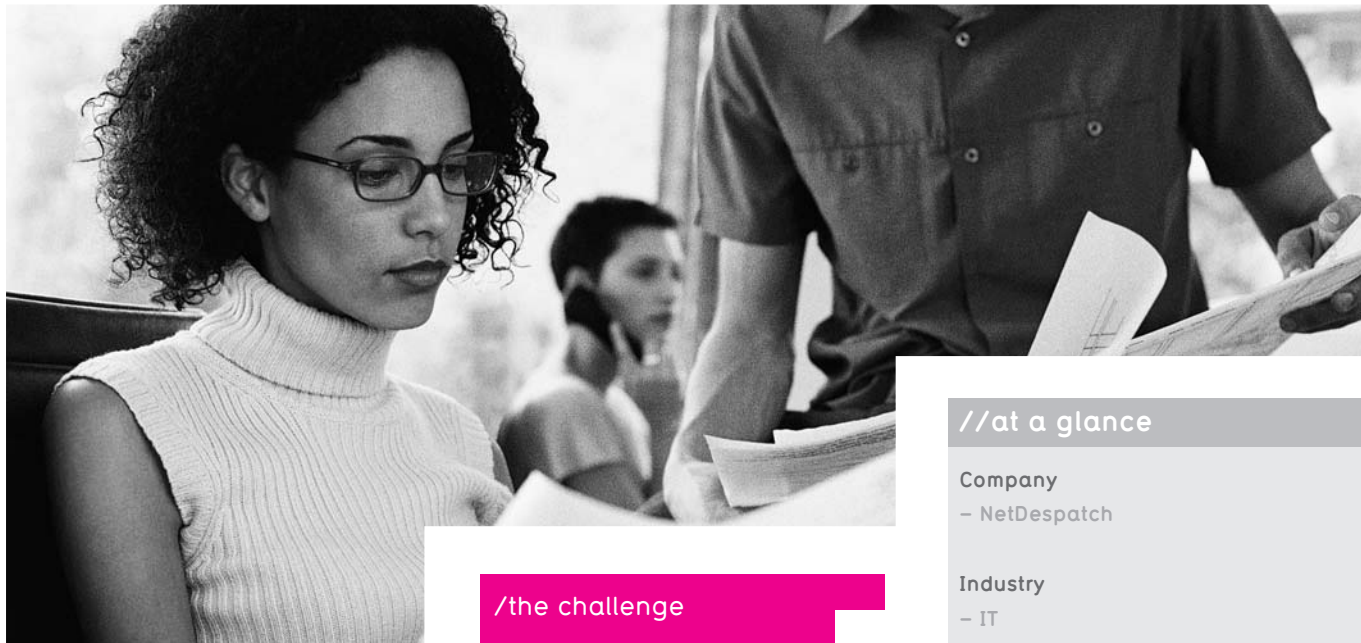


Case Study

/ NetDespatch



/the customer

NetDespatch delivers software to express transport and logistics companies across the world in an entirely innovative way, bringing the concept of 'utility computing' to this highly competitive market sector for the first time. The NetDespatch "software as a service" portfolio is made up of seamlessly integrated hosted web services, such as on-line quotations, job booking, parcel tracking and bar code label production, designed to reduce costs, improve customer service and maximise staff efficiency, both for transport companies and their customers.

With its novel 'pay-per-order' business model there is no capital investment required, total cost of ownership is low, and even the smallest transport company will see an immediate return on investment.

/the challenge

Following a period of rapid expansion and several large contract wins, including leading express parcel service Amtrak, NetDespatch realised that it was devoting an increasing amount of time and resources to managing computer systems, rather than developing more innovative services for a wider range of customers.

Becky Clark, Chief Executive of NetDespatch explained, "Our business is founded on smart ideas and rigorous attention to detail. Customers come to us because their in-house technology is not sufficiently agile to underpin new business initiatives.

"Shifting the application layer to the web rather than residing upon multiple computers at customer premises was our major innovation. However, good ideas need continuous improvement to remain competitive and I was concerned that our technical capability was being spent on day-to-day system maintenance."

//at a glance

Company

– NetDespatch

Industry

– IT

Viatel Solution

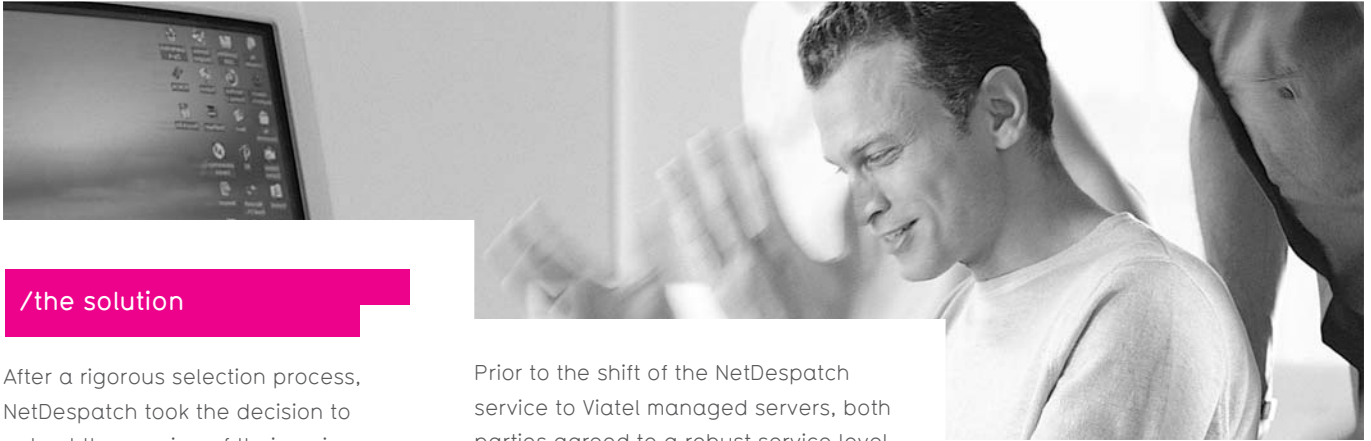
– Managed Hosting solution with 100Mbit Ethernet connection and managed firewall

Key Benefits

- Highly secure hosting service
- rapid access to business applications
- service can easily scale to meet increase in storage and bandwidth requirements
- service monitored and managed 24/7 to ensure business stays online

"We're pleased to have found in Viatel a professional ally that shares our values of reliability and high levels of customer service."

Becky Clark, CEO NetDespatch



/the solution

After a rigorous selection process, NetDespatch took the decision to entrust the running of their main application servers to Viatel.

Viatel's secure data centres are located away from London for security and accessibility, providing a highly secure environment 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 and secure access to equipment.

All NetDespatch services and traffic are now run into and out of Viatel's managed hosting environment at their Egham data centre, guaranteeing a secure and robust service via a 100Mbit Ethernet pipe.

Clark continued, "We're pleased to have found in Viatel a professional ally that shares our values of reliability and high levels of customer service.

"As an outsourced service provider, every minute of downtime is a minute we're disappointing our customers and their end users. Viatel provides the reassurance that downtime is kept to a minimum."

Prior to the shift of the NetDespatch service to Viatel managed servers, both parties agreed to a robust service level agreement package that assigned clear areas of responsibility to each company. These SLAs ensure a close working relationship and less room for error. For instance, hardware and software upgrades are only applied after thorough testing and consultation between both parties.

In addition to offsite backup and a managed CISCO firewall which provides active protection against malicious attacks, the applications and equipment are monitored 24 hours a day by trained IT professionals within Viatel's network operations centre. Furthermore, replacements are always on hand to allow a 2 hour 'hot swap' service in the event of hardware failure.

Roberto Bonanzinga, SVP Marketing and Business Development at Viatel said: "Businesses live and die on the strength and reliability of their service. We've invested in our systems and support structure to ensure businesses such as NetDespatch can work in alliance with Viatel to provide excellent service to their customers."

/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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