

/ Viatel Dedicated Internet Access



/what is Viatel Dedicated Internet Access?

The success of your business is dependent on having an edge over your competitors online. To achieve this, a secure and reliable connection is fundamental to your success.

Viatel Dedicated Internet Access (DIA) gives you just that. You get dedicated bandwidth, solely for your company's use - giving you guaranteed, fast and cost effective connection speeds at all times.

What's more, Viatel's DIA services are monitored and managed round-the-clock in line with our unique service guarantees, and provide a complete corporate internet identity for your business, including domain names, email accounts and web space.

/is it right for you?

Viatel Dedicated Internet Access (DIA) is right for your business if you:

- need consistent high access speeds for transferring large volumes of information
- have a large number of users needing secure and reliable internet access
- need a fully managed service
- require a complete corporate web identity
- conduct business online and need to offer your customers a 24x7x365 service
- need a reliable and dedicated internet access regardless of your location
- require a greater choice of speeds that standard broadband services cannot normally provide

/what's in it for you?

Flexibility – choose from a wide range of internet connections including DSL, Leased Lines and Ethernet, available at speeds from 64kbps to 100Mbps. We can even bond multiple DSL lines together to give your connection double or even quadruple the standard bandwidth.

Reliable and fully managed service – we monitor and manage your service round-the-clock in line with our unique Service Level Agreements (SLAs), giving you the freedom to focus on running your business.

Dedicated and secure access – you get reserved bandwidth and no usage caps, guaranteeing fast connections at all times.

Extra services as standard – you receive anti-virus, spam filtering and a complete corporate web identity including commercial web space, domain names and email accounts.

Performance tracking – you can access online traffic summaries and other reporting tools to help you plan bandwidth upgrades as your usage grows.

Single point of contact – an account manager ensures you receive continuous service and support.

Service continuity – we can also provide a Dedicated Internet Access Backup service to make sure you stay online 24 hours a day.

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/why choose Viatel?

Understanding – our services will fit with your business. Which means we'll always give you what you need, not what's easiest for us.

Business Allies – we're here to support your business. Throughout, we'll ask questions, make suggestions and strive to give you the best possible service.

Reliability – our Network Operations Centre (NOC) monitors and manages your service round-the-clock, 365 days a year, ensuring it stays up and running.

Support – we have a highly skilled support team offering a fully managed service that means we will continuously monitor your service and proactively correct faults. We offer the service performance your business needs coupled with the customer experience you'd expect. So if you ever have any technical problems, we're never more than a phone call away.

Flexible – all our services can be developed in line with your needs and are scalable – they grow and evolve with your business. They can be combined with a range of our other services to provide a flexible solution.

Strength – we have great people who care about customer service, who make a point of being transparent in their actions, frank in their advice, and accountable for Viatel's performance at every stage.

/what do you get?

Fully Managed Service

- Uncontended (1:1), dedicated line
- Choice of DSL, Leased Line and Ethernet connections
- On site fully managed Cisco router (4+4 hour router repair and replacement with the option of 2+2 hour upgrade)
- 24x7x365 fault monitoring and repair
- Minimum 99% guaranteed service availability
- Continuous technical and customer support
- Unlimited users on your network
- Wires Only option allows you to use and manage your own router

Features

- Virus checking and Spam filtering
- Unlimited access and no download limits
- Fixed monthly fee
- Online usage reports
- ISDN/analogue dial-up facility
- Online capacity and usage monitoring
- Corporate internet identity including:
 - Static IP address as required
 - Corporate domain name
 - 20x SMTP email with POP3 option for hosted mailboxes
 - 50MB commercial web space
 - Webmail access
- Dedicated Account Management
- Aggregated or single VAT invoice per connection
- Volume based price discounts

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