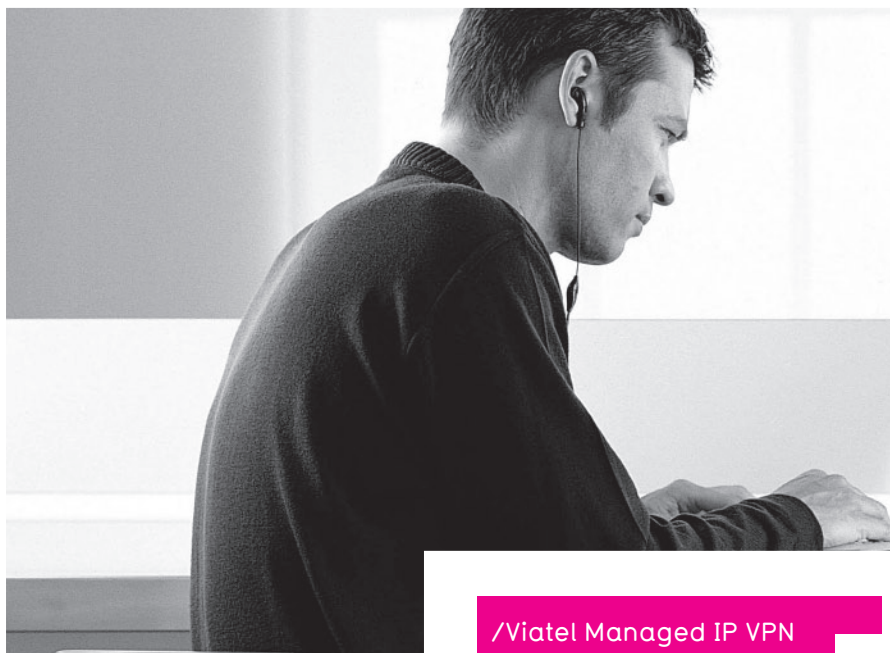


# Connect people & places

## / Viatel Managed IP VPN



### /what is Viatel Managed IP VPN?

Businesses today exist in a competitive environment with mounting pressure to reduce costs, focus on profits and invest in the right technology. They also operate in a more dispersed way, yet strive for greater efficiency. Increasingly, you need to securely exchange information across different sites and provide remote access to IT applications and the Internet – to make information available whenever and wherever it's needed.

Viatel Managed IP VPN – a 'Virtual Private Network' – provides secure, cost-effective communication between company sites, remote workers and business partners over a shared network.

It's a portfolio of managed services providing guaranteed service levels, with the operational and technical support you need to focus on what you do best – without tying up your IT resources.

### /Viatel Managed IP VPN

Viatel Managed IP VPN is right for your business if you:

- Work across a number of sites
- Have remote workers that need to access your network
- Require access to applications such as e-mail, shared files, voice and video, customer relationship management (CRM), order management and billing
- Wish to protect the confidentiality and integrity of your business information
- Would like to free up IT resources and cut operational costs
- Plan to grow or evolve your business
- Hope to improve communication with business partners
- Need to prioritise network traffic by type of application
- Want to supply and manage your own site equipment with our 'wires only' service

### /what's in it for you?

**Improved communications** – by eliminate your people to perform and achieve wherever they may be.

**Improved productivity** – improved communications between sites and remote workers means working faster, smarter, and more competitively.

**Reduce and control costs** – you get the security of a private network and the cost savings associated with a shared network. Plus, a managed service gives you predictable monthly costs, and there's no risk of being left with out of date equipment.

**Bespoke solutions** – we will design a solution to meet your exact requirements using a wide range of access connectivity and technology options.

**Protect your assets** – our services give give your workers secure methods of accessing confidential business information – wherever they're located.

**An adaptable solution** – you can increase bandwidth, add new sites and users easily and cost-effectively.

**Flexible working** – help retain key help retain key employees by enabling them to work from home, from other sites, from anywhere. Supporting your business – we take on the day-to-day management of your service through around-the-clock support that can include monitoring, fault repair, hardware and software maintenance. It's all backed by our comprehensive Service Level Agreements (SLAs) – and online reporting means you retain control.

# / IP VPN & Ethernet



## /what do you get?

Our Managed IP VPN services are based on MPLS<sup>1</sup> and IPSec<sup>2</sup> technologies, with a 'wires only' MPLS option available if you want to install and manage your own site equipment.

## /service features

- Secure connections between your office, mobile and home workers as well as your business partners' sites (site-to-site & remote access VPNs)
- UK-wide and international coverage
- On-site configuration, installation, monitoring and maintenance of on-site routers (not included in 'wires only')
- Wide choice of site access options including:
  - Ethernet (over Fibre and EFM<sup>3</sup>)
  - Leased lines
  - Dedicated (1:1) ADSL & SDSL
  - Shared ADSL (Standard & Elevated) and (10:1) SDSL
- Additional access options with bonded services (bonding of multiple lines):
  - Leased lines - n x 2Mbps
  - Bonded ADSL and SDSL
- Variety of access options for remote users:
  - Broadband
  - UK Dial
  - iPass Global Roaming
  - IPSec access via the public internet

- Online management tool to add and remove remote access users
- Internet access options including:
  - Integrated access via the VPN
  - Access via a managed internet access service
- Options for added resilience:
  - DSL, Leased Line and Ethernet back-up services with dual routers

## MPLS service features

- Three classes of service to prioritise traffic by type of application:
  1. Delay sensitive - voice
  2. Business critical data - SAP, Oracle, video applications
  3. Standard data - e.g. email, web, file transfer
- Traffic separation ensures the VPN is secure and your data remains confidential

## IPSec service features

- Traffic tunnelling and encryption to enhance the security of your communications

## /service management

- Design, configuration and installation of your service
- Comprehensive Service Level Agreements (SLAs)
- 24 x 7 technical support and help desk
- 24x7 network monitoring and performance logging by our Network Operations Centre (NOC)

1 MPLS - Multiprotocol Label Switching

2 IPSec - Internet Protocol Security

3 EFM - Ethernet in the First Mile (Copper)

DES - Data Encryption Standard

3DES - Triple Data Encryption Standard

AES - Advanced Encryption Standard



## /about our services

### /additional services

Choose from our range of additional managed services to build a complete communications solution for your business:

- Web and Email security services
- Co-Location services
- Managed Firewall Services
- Internet Access Services based on Leased Lines, Broadband and Ethernet
- Voice over IP Services (Trunking & IP Centrex)

### /Viatel DIA Broadband

- Provides 1:1 contention & MAXStream which means you don't share your service with other companies – giving you a fast connection at all times
- Comes with a Comprehensive Service Level Agreement (SLA) and minimum 99% service availability
- Available in a range of technologies and speeds:
  - ADSL delivers fast download with slower uploads – ideal for Internet and e-mail
  - SDSL gives the same upload and download speeds – suitable for sending/receiving large volumes of information
  - Bonded Broadband combines up to 4 multiple lines – giving faster broadband in areas where only lower speed ADSL is available
  - MAXStream provides an uncontended ADSL service with higher upload speed (up to 832kbps), ideal for supporting more Internet traffic and VoIP calls than standard ADSL

## /Managed IP VPN service overview

| Service Features   | MPLS                     |   | IPSec |
|--|--------------------------|---|-------|
|  | Viatel Managed Equipment | Wires only                              |       |
| <b>Standard Service Features</b>   |                          |   |       |
| Secure connections between your sites, mobile & remote workers (Traffic separation to ensure confidentiality and security)   | ✓                        | ✓                                       | ✓     |
| Wide choice of site access options: <ul style="list-style-type: none"> <li>• Ethernet (over Fibre and EFM)</li> <li>• Leased Lines</li> <li>• Dedicated (1:1) ADSL/SDSL (including MAX with up to 832kbps upload)</li> <li>• Shared ADSL (up to 24Mbps/1Mbps) &amp; (10:1) SDSL</li> </ul> | ✓                        | ✓                                       | ✓     |
| Internet access options including: <ul style="list-style-type: none"> <li>• Centralised Access via the VPN</li> <li>• Access via a separate managed Internet access service UK wide and international coverage</li> </ul>  | ✓                        | ✓                                       | ✓     |
| <b>Remote Access Service Features</b>  |                          |   |       |
| Choice of access options for remote users: <ul style="list-style-type: none"> <li>• Broadband</li> <li>• UK dial</li> <li>• iPass Global Roaming</li> <li>• IPSec access via the public internet</li> </ul>  | ✓                        | ✓                                       | ✓     |
| Online management tool to add and remove remote access users   | ✓                        | ✓                                       | ✓     |
| <b>Advanced Features</b>   |                          |   |       |
| 3 classes of service to prioritise traffic by type of application  | ✓                        | Customer configures and manages own CPE |       |
| Configuration, installation, monitoring & maintenance of CPE routers   | ✓                        |   | ✓     |
| Customer/Partner configures and manages own CPE  | ✓                        |   | ✓     |
| Options for added resilience: <ul style="list-style-type: none"> <li>• DSL, Leased Line and Ethernet back-up services with dual routers</li> </ul>   | ✓                        |   | ✓     |
| Additional access options for Bonded DSL: <ul style="list-style-type: none"> <li>• Leased lines - 2 x 2Mbps</li> <li>• Bonded ADSL up to 4 lines</li> <li>• Bonded SDSL (1:1) up to 2 lines</li> </ul>   | ✓                        |   | ✓     |
| Traffic tunnelling and encryption secures communications   |                          |   |       |
| Choice of encryption options including DES, 3DES and AES   |                          |   | ✓     |
| <b>Service Management</b>  |                          |   |       |
| Design, configuration & installation of service  | ✓                        | ✓                                       | ✓     |
| Comprehensive SLAs   | ✓                        | ✓                                       | ✓     |
| 24x7 technical support and help desk   | ✓                        | ✓                                       | ✓     |
| 24x7 network monitoring and performance logging by NOC   | ✓                        | ✓                                       | ✓     |
| Customer Management Portal to access Service Management reports  | ✓                        | ✓                                       | ✓     |
| Customer Service Manager as single point of contact  | ✓                        | ✓                                       | ✓     |



## /about our services

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

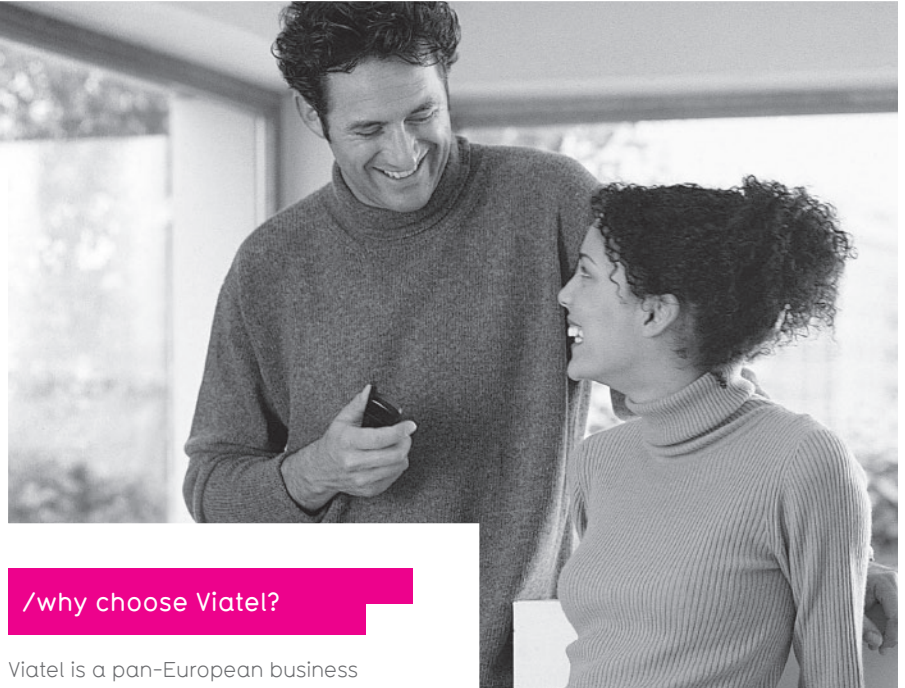
**Business Allies** – we're here to support your business. Throughout, we'll ask questions, make suggestions and strive to give you the best possible service.

**Reliability** – our Network Operations Centre (NOC) monitors and manages your service around-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.



## /why choose Viatel?

Viatel is a pan-European business communications company operating across 6 European markets, including the UK, France and Germany. It has more than 10,000 business customers, providing them a range of business communication services that help companies of all sizes to access the internet, connect their people and places, manage their web applications and increase the security of their data.

## /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](http://www.viatel.com)

Tel: +44 (0) 870 166 2270

Fax: +44 (0) 870 166 2272

Email: [sales@viatel.com](mailto:sales@viatel.com)

Your feedback matters, so if you have any questions please email us at [info@viatel.com](mailto:info@viatel.com)

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