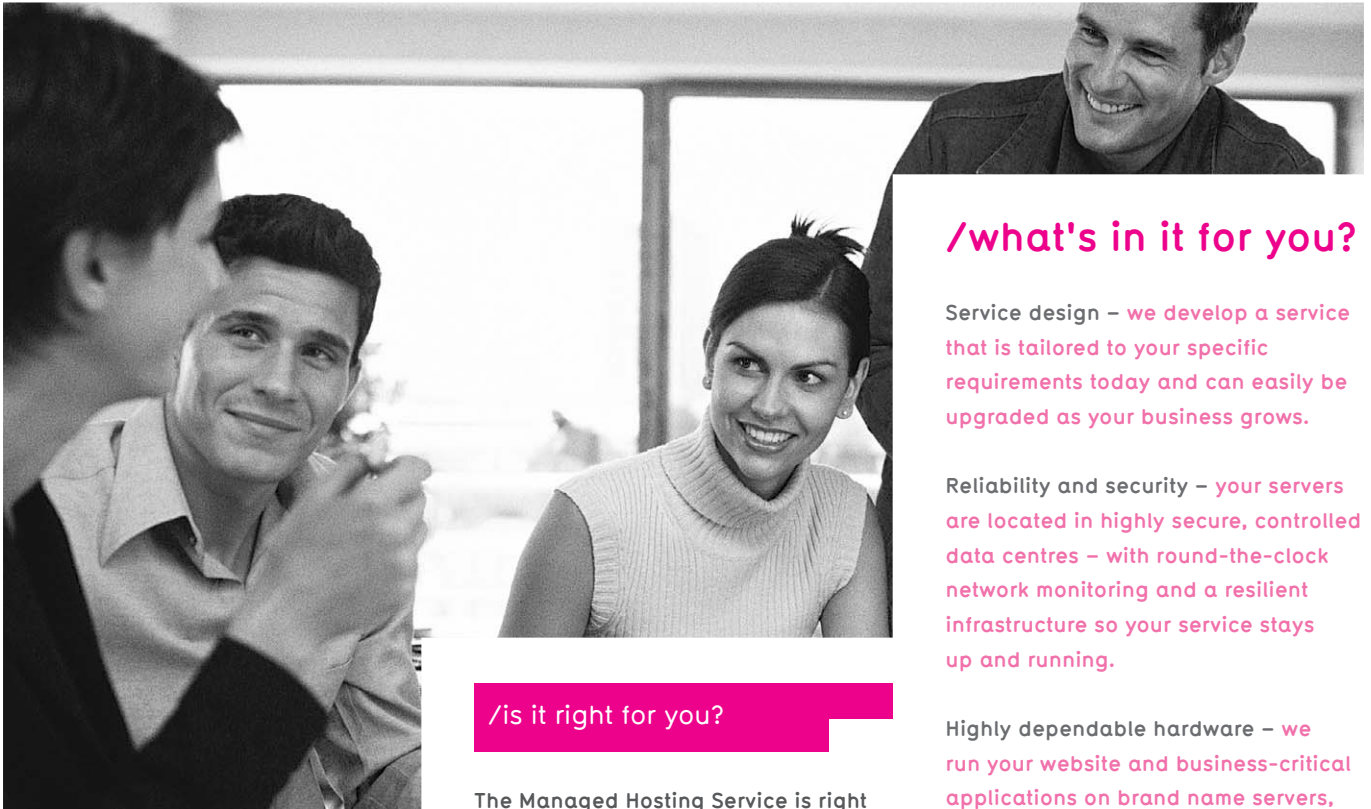


## / Viatel Managed Hosting



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

**Service design** – we develop a service that is tailored to your specific requirements today and can easily be upgraded as your business grows.

**Reliability and security** – your servers are located in highly secure, controlled data centres – with round-the-clock network monitoring and a resilient infrastructure so your service stays up and running.

**Highly dependable hardware** – we run your website and business-critical applications on brand name servers, dedicated to your use and secured against potential attack or intrusion.

**Fully managed, guaranteed service** – we monitor and manage your service round-the-clock to proactively diagnose and prevent faults. Our comprehensive Service Level Agreement (SLA) is also backed by highly skilled customer service and technical support teams.

**Easier IT budgeting** – you pay a fixed monthly fee and don't need to invest in costly hardware and infrastructure.

**Enhanced services as standard** – you get a dedicated firewall, monitoring and backup services. And you can upgrade your server memory, storage and processing speeds – or add more servers – easily and cost-effectively.

**No loss of control** – we provide online reporting tools for you to monitor the performance of your service – so you can plan usage upgrades.

### /is it right for you?

The Managed Hosting Service is right for your business if you:

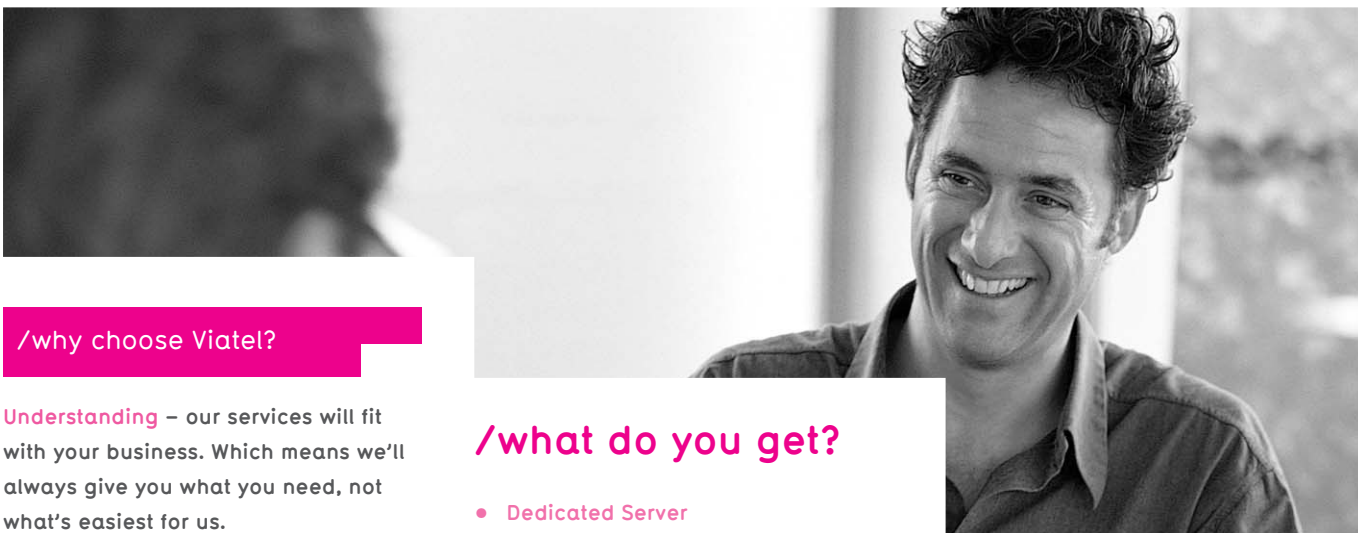
- view the internet as business-critical
- need your website and business applications permanently up and running – and secure
- want to control and manage your IT assets, but can't commit the resource
- want to reduce IT overheads and use your people more effectively within the business
- want the reliability and assurance of brand name servers, without the capital outlay

### /what is Viatel Managed Hosting?

Managing vital IT assets in-house is a huge overhead that needs ongoing investment in equipment, people and space. So how do you guarantee the availability of business-critical websites and applications?

Viatel Managed Hosting gives you the service you need, and releases you from this expense and commitment.

We host your websites and business applications in controlled, high-security data centres which are connected via our highly resilient network, and monitored round-the-clock by our Network Operations Centre (NOC). Our Service Level guarantees ensure security and performance. And you retain control through online tools.



## /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?

- Dedicated Server
- Dedicated Firewall
- 100mb Ethernet connection allowing for bandwidth on demand
- Installation and testing of your operating systems and hardware
- Fully managed server, firewall and internet connection
- Service Manager assigned for complex solutions
- Rack space in our secure hosting environment
- Proactive monitoring to diagnose and prevent faults
- Data backup for fast business recovery
- Assignment of responsibilities up-front for rapid fault resolution
- Choose from a range of operating systems
- 24x7x365 technical support
- Domain name registration and administration
- Comprehensive Service Level Agreement (SLA)
- Performance and Usage reports

## /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 and Managed Firewalls, please contact one of our team or visit our website at [www.viatel.com](http://www.viatel.com)

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

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