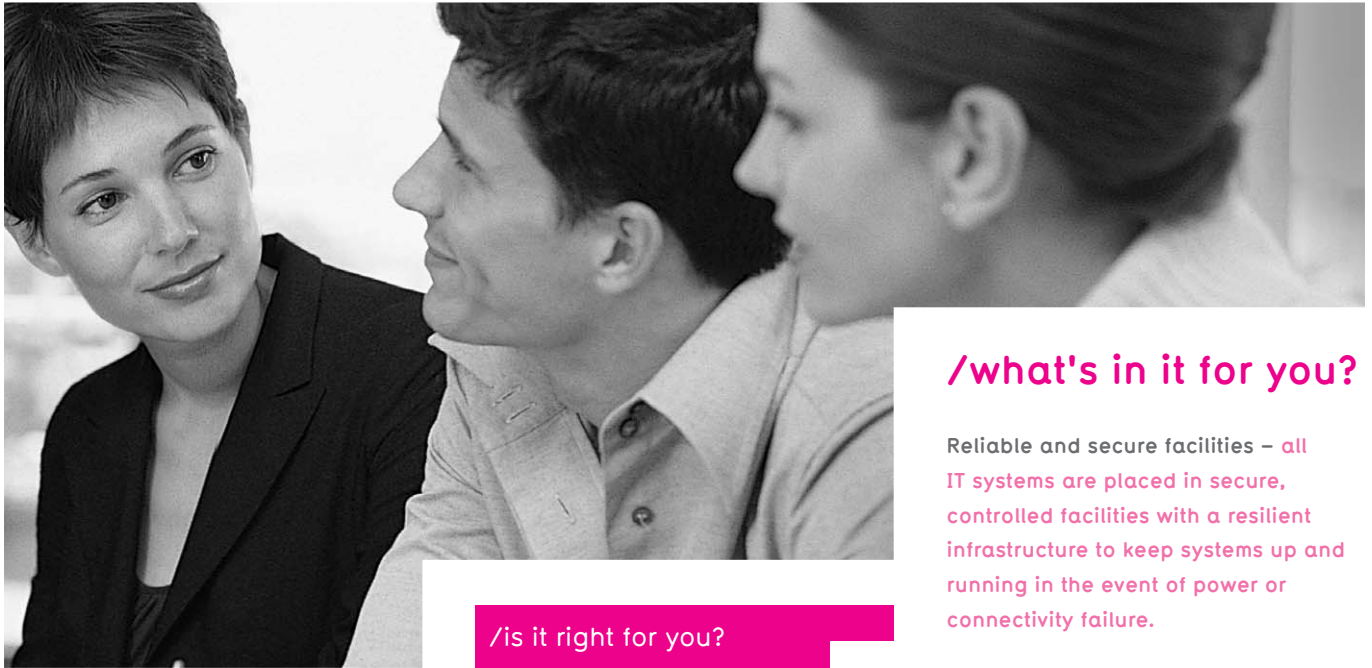




# Hosting

## / Viatel Co-Location



### /what is Viatel Co-Location?

Managing IT infrastructure and data internally creates a significant business overhead in hardware, space, time and people. So, can you achieve the security and reliability you need without the continued investment?

Viatel Co-location provides a highly cost-effective answer. We will host your servers, websites and business applications within controlled, high security data centres connected to the internet.

Our data centres are monitored round-the-clock by our Network Operations Centre (NOC) to ensure availability and performance. And we provide a range of additional options – so the service you get is what your business needs.

### /is it right for you?

The Co-location Service is right for your business if you:

- need constant, reliable and high performance internet access to your business applications
- have a need to accommodate IT systems in a secure and controlled environment
- need the benefits of such an environment without the capital outlay
- need infrastructure and business applications to run continuously
- need access to key carrier independent facilities

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

**Reliable and secure facilities** – all IT systems are placed in secure, controlled facilities with a resilient infrastructure to keep systems up and running in the event of power or connectivity failure.

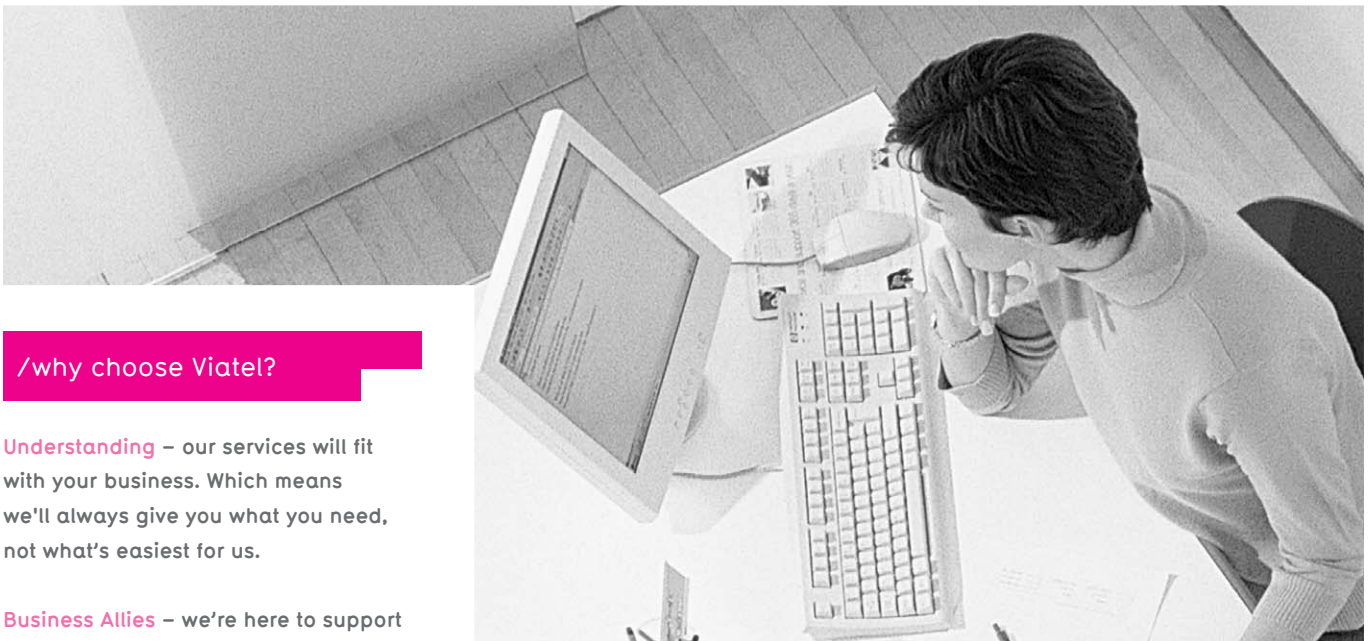
**Flexible service** – choose from a range of cost-effective options according to your security requirements. Rent part or dedicated racks, and keep them in a caged area that only you can access for the highest level of security.

**Supporting your business** – we provide a comprehensive Service Level Agreement (SLA), and access to highly skilled customer service and technical support teams.

**Managed IT costs** – Co-location services are charged as a fixed monthly fee, so there's no need to budget for investing in costly new infrastructure.

**Optional services** – including internet access, remote hands using our highly skilled engineers, 24x7x365 service monitoring, data backup and managed firewalls.

**Performance Tracking** – monitor the performance of your service using our online tools to plan usage upgrades.



## /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?

### Facilities

- CCTV surveillance throughout facilities, 24x7x365 security guard and advanced intruder detection systems
- 24x7x365 access
- Controlled Heating, Ventilation and Air Conditioning (HVAC) systems
- Fire suppression systems
- Power back up with UPS and generator system
- Communications with multiple fibre routes

### Network

- Connectivity to our own network – or to others hosted on our site
- Ethernet and SDH connections allowing for bandwidth on demand



### Support

- 24x7x365 network monitoring, technical and field support
- Access to highly skilled IT resources
- Optional 24x7x365 operational and technical support
- Service manager assigned for complex solutions
- Comprehensive Service Level Agreement (SLA)
- Performance and Usage reports

### Additional Services

- Additional service options such as remote hands, monitoring, tape handling and data backup
- Domain name registration and administration





## /additional Viatel Co-location services

Choose from a range of additional services to create a Co-location service that works for your business.

You can specify any of these options when you first choose your service, or add them as your needs change.

### Internet Access

Your equipment in our facilities can be directly connected to the internet to give you reliable access. Speeds start at 64kbps and can be increased to whatever you need.

### Data Backup

We provide automated daily backup of all your systems information onto our infrastructure. The data is stored for up to 28 days, so you can recover whole systems or just specific files.

### Tape Handling

We can provide a tape management service, enabling you to backup data on your own infrastructure for maximum security. Our engineers collect backup tapes daily, logging the day and time with your reference number.

### Remote Hands

This allows you to use our highly skilled technical people to help resolve any problems with your service, so you won't need to visit the data centre in person.

### Monitoring

To save your time and resources – and to optimise the reliability of your service – we can test your applications and equipment to make sure they are operating correctly, and let you know if problems occur.

### Remote Reboot PDU

This gives you the ability to reboot your equipment using the internet. It minimises costly downtime, because you won't need to visit the data centre, or relying on us to do a reboot for you.

## /about us

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 and Viatel Hosted IP Voice, 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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