

ADP

"8el demonstrated a clear understanding of ADP's networking requirements, delivering a high quality, reliable and fully scalable solution. Backed up by pro-active network monitoring and a professional support team, 8el has met all our expectations."

MIKE SMITH, TECHNICAL SUPPORT MANAGER

Centaur Media Plc

"Over the years we have been working with 8el, we have received an excellent service. They are a small company with a big heart and caring attitude. 8el will go that extra mile to help their customers and they now feel like an extension of our team."

STEVE MOORE, IT MANAGER

Dimensions

"While cost savings are important, it is essential to us that any systems we use must not be a barrier to communicating with the people we support. With the 8el VoIP service in place, we have the same level of functionality, regardless of the size of site and a phone service that is flexible and sophisticated enough to adapt to our needs in years to come."

RAY FLETCHER, HEAD OF IT

Prodrive

"One of the main reasons we chose 8el was their convergence model and we put our faith in their ability to deliver high quality services with a reduced total cost of ownership. 8el have consistently exceeded our expectations providing a high availability service with excellent support."

GRAHAM BROOK, HEAD OF IT

WRVS

"8el is the rock on which our communications are built. You can't build a house on shifting sand. 8el are a pleasure to work with; they deliver on customer service, they don't just talk about it. Without hesitation I would recommend 8el as a communications company to anyone."

PAT WEST, HEAD OF IT

Company Overview



8el Leading VoIP and Data Solutions

8el is an established managed communications provider focused on Voice over IP, ISP services, Wide and Local Area Networks to UK businesses. Our product portfolio has been developed to fulfill customer's specific technical requirements and business needs.

We have proven experience in successfully delivering fully managed, high quality converged networks.

First to meet the demand for well supported, innovative, network solutions

During the mid to late 1990s, corporates found it increasingly difficult to find solutions to accommodate their rapidly changing communication needs. Furthermore, good service and support was rare from network suppliers outside of large accounts.

Recognising this opportunity, 8el was founded in 1999 with the aim of providing highly tailored voice and data solutions backed by first class support to the SME to mid-corporate market. Since conception, 8el has provided converged communications initially using ATM but more recently through IP and MPLS.

Today, 8el services over 40,000 users throughout the UK. 8el's broad range of solutions deliver significant financial, quality and strategic advantages, closely in-line with customer and partner needs. Bespoke communication solutions have been deployed across a number of vertical markets including legal, charity, transport, publishing, accountancy and recruitment. Clients include leading UK corporates such as WRVS, Russell Jones & Walker, ADP, Prodrive and Centaur Communications.

With rising pressure on corporates to find solutions to increasingly complex communications challenges, such as disaster recovery solutions and the growing community of home and mobile workers, 8el is well placed to further consolidate its position as a leading solutions provider.



Why 8el?

Our reputation for providing efficient, cost effective communications networks comes from our ability to combine leading technology with quality expertise and accessible, proactive support.

8el's success is built around 5 core values:

- *Flexible networks to match your changing business needs*
- *Dependable support you can rely upon*
- *Innovative technologies to deliver business benefits*
- *Knowledgeable team providing a consultative approach*
- *Passionate about customer experience*

8el runs an all IP network

8el provides a full range of all IP services that enable customers to turn technology advances into business benefits. A widely used industry term, Next Generation Networks (NGN) offer truly converged

packet-based, inter-site network solutions with voice, data and media traffic (along with ISP connectivity) consolidated on a single, robust platform.

8el have a strategic focus in the VoIP market

8el's CallPort platform is an IP Centrex solution developed as an alternative to a LAN based PBX. CallPort is differentiated from any other IP Centrex platform and has been designed by 8el to deliver a range of telephony features and

benefits to the mid enterprise market space. CallPort, based on industry standard IP technology, maintains call quality and delivers a superior range of functionality, whilst retaining a simple and intuitive experience for corporate users.

Experience in managing over 800 network installations

Project management is a key part of 8el's customer interaction, as rolling out a network can be a complex and stressful process. 8el takes the aggravation away from customers by appointing dedicated project managers to oversee the process through to delivery. 8el's accredited project managers have the expertise and knowledge to

ensure the installation process proceeds as simply and efficiently as possible.

8el is committed to a full life cycle on solutions, which include training on the system, along with regular technical updates and proactive account management, to ensure that the process and after-sales support continues throughout.

Proactive 24/7 support; 365 days a year

Central to 8el's customer experience is its first class support. The dedicated, highly trained Network Operations Centre (NOC) acts as a single point of contact and is available 24/7; 365 days a year. In-house network monitoring tools such as AppFlow and CallWatch Interactive, proactively identify problems in real time and

provide advanced warning analysis to IT departments to supply a rounded solution.

8el provides a fully managed service from end to end across the 8el network. As standard, Quality of Service technology is offered as part of an integrated Wide Area Network (WAN) solution.