



www.8el.com

Enterprise communications

WITH FIRST CLASS SUPPORT

8el supplies enterprise communication services backed by first class support to organisations across the UK.

8el's expertise has been built on the knowledge gained over more than 10 years and through constantly focusing on addressing customer requirements and exceeding expectations.

As a specialist provider of communications solutions, including VoIP telephony, ISP services, WAN and LAN, under the DataSuite and VoiceSuite umbrellas, 8el has proven experience in successfully delivering quality IP services.

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

During the mid to late 1990's, 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 and corporate market. Since conception, 8el has provided converged communications through IP technology and MPLS.

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 Russell Jones & Walker, ADP, Prodrive and Centaur Communications.

With rising pressure on corporates to find solutions to the 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.

8el owns and runs its core IP network

8el provides a full range of all IP services that enable customers to turn technology advances into business benefits. As a light telco, 8el do not dig the streets but have the advantage of having access to multiple network operators, providing a bespoke 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.

Quality of Service is configured through 8el's MPLS core to deliver an end-to-end managed solution, interconnecting with all products in the VoiceSuite and DataSuite portfolio.

8el VoiceSuite covers a variety of solutions for connectivity to the PSTN, from hosted Voice over IP to SIP Trunking. This allows organisations to take advantage of competitive tariffs as well as convergence of voice and data over a single IP infrastructure.

8el's DataSuite supports the networking connectivity needs of modern enterprise demands, from connecting users to offices and the web through to protecting company data. As part of the offering, 8el will fully manage and support the entire network from end-to-end, removing the overhead of using multiple suppliers.

8el has 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 interactions, as rolling out a network can be a complex and time consuming process. 8el invest time on behalf of customers by appointing dedicated project managers to oversee the process through to in-life service. 8el's PRINCE2 accredited project managers have the expertise and knowledge to ensure the installation process proceeds as simply and efficiently as possible.

8el DataSuite...

IP Solutions to keep you online

WANPort – Reliable, secure MPLS Wide Area Network – 8el has extensive experience designing and building award winning WAN's

LANPort – Office connectivity to take the load – An effective LAN solution that can help businesses save money and increase employee productivity

8el Colo – Secure location for systems that matter – 8el's server colocation space provides customers with a secure, scalable infrastructure with 24/7 network monitoring

WebPort – Flexible and secure business Internet – An instant 'always on' connection, delivering Internet connectivity and email access seamlessly to your organisation

Online Data Storage – Putting backup tapes to rest – A fully automated, online, network based data backup and recovery service.

Ongoing support and relationships

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

Enterprise communications backed by first class support

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. Providing 1st, 2nd and 3rd line support in-house, with 85% of faults being resolved at 1st line, you can be confident in achieving a fast resolution at 1st line with 8el.

In addition to in-house engineer support, 8el's network monitoring tools such as AppFlow, identify problems in real time and provide advanced warning analysis to IT departments. This combined with other customer tools, provides a rounded solution to support all Data and VoiceSuite services.

8el VoiceSuite...Solutions that keep you communicating

8el CallPort – A hosted, fully managed VoIP solution – Providing an efficient and resilient alternative to an IP PBX

8el SIPPort – Cost effective connectivity to the PSTN – A viable alternative to ISDN for connecting to the PSTN.

8el PSTN – Traditional services at prices that work – PSTN telephone services that are reliable, improve efficiency and reduce costs for UK operations.

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
ADP,
Technical Support Manager

Why 8el?

There are several similarities between 8el and other major communication providers, however it's the differences that really set 8el apart from the competition. We would like the opportunity to discuss how these differentiators can work for you. 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 five core values:

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