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Information Sheet >>

'Class of Service' enabled data networking solutions

# Data services

Resilient, high quality office and remote user solutions for corporates.

## Overview

### Data networking solutions

8el's data networking services provide customers with strategic, financial and quality benefits. UK businesses use 8el to satisfy the often complex communication challenges presented by their office, home and remote communities.

8el work in collaboration with customers to design reliable and carefully engineered network solutions. Its approach is to carry out a thorough review of existing network infrastructures, in order to identify potential improvements in efficiencies and cost reductions.

class of service enabled

8el installs its *freepoint* CPE (Customer Premises Equipment) to connect customers to the 8el network. By extending 8el's core into customer sites, performance levels can be guaranteed for the provision of real-time public and private services.

### Public networks

8el can upgrade, replace or complement ISP connectivity. As an independent access provider, 8el can select from a choice of tier one ISP's to enable connection directly to their Internet backbone. For example, email services can be maintained via 8el in the event of a primary ISP outage.

In addition, 8el's network circuits provide higher performance than traditional leased lines by connecting customers directly to the Internet backbone.

### Private networking

For multi-site customers requiring private WAN services, 8el provides a high performance, ATM based solution, from 64Kbps to 155Mbps where appropriate.

scaleable network

8el's approach to data network design facilitates the efficient use of bandwidth. This network structure also enables the reliable provision of centralised services and gateway access to the Internet to be commissioned. This provides a disaster avoidance plan to ensure service continuity is maintained regardless of local issues.

### International networking

As most of the international trunk routes are terminated into the UK via London Docklands at either Telehouse or Teleticity (also the location of the London Internet Exchange), 8el customers have the opportunity to take up direct international connections at reduced prices.

By commissioning services via this route, 8el can provide a competitive, fully managed extension to international services that delivers a significant business advantage.

guaranteed security & low latency

### Convergence

In addition to the public, private and international services supplied by 8el, the majority of customers use 8el's converged voice and data platform to reduce their total cost of ownership. Furthermore, customers benefit from a one-stop shop for service and support.

Voice services include the delivery of in and outbound calls and private voice networking. (See 8el's Voice Services Information sheet for further details)

Leading voice and data solutions

## Additional network services

**8el provides a full range of data network services to satisfy customer needs as they change.**

**These include:**

### Frame Relay / ATM WAN

8el can provide a variety of private site-to-site, secure data network options. These are normally but not exclusively ATM based.

### ISP Access

8el offers access to a range of Internet Service Providers through its core in Telecity, London.

### ISP Load Balancing Service

8el offers a load balancing service to maintain Internet access in the event of a primary circuit failure. This service is aimed at organisations where high data availability is critical.

### Co-location

This service allows customers to co-locate their gateway equipment centrally at the 8el core and onto managed rack space. This reduces the need for multiple firewalls, increasing performance and giving direct backbone access to the Internet.

### Remote Access Service

This service allows a secure connection to corporate systems and onward web access through the company firewall for remote and home workers including analogue, ISDN2 or GPRS access.

### VLL Access - Temporary Offices

Using this service 8el can allow customers to extend their WAN. Using 'always on' ISDN connections (up to 512kbps). This service is ideal where flexible or short-term services are required.

### SSL

8el's Secure Socket Layer (SSL) service provides remote and home workers with secure access to corporate systems using any web browser.

### Data DR - Planning Business Continuity

8el can map traffic or pre-build alternative data paths in the event of a site outage.

### 8el Watch - SNMP

8el's Watch service monitors corporate networks 24/7 tracking usage, traffic growth and outages. This service can be extended to manage any SNMP manageable device including switches, hubs, routers and servers.

### Data Link Backup Services

This service provides customers with additional resilience in the form of ISDN2s capable of providing up to 512Kbps connectivity to a private WAN or ISP connection in the event of primary circuit failure.

### IP/VPN

8el's customers can build IP/VPN over 8el's core network to extend their WAN. Due to the location of the core network in Telecity London, this has the advantage of providing enhanced performance and direct backbone access.

For information on 8el's voice services please contact us.

**“8el satisfies the complex networking challenges presented by office, home and remote workers”**

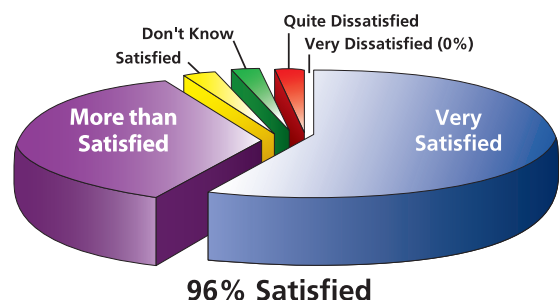
## About 8el

8el (pronounced 'A-Tel') is an innovative, specialist network operator. It provides efficient voice and data solutions to the business market. Customers use 8el to meet their communication needs and derive a mixture of strategic, financial and quality benefits.

To demonstrate the success of its voice and data solutions, 8el recently commissioned an independent survey of their customer base, with some compelling results:

- 94% of customers were more than satisfied with the level of service provided by 8el, with 56% being very satisfied with the service.
- 98% of those who responded said they were likely to continue using 8el's service over the next year.

**93% of customers would recommend 8el**



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