

# Managed Internet Access

Does your organisation generate large volumes of internet traffic? Do you need an internet connection that is open and available to users all of the time? Managed Internet Access from ntl:Telewest Business provides dedicated and reliable high speed Leased Line connectivity to the internet for your business critical systems and applications. With a range of options available, we can balance affordability with your day-to-day operational needs.

## Why do I need Managed Internet Access?

For most organisations, the internet has become an indispensable business tool, providing everything from routine functionality, such as email, web browsing and file transfer through to supporting remote workers or business critical applications that enable online transacting and web-based customer service strategies.

With Managed Internet Access from ntl:Telewest Business, you'll have the peace of mind knowing that your internet connection is being constantly monitored and optimised to ensure your productivity and efficiency is not being restricted. The livelihood of many businesses now depends on their internet access, so having it professionally managed is a worthwhile investment.

### Access Options

#### Standard

A single, high-capacity, dedicated and unrestricted internet connection, permanently available for your organisation's exclusive use. Speeds are available from 2Mbps to 1Gbps.

#### Flexible

A scalable service which allows you to flex your bandwidth up or down according to your business needs on a month-by-month basis. Speed can be varied between 4Mbps and 1Gbps, upgrading is simple and quick, with minimal service disruption, and you only pay for the bandwidth you use.

#### Resilient

All the advantages of 'Standard' and 'Flexible' packages with the added peace of mind of a secondary, back-up dedicated internet connection.



## Key facts

- Three options are available for Managed Internet Services, 'Standard', 'Flexible' and 'Resilient', with a variety of access speeds from 2Mbps to 1Gbps
- Manage your bandwidth flexibly and only pay for what you need
- In addition to our 24 hour monitoring and maintenance service, stay in control with online reporting to track the performance of your connection
- Get additional services, including Managed Firewall, Remote Access (SSL VPN and IPsec VPN), domain name registration and hosting, Post Office Protocol 3 (POP3) email and Simple Mail Transfer Protocol (SMTP) mail back-up from a single source

## Managed Internet Access

### Dedicated access, committed service

#### Plan

Our dedicated Internet Protocol (IP) pre-sales support team can design and implement customised services according to your specific business internet needs, while our provisioning team will manage the smooth installation and commissioning of your service.

#### Manage

We fully manage your service from the router at your site right through to the gateways on the public internet backbone and undertake any upgrades to the routers or network infrastructure as required. Resilience options include dual-homed (multiple tail circuits to diverse ntl:Telewest Business internet PoP sites) or multi-homed (ntl:Telewest Business internet provided in conjunction with third party services).

#### Monitor

In addition to continuously monitoring and managing your internet service, we'll give you a browser-based reporting facility that allows you to track utilisation and availability in an easy-to-view graphical format. This gives you unparalleled insight into the performance of your connection and allows you to plan your service effectively.

#### Relax

The integrity of your Managed Internet Access Service is assured through industry-leading Service Level Agreements (SLAs), backed by service credits, with defined performance levels for service availability and restoration time. Follow-up fault and support calls are handled professionally, 24 hours a day, by our technical support team.

#### Control

A choice of monthly, quarterly and annual payment options, together with further discounts for committing to a contract for longer than 12 months, help you plan and control your spending and get the best possible value from your Managed Internet Access Service.

#### Get more

To help you get the most from your Managed Internet Access Solution, we can also offer complementary solutions, including Managed Firewall, Remote Access (SSL VPN and IPSec VPN), domain name registration and hosting, POP3 email and SMTP mail back-up.

### Why we are the right choice for your organisation

As the most advanced of the two national networks, ntl:Telewest Business is the future of UK business communications. Our next generation network is vast, highly resilient and fully flexible. By plugging into it, our customers gain access to a complete portfolio of data, voice, internet and IP solutions to satisfy the demands of any modern organisation, as well as unrivalled support and accountability with 'local everywhere' service teams in 40 locations nationwide.

We believe we are the right choice because:

- We have world-class peering agreements to ensure rapid and efficient delivery of internet traffic across the globe
- Our fully-managed service is symmetrical - offering high speed in both directions, and uncontended - bandwidth is reserved exclusively for your business
- We provide a fully-managed service, from the router at your site, right through to our transit and peering gateways on the public internet backbone
- Our £13 billion investment, has created the UK's only nationwide Next Generation Network
- With fibre-optic infrastructure stretching 186,000km across the length and breadth of the country, we're already on your doorstep with competitively priced services
- We have over 15 years' experience in delivering communications solutions in the private and public sectors.

Our attitude is also next generation: an open, collaborative, can-do culture in which our success is measured by the contribution we make to yours.

These twin strands of next generation capability and a service centric mindset form the DNA of a new kind of business telco. Say hello to Telecoms 2.0.

## Telecoms 2.0

To find out more call **0800 052 0845** or visit **[www.ntltelewestbusiness.co.uk](http://www.ntltelewestbusiness.co.uk)**