Virgin media BUSINESS
HIGH CAPACITY SERVICES
MEETING REAL NEEDS HEAD-ON

Your customers spoke. We listened

Your customers rely completely on the network's ability to handle high levels of data traffic.

In the wake of Covid-19 – and in a world of emerging technologies – this is truer than ever.

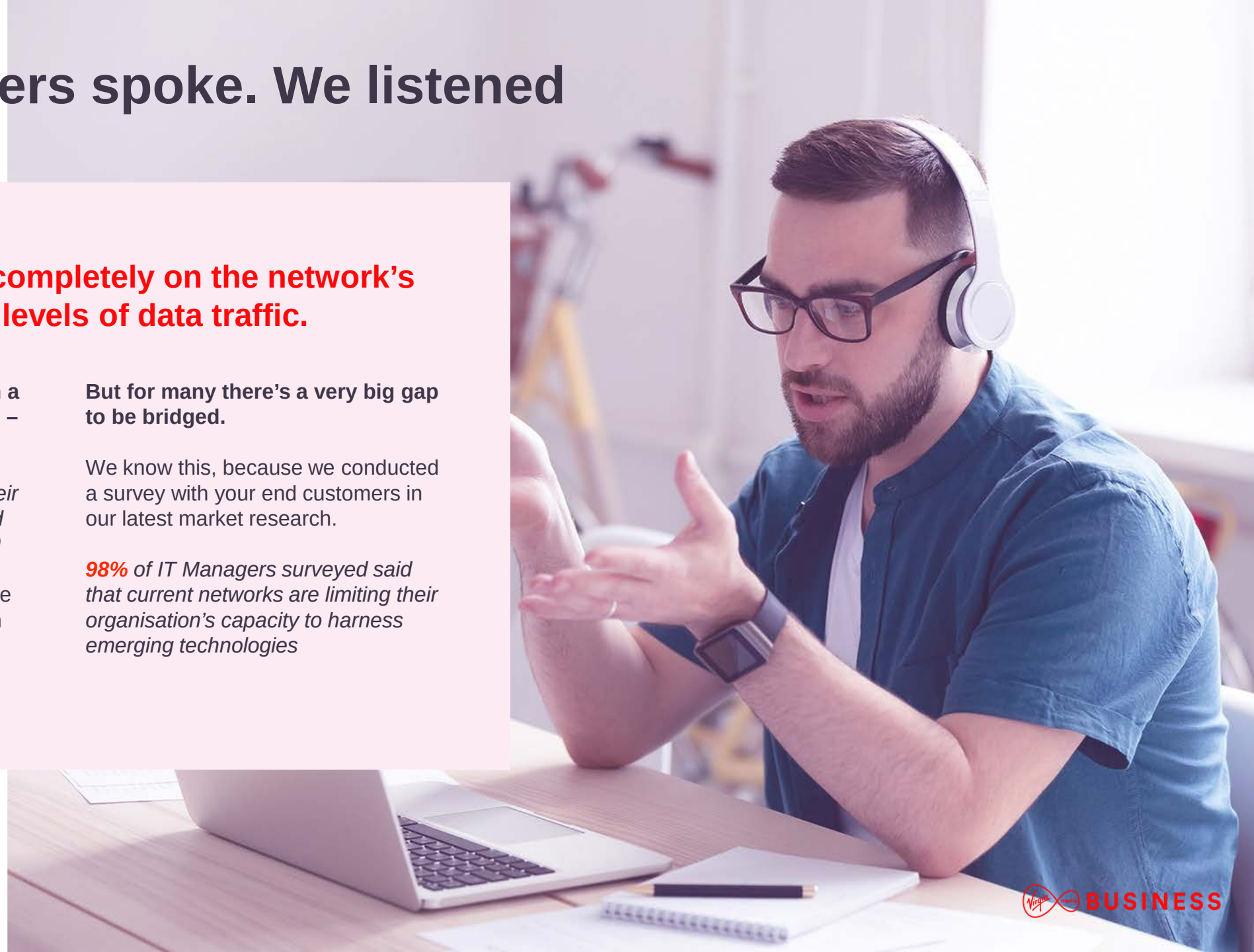
67% *of end customers feel that their current infrastructure has hindered their ability to respond to Covid-19*

At Virgin Media Wholesale we have the real solutions for this uncertain new world because we've listened to the real problems.

But for many there's a very big gap to be bridged.

We know this, because we conducted a survey with your end customers in our latest market research.

98% *of IT Managers surveyed said that current networks are limiting their organisation's capacity to harness emerging technologies*



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The capacity for prosperity

National High Capacity Services [NHCS] provides dedicated connectivity between sites anywhere in the UK. They're our point-to-point solution for moving huge data volumes quickly and securely, without breaking the bank.

In the post-pandemic world, where flexible working and remote communication will remain the new normal, it's clear that network infrastructure is a key to survival and profitability.

48%

of organisations said providing flexible working for employees was a key challenge

48%

also cited new customer needs

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Now is the time

NHCS has never been more important to business health and longevity. Now is the time to invest in the future.

And now we've reduced pricing **by up to 38%** for new NHCS 10Gb services, making it really easy to access through our customer portal, Engage.

So you can create quotes, order and track online, quickly and easily.

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Real answers to real questions.

Meeting bandwidth demand

The research tells us loud and clear that bandwidth demands have grown during the pandemic, so…

Our high capacity service offers bandwidth up to **100Gbps**

If you don’t need all this bandwidth on day one, you can kick start with **10Gbps**

Inter-site connectivity can be scaled simply and cost effectively to manage growing amounts of network data

Terabits of connectivity can be supported on a single system

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Real answers to real questions.

Harnessing the new

Almost 1 in 7 end customers believe network infrastructures are preventing them from harnessing the power of emerging technologies.

NHCS enables:

- Cloud-based connectivity for advanced flexibility – a service that matches your exact needs
- Dedicated connectivity between sites across the UK – ideal for connecting head offices and data centres where high bandwidth and high performance are vital
- Backhaul connectivity for 5G mobile and core and aggregation network backhaul

We're investing in the infrastructure that counts:

- Multi-million pound investment to transform network capability, supported by process and digital

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Real answers to real questions.

Need for speed

When we asked them, 51% of senior IT managers said that increased network speed was their top infrastructure need.

- Dedicated fixed path across the network ensures ultra-low latency, Manchester to London in **under 2ms**
- Transfer data or use time-sensitive applications from anywhere in the country with the deterministic speed you need

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Real answers to real questions.

Secure connections

There’s no such thing as too safe. An advanced network is a secure network. 33% of senior IT Managers said that security was the key weakness in their networking infrastructure.

- A dedicated fixed path helps to ensure your information remains private during transit
- Security is at the core of our organisation and products and services, we are ISO-20071 certified and CAST (T) assured

ISO 27K

Your customers can rest assured that they will be compliant.

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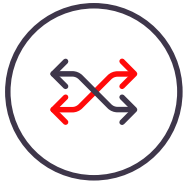
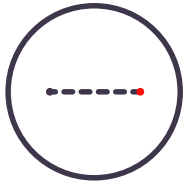
Real answers to real questions.

Out with downtime

“My organisation simply can’t afford any downtime”. This response from the survey is typical. Now more than ever, downtime is an unacceptable inefficiency that we should consign to history.



We provide end-to-end ownership and maintenance of HCS, including configuration and **24/7 monitoring**



Technology and design ensure **100%** of the data reaches its destination

We assure **99.9%** availability for unprotected circuits, if you need greater assurance then we can design fully diverse protected solutions

There are **1,500** people dedicated to keeping the network running

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HCS at a glance

	Dedicated HCS	National HCS
Coverage	Available national for sites up to 100Km apart. Virgin Media fibre only.	National availability no maximum distance. Virgin Media on-net and third party off-net fibre can be used.
Bandwidth	1Gbps, 10Gbps and 100Gbps Ethernet. STM-1, 4, 16 and 64. Fibre Channel 1Gbps, 2Gbps, 4Gbps, 8Gbps and 10Gbps.	10Gbps and 100Gbps Ethernet. Fibre Channel 1Gbps, 2Gbps, 4Gbps, 8Gbps and 10Gbps.
Service types	Ethernet, SDH, Fibre Channel, OTN	Ethernet, Fibre Channel, OTN
Scalability	Choice of 4, 8 or 40 channel system size. Dedicated between two sites. Flexi Filter access for adding new services quickly and cheaply.	Choice of 4, 8, 16 or 40 channel system size. Point to point or point-to-multipoint connectivity.
Performance	3ms Latency Deterministic	5ms Latency Deterministic
Packet size	10,248 bytes	10,248 bytes
Flexibility	Multiple service types on same system, rapid delivery of subsequent services and choice of system sizes.	Multiple service types on same system, choice of system sizes, topology configuration, on-net and off-net tails.
Security	ISO27001, CAS(T) Certified, Dedicated Fibre	ISO27001, CAS(T) Certified
Service level	24/7 service availability - 99.9% un-protected, 99.99% protected	24/7 service availability - 99.9% un-protected, 99.99% protected

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Why us?

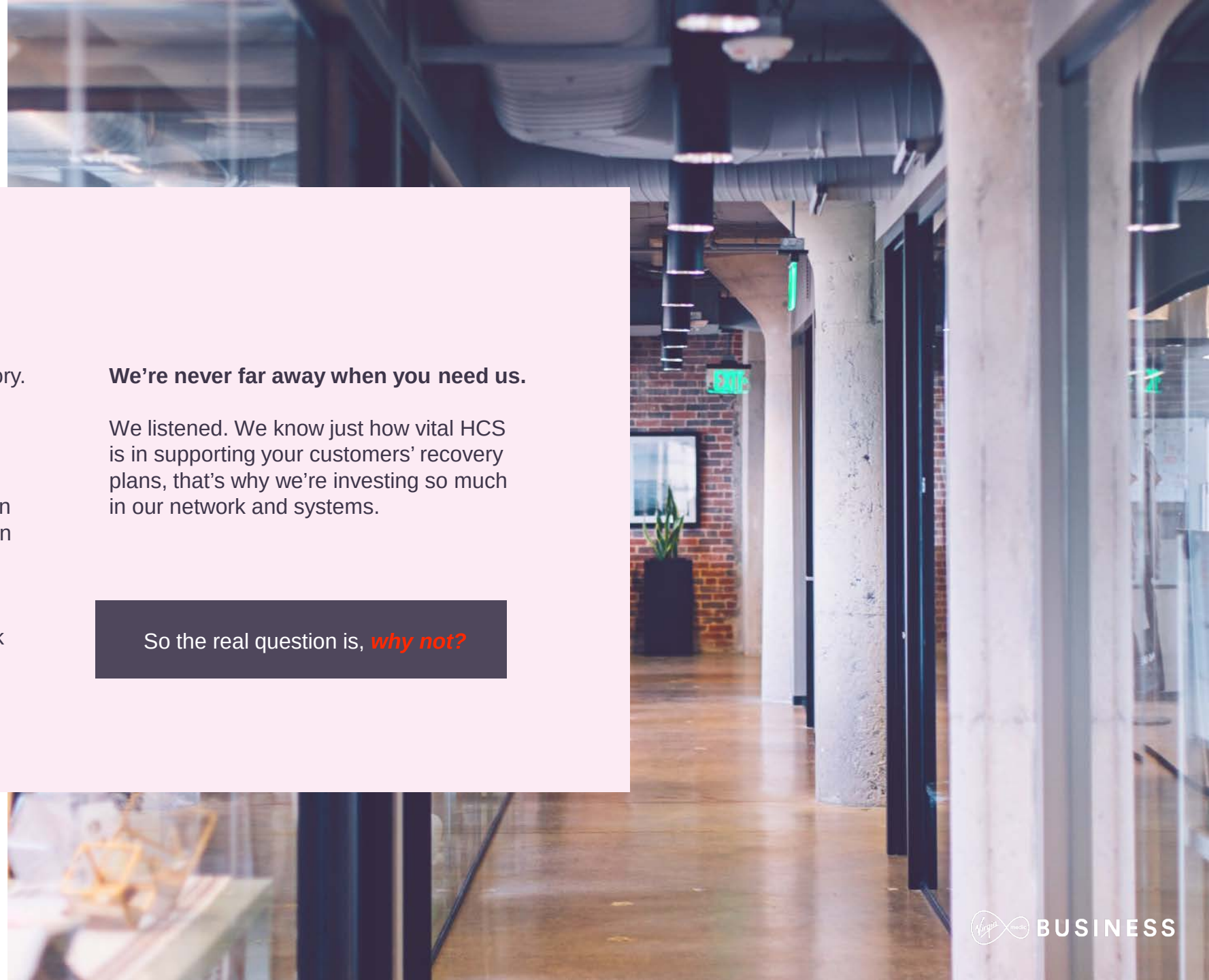
When it comes to the future we've got history. We have years of experience deploying thousands of HCS circuits supporting a multitude of critical applications including mobile, finance and banking and blue light Police and Hospital public services. You can be re-assured when buying HCS from Virgin Media Wholesale.

With over 350 HCS nodes at Virgin Media hub sites and UK data centres, our network has huge scale and reach.

We're never far away when you need us.

We listened. We know just how vital HCS is in supporting your customers' recovery plans, that's why we're investing so much in our network and systems.

So the real question is, ***why not?***



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Thank you.

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