

# Managed Internet Access

## The internet as you want it



*If you find yourself needing a high-speed dedicated internet connection, Managed Internet Access could be just the right choice.*

We all know the internet is critical to the way we work today. But where do you go if you want online access to be more reliable and work that little bit harder and faster for you?

Work with our Managed Internet Access and you'll get all those things – without stress or hassle.

We'll look after your dedicated connection 24/7 from start to finish, making sure you're open for business.

### *What Managed Internet Access can do for you*

- **Savings** – cut the cost of your internet connectivity – our national network coverage means you're always near an access point. So you'll save on connection costs. And you'll save on training and employment costs too if you're looking after a fully-managed service.
- **Budget control** – plan and control spending with our help and get the best value from our service. What's more, we offer a choice of payment options and further discounts if you sign a contract for longer than 12 months.
- **Choice** – choose a standard package or a tailored solution – whatever works best for you. We can also give you a variety of service options. Choose from a range of speeds, flexible delivery technologies, resilience and billing.
- **Performance** – make the most of our accredited next generation Ethernet network and unparalleled connectivity to the global internet. You'll get a fast response and a reliable service – your customers and end users will get a great user experience.
- **Peace of mind** – rely on our 15 years' experience providing thousands of customers with internet connectivity. You're in experienced, safe hands backed up with the promise of industry-leading SLAs.
- **Hassle free** – leave everything to us – from the router at your site, through to our gateways onto the public internet backbone.

### 6 steps to always-on easy access

- **Plan** – tell us what you need and our team will work it out for you.
- **Provide** – trust our provisioning team to make it happen. They'll keep you informed every step of the way. When the service is tested and ready for use, our Assure team takes over.
- **Assurance** – be confident! We look after everything – from the router at your site right through to the gateways onto the public internet backbone.

We'll continuously monitor and manage your internet service. And give you the tools for deep insight into your connection's performance.

- **Support** – relax. You're not likely to have a problem but, if you do, you can contact our support engineers 24/7 to get it sorted.
- **Secure** – cut out risks. Add on our Managed Firewall solution and you're covered against the security risks that come with internet access.

- **Optimise** – make the most of your internet access. Think about your additional services. You could give your business more security, enable remote access for your staff, suppliers and customers. And sort out a solution for business continuity if there's an emergency to deal with.

### Choose the access option that's best for you

#### Single link

A single, high-capacity, dedicated and unrestricted internet connection. Permanently available for your organisation's exclusive use. It's a scalable service so you can flex your bandwidth up or down as business demands. You'll find it quick and easy to upgrade too – without interrupting day-to-day workflow. Choose speeds from 2Mbit/s to 1Gbit/s.

#### Resilient

All the advantages of our 'Single link' service with added peace of mind. Choose to have a secondary, back-up internet connection to support your online presence. We can help with that, offering a choice of secondary link access types and configurations.

### Technical facts and features

Access	Traditional Leased Line and Ethernet access technology
Bandwidth	From 2Mbit/s up to multiple 1Gbit/s
Transit & peering	Multiple transit partners and hundreds of peering arrangements mean direct and reliable connectivity
Resilience	Many dual-homed configurations available including Active/Standby or Active/Active, with or without planned network diversity
Multi-homed	BGP supported
IP addressing	PA address space provided at no charge, subject to RIPE approval
Equipment	Business class Cisco Router provided with our fully-managed service
Availability	100% with our dual-homed resilient service backed by service credits
Service restoration	6 hours backed by service credits
Online stats	Web based stats available
Security	Options for firewall with integrated anti-virus, anti-spam and web filtering security features are available



*For more information about how our Managed Internet Access service can help your business get better connected, call 0800 052 0845 or visit [www.virginmediabusiness.co.uk](http://www.virginmediabusiness.co.uk)*