

Contents

Our network	Network stats and facts	5	
	What we have to offer	6	
	Our national breadth and depth	7	
Thinking smart	Smart Solutions	9	
	We've every tool you need to transform	10	
Getting secure	We're clued up on security	13	
	Security by numbers	14	
	GDPR	15	
Enterprise sector	Bringing enterprise businesses up to speed with technology	17	
	Stay connected	18	
	Digital capabilities	19	
	Powering the Public Sector	20	
Customer focus	Customer success stories	22	
	Our charity partnerships	24	







Network stats and facts

As one of the biggest national network providers, we continuously invest in our network infrastructure, which we build and own ourselves.

As part of Liberty Global, we've one of the largest networks on the planet

800,000km of wholly owned global fibre network

40% of the UK's mobile traffic

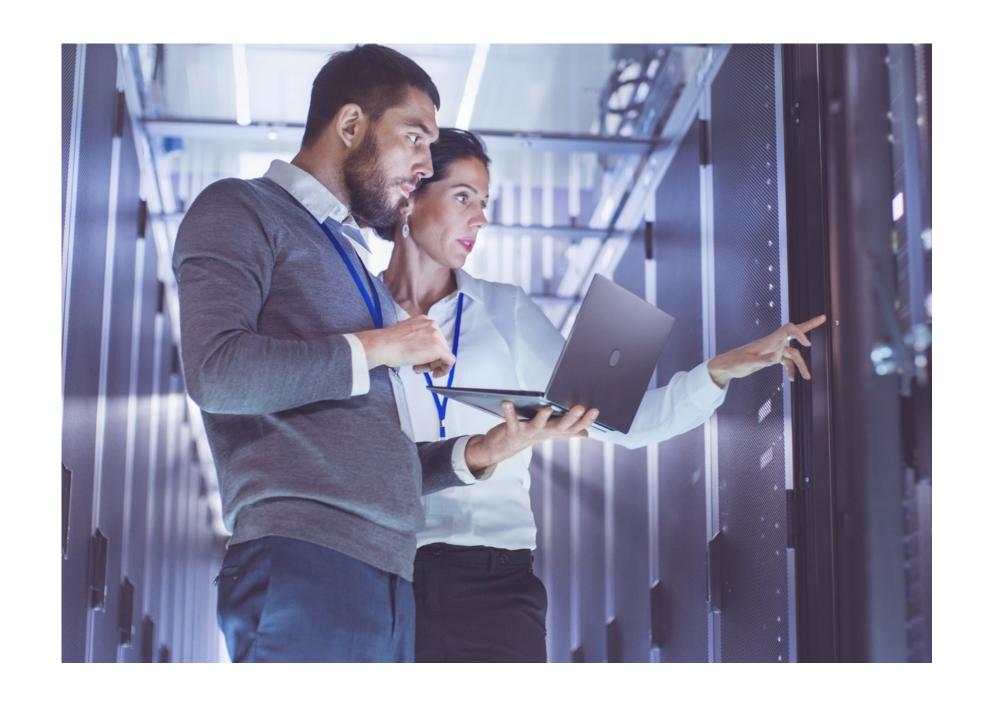
35% of the UK's broadband traffic

186,000km of fibre-optic cable (halfway to the moon!)

99.95% availability SLA on all products

95.5% of faults fixed within SLA

82% of our calls to us answered within 20 seconds





What we have to offer



Liberty Global

Virgin Media Business is part of Liberty Global, the world's largest international TV and broadband company.

Liberty Global connects over 22 million customers through operations in 12 countries across Europe subscribing to more than 46 million TV, broadband internet and telephony services.

It also serves over 6 million mobile subscribers and offers WiFi service through 10 million access points across its footprint.

Project Lightning in Scotland

100,000 premises across Scotland have been connected to ultrafast broadband since 2016.

More than 1,000,000 premises in Scotland are now able to access Virgin Media's gigabit-ready broadband network which offers speeds up to 350Mbps.

Continued expansion by Virgin Media will be a welcome boost to Scotland with its network offering download speeds more than eight times faster than the national average (42Mbps).

Our five key sustainability goals

Our long-standing promise is to bring the power of connectivity to our customers and communities.

More inclusivity

Lower impact on society

Better products

Boost for UK business

Transform lives



Our national breadth and local depth

We're a nationwide organisation with dedicated local expertise and a complete suite of connectivity solutions. Working with businesses, we support them in achieving their digital potential across all sectors.



Scotland

Five offices

3,571 business customers

256 employees

360,000 homes and businesses getting ultrafast broadband by the end of 2019

One million premises already connected to our fibre-optic network

UK

Over 100 offices

58,000 business customers of all shapes and sizes

2,513 employees

1,500 people running our network

They said:

"Scotland has been one of the biggest beneficiaries of our Project Lightning programme and we are planning to connect thousands more homes and businesses this year. We hope that working more closely with the Government and local authorities will help accelerate Scotland's digital ambitions more effectively and efficiently."

Julie Agnew, Scotland Regional Director for Virgin Media Business











Smart solutions

At Virgin Media Business, we've delivered innovative solutions and offered our expertise to businesses for more than 20 years.

With our 2,513-strong workforce, we built and own our network, which helps our 58,000 business customers unleash their brilliance, both on a national level and in local regions.

Our Smart portfolio offers a complete suite of proven solutions, which can be tailored to your unique business needs.

Smart Connectivity

ETHERNET

National scalable network power to drive digital transformation

CLOUD CONNECT

Enabling a fast and secure journey to the cloud

HIGH CAPACITY SERVICES

Superfast connectivity driving the speed of business

WiFi

Exceptional user experiences

IPVPN

Reliable and resilient network driving digital transformation

MANAGED INTERNET ACCESS

Superior managed internet access to optimise user experience

SOFTWARE-DEFINED WAN

Taking organisations on a journey to a SMART Network

Smart Workspace

TRADITIONAL VOICE

Crystal-clear, reliable, effective and secure voice connectivity

IP VOICE

Digital telephone for more seamless business communications

MOBILITY

Create a super-connected on-the-go business

UNIFIED COMMS

Empower your people to work flexibly – anytime, anywhere, from any device

CUSTOMER INTERACTIONS

Create a more seamless experience for customers

Smart Advisory

LAN MANAGEMENT

Unparalleled expertise from an agile, network owner

PROFESSIONAL SERVICES

Help understand, optimise and transform your digital platform

MANAGED SERVICE DESK

First-time resolution through awardwinning service

MANAGED SERVICES

Dedicated, local consultants support every stage of the digital journey

HARDWARE & INSTALLATION

Free up budget and resource

CUSTOMER TRAINING

Extensive end-user and training options



We've every tool you need to transform

Whether you're looking to grow and evolve your business with ultrafast connections, empower your staff with secure mobile access to corporate data and applications, or gain the guidance you need to unleash your digital potential, our SMART portfolio provides solutions and support tailored to your business.

Smart Connectivity

Ultrafast and scalable connections to empower your business to take the steps it needs to transform.

Smart Workspace

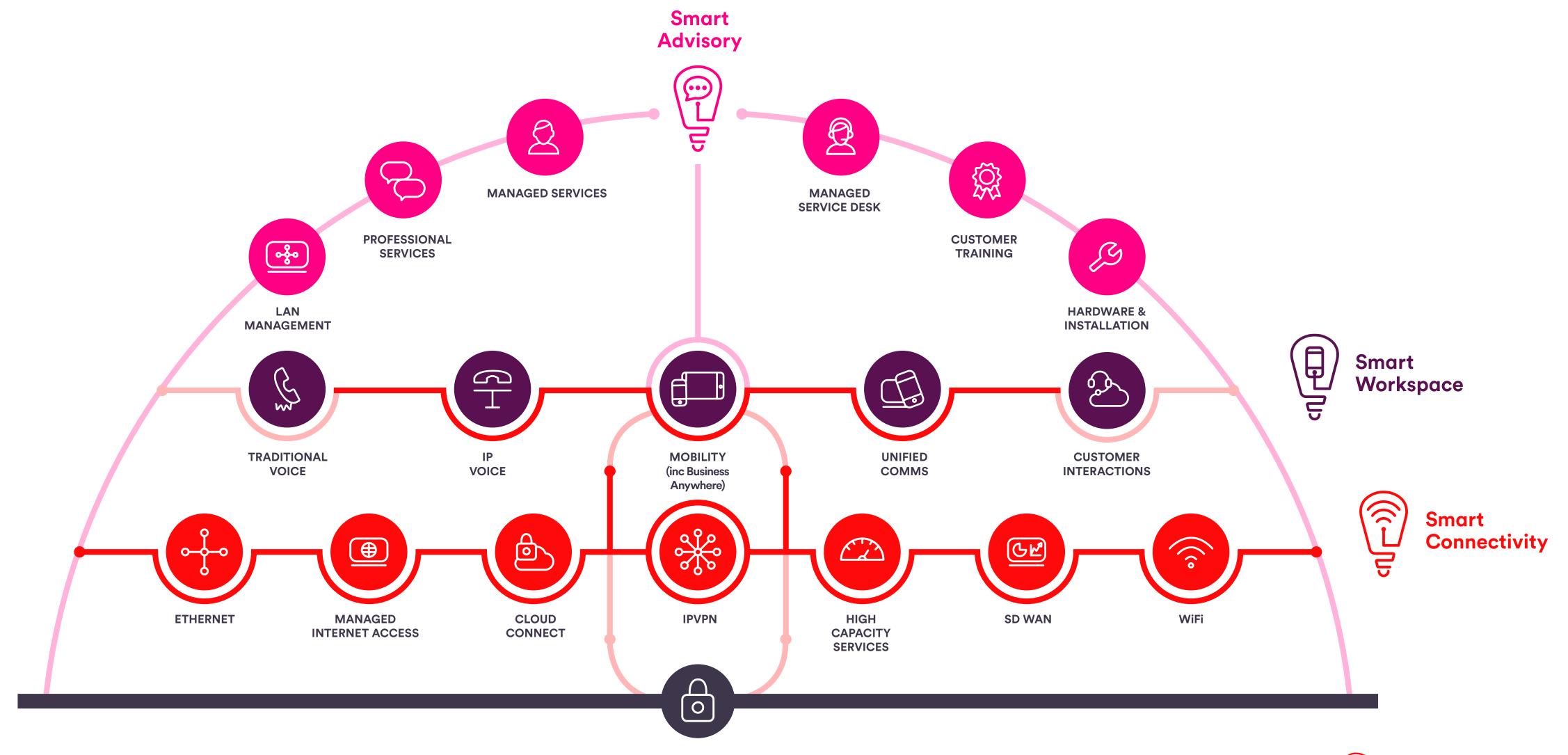
Access information on the go, on any device, giving real-time access to collaborate, work flexibly.

Smart Advisory

Become a true digital leader by taking advantage of our expertise in offering simple solutions.

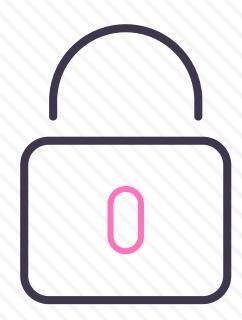












We're clued up on security

In just a few decades, the internet has changed the world. It's now hard to remember life before email, handheld devices and Netflix.

The business world has changed beyond recognition too: supermarkets, taxis, travel agents and newspapers are just some sectors feeling the pressure as everything moves online.

For firms that want to compete in this age of relentless disruption, security should be as much of a priority as profit. Not only can a cyber-attack bring business to a halt (impacting customers and profits), but there are punitive fines if data hasn't been safeguarded properly.

50%
of all UK businesses
suffered an online breach
or cyber-attack¹

70%
of large organisations
suffering losses from
£20,000 or more

35%

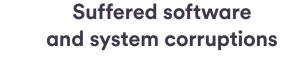
admit they changed nothing following a security incident in the previous 12 months

Among the 46% who identified a breach or attack:



lost files

9%





Lost access to third-party Had their website systems they rely on slowed or taken down



Permanently lost or had damaged files or data



Had money, assets or property stolen



Security by numbers

2_m

Cyber-crime incidents recorded in 2016 according to the ONS

13% SMEs that

SMEs that feel ready for GDPR 18%

Unsure how many incidents they have been targeted from cyber-criminals

£17.5m

The maximum amount SMEs could be fined under GDPR

£34bn

The annual cost of cyber-crime to SMEs

35%

UK business that did nothing in the 12 months after a security breach

47%

SMEs say practising crisis communications response is a high priority

57%

Businesses that have suffered a cyber-attack in the last year

82%

Have double locks, compared to only 32% who follow Government advice for safer passwords 98%

SMEs that are starting to invest or are planning to invest in digital security £17.5m

The approximate amount that security breaches online could cost your business

27%

Companies that are safe online are more likely to suffer cyber-breaches than companies that don't

What should you be doing now?

Audit

Get a firm grasp on where you have data stored and what it includes

Remove

Delete any unnecessary records or data collection that your organisation is engaged in

Inform

Make sure sources are aware of why and how their data is being collected and processed



GDPR

Data: your hugely valuable asset that can give your business the edge over your competitors. But to beat the competition and maintain access to such data, it has to be protected.

General Data Protection Regulation (GDPR)

This has far-reaching consequences for SMEs holding customer data. For example, if a breach occurs and a company's security is found lacking, fines of up to £17.5m can be imposed. That's enough to cripple most SMEs.

Did you know?

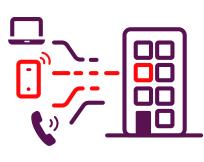
GDPR is designed to keep data safe and requires:



Resilient network



Extensive documentation



Business continuity processes

All products, applications and networks to incorporate security from the start





Robust incident response





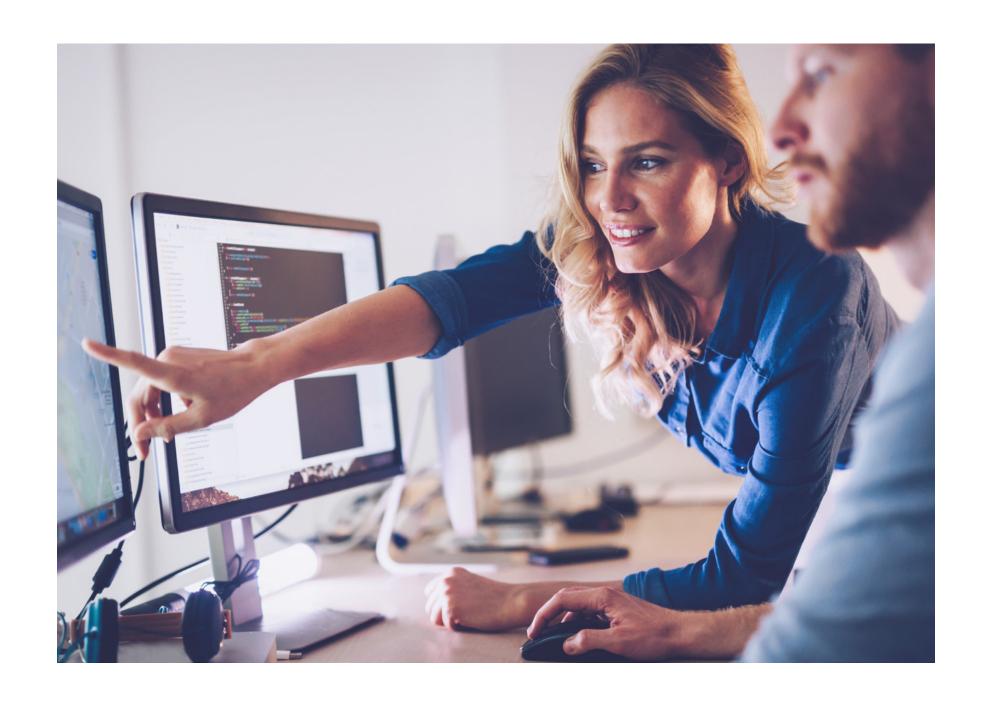


Bringing enterprise businesses up to speed with technology

What is digital transformation?
It's using digital innovation —
the kind you use in everyday life,
from social media to Skype) to
change the way you do business.
We aim to help all our customers
achieve their digital potential.

The big benefits of digital transformation:

- 1 Improved customer experience
- 2 Reduced operating costs
- 3 Ease of acquiring new customers
- 4 Greater success in finding and retaining the right staff skills
- 5 More innovation in products and services
- 6 Increased ability to mange suppliers and partners
- 7 Faster adaptation to changing regulations





Stay connected

Our working world has changed significantly over the years — and it's partly down to the rapid evolution of connectivity speed.

Back in the early 1990s, it took roughly 30 seconds to print an A4 page of paper, not to mention downloading a 3.5MB song, which took a few hours. Oh, and before Netflix, a 700MB movie downloaded after three to five days.

Thankfully, the early 2000s brought broadband, which meant faster connections that allowed us to browse easily and download faster. And it also introduced us to things like Instagram, Dropbox, LinkedIn, Skype and YouTube.

Only recently have we gone beyond broadband, where 4G has made mobiles smarter and WiFi has become the norm — making it easier to connect and collaborate. Last year, fibre-optic broadband boosted UK speeds to 300Mbps; no more download disruptions, no more storage scares.

For SMEs like yours, speed, security and scalability are essential to help you compete and grow. They make you more nimble and flexible, so you can meet customer needs.

Despite this, more than 30% of very small businesses see their current internet connectivity as an inhibitor. 45% of SMEs view IT as a necessary cost, compared with just 20% who see it as a driver of competitive advantage.

The truth is, connectivity lays the foundation for SMEs' success – improving customer experience, tightening security and delighting employees. That's why 1,500 UK corporate businesses of all shapes and sizes come to us for connectivity power: our network is accessible to 85% of all organisations in the UK!



Password



Digital capabilities

Today's leaders are disrupting their industries and getting ahead of their competitors by innovating.

Their secret? Preparing for tomorrow by developing the six most important digital capabilities...

1. Technology Infrastructure

In a recent survey 1,000 organisations were asked how they're adopting digital technologies. 63% have fast, reliable communications and 65% use cloud services.

What is it?

Future-proof networks, hardware and software

Why do you need it?

Do business better than ever before

2. Digital workforce

If we all met our digital potential, more than one million new jobs would be created over the next two years.

What is it?

Attracting and motivating digitallyskilled staff

Why do you need it?

To make the most of new market opportunities

3. Digital information

75% of organisations report a significant increase in digital content.

What is it?

Strength in gathering and analysing data

Why do you need it?

To turn bits and bytes into invaluable insight for commercial advantage

4. Digital strategy and leadership

Digital leaders achieve financial improvements that are on average 30% higher than those of other firms.

What is it?

Understanding how technology is transforming tomorrow and embracing its opportunities

Why do you need it?

To get ahead in a world where your competitors are about to innovate

5. Open and collaborative partnerships

47% of digital leaders are partnering with digital specialists.

What is it?

Effective partnerships with peers to share knowledge

Why do you need it?

To support your internal skillset and facilitate innovation

6. Digital customer engagement

93% of digital leaders said digital capabilities could improve the quality of their offering.

What is it?

The use of digital channels to create engaging customer experiences

Why do you need it?

To impress, gain insight and improve the quality of your products or services



Powering the Public Sector

Every business (no matter what the industry) is under pressure to do more with less – but none more so than those in the public sector, which faces rising expectations with restricted resources and budgets.



We've worked in the public sector for more than 20 years, offering our expertise, services and solutions to businesses like yours. We also helped build the Public Services Network (PSN) – the UK's most used network by public-sector businesses – and we became one of the first organisations to achieve full PSN compliance certification as a Direct Network Service Provider (DNSP).

As a member of the Innopsis (the industry association that works closely with NHS Digital), we played a key role in designing and planning the new Health and Social Care Network (HSCN). We're now a certified supplier of HSCN services.

We also work to the international standard for IT Service Management (ISO 20000) – from design and delivery through to control and resolution.

So it's fair to say we know the world you work in, and how you want to change it. In fact, 60% of the emergency services rely on our network 24 hours a day, and we power 22,000 public-sector sites in total – including central and local governments, emergency services, health and social care, and education.

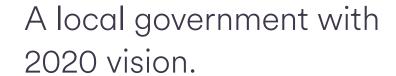
That's because our robust solutions and PSN compliance help public-sector organisations store and share sensitive information and official government documentation at high speeds with a high level of encryption. And our security experts are accredited by CLAS (the government's listed advisor scheme) to provide consultancy on systems marked as secret.

By putting services such as libraries, schools and leisure centres on a single network, we can cut costs and improve communication – making it easier for people to get in touch. We work with you to provide the information, guidance and support you need to take the next step on your digital journey.





Customer success stories: Dundee City Council



Dundee is ranked 20th in the UK for its digital hub, and its council wanted to build on this by looking at the city's future. The aim? To become a digital-first organisation, underpinning a more digital, betterconnected Scotland.

But the council was under greater pressure to do more with less as budget allocations were turned down and services were cut. It needed to meet the expectations of Dundee citizens and live up to its digital status. Partnering with Virgin Media Business, the council was able to replace its ageing servers with a high-performance data centre, along with professional services.

With its new, agile infrastructure in place, Dundee City Council can head to the cloud and drive growth, while realigning budgets for key digital services.



They said:

"The Virgin Media Business team was on hand to support us, providing guidance on more effective use of IT, and – working with its partners – was able to demonstrate solutions that gave us confidence in the upgrade and long-term viability of our digital vision, and eventual move to the cloud."

Graeme Quinn, Lead IT Officer, Dundee City Council





Customer success stories: Arnold Clark



When Europe's top car dealer Arnold Clark merged several of its dealerships and had to move its core data centre to a new purpose-built site, it didn't just see a migration challenge; it saw a powerful opportunity for transformation.

Arnold Clark identified Cisco HyperFlex – a hyper-converged infrastructure – as its ideal solution. However, the company didn't have the right expertise internally to implement it properly.

"We were on a learning journey and knew that Virgin Media Business was the go-to organisation for this specialist area," said Arnold Clark CTO, Derek Rose.

We set up an off-site lab experience for Arnold Clark's engineers, giving them a chance to get hands-on with the solution, and get guidance straight from Ciscocertified experts.

Arnold Clark's migration is due to be completed on time and on budget. With a new platform that delivers greater flexibility and higher storage capacity, Arnold Clark is ushering in a new era of technology scalability and even easier digital experiences for its customers.

Arnold Clark

They said:

"Arnold Clark's customer value is 'Easy to do business with.'
We'll never forget that it's technology and partnering with organisations like Virgin Media Business which makes things so easy."

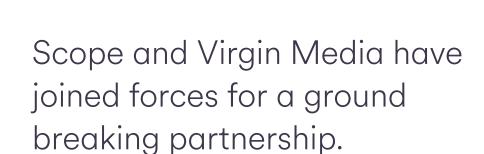
Derek Rose, CTO, Arnold Clark





Our charity partnerships: Scope





A key driving force for the partnership is the 'Work With Me' campaign.

Work With Me is a three-year initiative by Scope and Virgin Media to understand and tackle the barriers disabled people face getting into and staying in work.



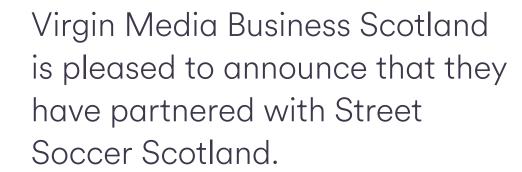
The Virgin Media partnership with Scope is part of its own long term focus on improving inclusion at work and transforming the lives of disadvantaged people through technology.





Our charity partnerships: Street Soccer Scotland





Street Soccer Scotland is a social enterprise that aims to eradicate poverty in Scotland by driving positive change. This is achieved through football inspired training and personal development. Street Soccer Scotland has had huge success and has achieved over 22,000 attendees to their programmes.



Virgin Media Business is working with Street Soccer Scotland to raise brand awareness and support their marketing activities which include thought leadership events, football tournaments and becoming a partner of their prestigious business club.

This official partnership will focus on the shared value of inclusion combatting both digital and social isolation.



Virgin Media Business Scotland

Head over to:

virginmediabusiness.co.uk

or chat to one of our experts on:

0800 953 0180

