



Exceed with COLT

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COLT Hosted Services Overview

Presented by Datatel Networks Ltd

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Enterprise-grade IT infrastructures for midsize businesses

COLT Total Plus is a complete portfolio of IT operation, security, applications and maintenance services. Total Plus enables managers and owners of midsize businesses to focus entirely on running their business without the need to allocate time to IT infrastructure issues. COLT is the only service provider offering operational IT services to midsize businesses over an owned and managed pan-European network, making enterprise-grade IT infrastructures available to smaller organisations.

- > Provides a dedicated business unit set up to entirely develop and manage midsize businesses' IT installations
- > Enables you to enjoy the IT reassurance and security until now only enjoyed by large corporations
- > Comes at a fixed monthly cost, regardless of the number of technical incidents or support calls
- > Offers to midsize businesses a depth and breadth of expertise that would be near-impossible to retain on an in-house basis
- > Provides advanced, proactive security that properly safeguards IT infrastructures
- > Takes away the pressure to be on top of all aspects of technology
- > Provides a pick-and-mix service – you choose from seven main areas to match the exact IT support required
- > Supports a standard PC image of Microsoft® Windows® XP Professional, Microsoft Office 2003 Standard Edition, Adobe® Acrobat® and WinZip® and a standard server image of Windows 2003 server

Reliable cost structure

Total Plus is purchased on a per-user, per-month basis, enabling you to reliably predict your IT costs. Total Plus works with you to develop your IT strategy and plan for investments and upgrades.

Messaging options

Total Plus provides a Microsoft Exchange 2003 mailbox for each user, which includes e-mail, shared calendar and contacts, tasks and notes. Users will have access via a Microsoft Outlook® client and OWA, as well as through options such as mobile access via RIM® BlackBerry™ and remote access using Microsoft Terminal Services or a personal VPN client.

Network monitoring and data backup

COLT Total Plus analysts monitor your network connections on a 24x7 basis. PCs, servers and data are backed up daily to redundant, secure, mass-storage devices within COLT's state-of-the-art data centres.

Security

Total Plus provides a number of security safeguards, including anti-virus software and spam protection. Access to the Internet is via the four-layer security architecture.

Customised helpdesk

Users are provided with a freephone number to access the Total Plus helpdesk, Monday-Friday 07.00-19.00. Extended helpdesk access is available for weekends or out of hours at additional cost.

COLT Total Plus

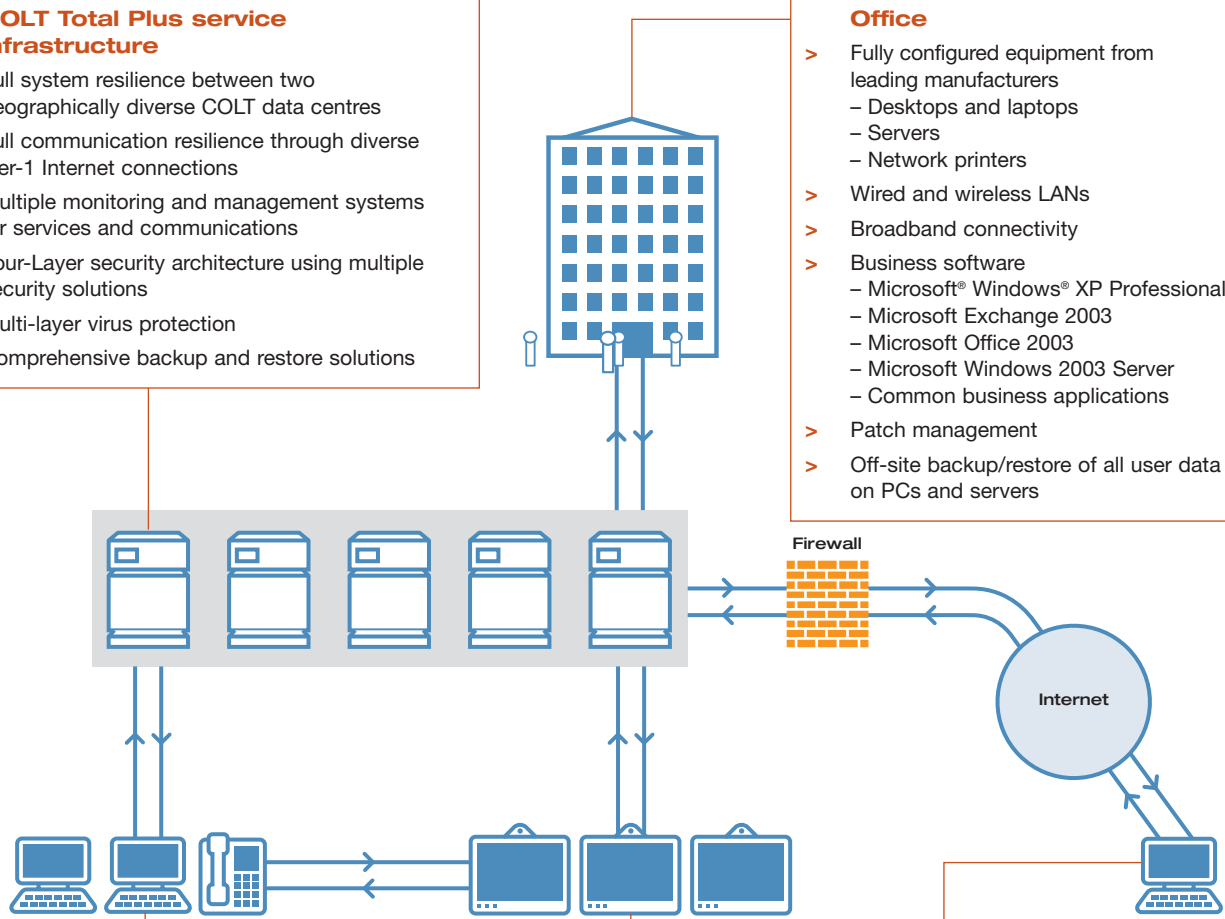
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COLT Total Plus service infrastructure

- > Full system resilience between two geographically diverse COLT data centres
- > Full communication resilience through diverse Tier-1 Internet connections
- > Multiple monitoring and management systems for services and communications
- > Four-Layer security architecture using multiple security solutions
- > Multi-layer virus protection
- > Comprehensive backup and restore solutions

Office

- > Fully configured equipment from leading manufacturers
 - Desktops and laptops
 - Servers
 - Network printers
- > Wired and wireless LANs
- > Broadband connectivity
- > Business software
 - Microsoft® Windows® XP Professional
 - Microsoft Exchange 2003
 - Microsoft Office 2003
 - Microsoft Windows 2003 Server
 - Common business applications
- > Patch management
- > Off-site backup/restore of all user data on PCs and servers



Service desk centre

- > Proactive and reactive problem management and resolution, manned by highly trained experts
- > Freephone and e-mail problem-reporting facilities
- > Historical information on all end-users and workstations to provide superior customer care
- > Full asset management for all customer services, systems and applications
- > Calls answered immediately by highly trained, knowledgeable professionals
- > Remote connectivity to users' PCs for troubleshooting and resolution of problems
- > Proactive monitoring of services, servers and network printers
- > 24-hour seven-days-a-week monitoring
- > Daily backups to secure encrypted storage servers
- > Expert engineering team for troubleshooting complex problems
- > Collocated in a highly secure facility

Remote users

- > Remote access service based on the latest in virtual private network (VPN) technology
- > Home and roaming user support
- > Worldwide dial-up services at local phone call costs
- > BlackBerry™ e-mail service

Security

- > Next-generation specialised Security Operations Centre (SOC)
- > Four-Layer-security architecture design
- > High-availability infrastructure and facilities
- > Advanced firewall system
- > Deployment of latest security technology
- > Full anti-virus outbreak prevention and control
- > State-of-the-art anti-spam
- > Proactive monitoring and containment of security events

IP Voice

IP Voice

IP Voice which is a fully managed network based service that provides all the features and functions of a private branch exchange (PBX) without the need for any equipment on your site. There is no hardware to buy as a range of handsets are included in the service, together with the option of using a “softphone” which works with a headset that can be directly connected to the users PC. Because the service is network based a user can “log on” to any IP phone and their settings are automatically downloaded to it, making hotdesking easy

Example of COLT Total using IP Voice Line

