Product Guide

Leased Lines and Ethernet

PROFILE
be smart with technology

In partnership with Zen Internet

Leased Lines and Ethernet are the business class connectivity solutions from Zen Internet. Through our Partnership with Zen, we offer a comprehensive product range to suit all business connectivity requirements.

Through our partnership with Zen Internet, we provide a range of Leased Line and Ethernet solutions offering competitive circuits ranging from speeds of 1Mbps right up to up to 1Gbps all backhauled over our high performance & resilient network infrastructure.

Modern applications demand additional network resources and without sufficient bandwidth a number of problems can occur – including delays to external communications and business critical applications. In order to ensure applications and Internet services perform as expected businesses need to consider investing in dedicated Leased Line connectivity.

Leased Lines are completely dedicated circuits with business class Service Level Agreements (SLA) and 24/7 support. Unlike broadband services Leased Line connectivity products do not share infrastructure at the local BT exchange and therefore are not prone to delays caused by other users connecting to the same exchange.

The Leased Lines and Ethernet product set now offers a range of options to tailor your solution to your exact requirements. We provide you with a fully managed solution including hardware complete with 24/7 access to UK based Technical Support, Customer Service and our market leading 4 hour onsite response support contract.

Features of Leased Lines & Ethernet

4 hour onsite support
- Market leading onsite support & swap out of hardware by one of our Cisco accredited engineers

24/7 support
- Peace of mind and support anytime your business demands

Network investment & management
- Our network capacity is built ahead of demand ensuring optimum performance of your circuit

Circuit resilience
- Our Ethernet backup option allows you to implement a backup circuit that is delivered from an alternative geographic location and takes diverse routes into your business premises

Experience
- Zen is one of the UK's first ISP's and has been providing leased lines for over 10 years

Coverage
- We partner with the UK's largest carriers to offer you comprehensive coverage and competitive pricing

"The dedicated account management and excellent level of support provided with the Access service from Zen has proved invaluable to Northern Housing Consortium. Zen really looks after our business critical connection and we feel confident that any issues will always be quickly resolved."

Mr Anthony Cumming, Northern Housing Consortium

That's Zen thinking

Leased Lines

Leased Lines are business class connections providing dedicated Internet access. They are suitable for business customers who rely on the Internet to run their business and cannot risk the delays or support levels typically associated with broadband services.

Access

Access leased lines provide you with 1:1 dedicated business class Internet connectivity at speeds of 2Mbps and benefit from the same speed available to both send and receive information. These solutions are ideal for companies with low fluctuations on bandwidth usage month to month but require a reliable service and business class support.

Secure Access

A leased line with managed security from Zen offers the complete Internet connectivity solution to meet your requirements.

With integrated firewall, VPN, intrusion prevention, anti-virus, web filtering, and traffic shaping capabilities a managed FortiGate device from Zen enables a wide range of organisations to enjoy complete protection from the most damaging threats without compromising performance.

Private Line – Dedicated link between 2 sites

A Private Line provides a dedicated link between 2 sites with speeds from 1Mbps up to 1Gbps. We recommend these solutions for companies with two office locations in close proximity. Customers with 2 or more sites in separate towns / cities should consider our private network IP VPN solution.

> **"Zen's solution has increased the productivity and efficiency levels of our staff. The reliability and speed of the new service helps Bardsley maintain a competitive edge by allowing our staff to focus on delivering projects within programme and on time which we believe is quite unique in the construction arena."**
>
> Mark Grandi, Bardsley

Ethernet

Ethernet is rapidly becoming the de-facto business connectivity solution for all but the smallest business locations. Delivered using fibre optic technology, Ethernet provides a powerful combination of performance and flexibility.

> **"Ethernet is forecast to be the UK's fastest growing access technology in terms of spend between now and 2012, with a predicted Compound Annual Growth Rate of 16% for the next four years."**
>
> Analysys Mason Research: Business Data Services, Growth Opportunities 2007-2012 (June 2007)

Ethernet customers connect into our resilient and high performance 10GB network. The circuit can be provided as a 10Mbps, 100Mbps or 1Gbps solution and then your required bandwidth will be allocated. This bandwidth is easily scalable and can be upgradaded on demand as your business grows. This ensures a cost effective and flexible solution to meet the demands of a growing business.

All our Ethernet services include 4 hour onsite support for your Cisco hardware and a business class Service Level Agreement offering the peace of mind to focus on your core business.

Ethernet is ideal if you…

- Need consistently high connectivity speeds with minimal downtime i.e. you use the connection for mission critical data.
- Need to transmit bandwidth intensive applications over the Internet or from site to site.
- Need to transfer sensitive data in a quick and reliable manner between two sites (Private Line) for backup of data and disaster recovery.
- Are running more costly and less flexible legacy technologies such as traditional copper based Leased Lines.

> **"My overall impression of Zen is that they employ knowledgeable and efficient staff who are always happy to help. I would certainly recommend Zen to any company looking for a fast, reliable Internet solution."**
>
> Craig Holmes, IT Manager, The Direct Marketing Group

Secure Ethernet

The Secure Ethernet package provides your business with fast, flexible dedicated Internet connectivity protected by a state-of-the-art managed Unified Threat Management Firewall. Our Managed Network Security solutions will deliver maximum network protection and increase reliability.

A Managed Network Security solution will enable your business to consolidate your security requirements into one multifunctional device, whilst at the same time increase network protection, reliability and performance.

Ethernet Highlights

- Flexibility – Reliability – Fast speeds – Great Value

Flexible

- Ethernet has all the capacity you'll need for ever increasing hungry bandwidth applications and with the flexibility to increase your bandwidth on demand.

Reliable

- We have heavily invested into our network over the last 15 years and have the necessary skills in place to ensure your business connectivity can operate at the best possible performance. In addition, we offer a market leading Service Level Agreement (SLA).

Fast speeds

- Ethernet offers speeds of up to 1Gbps ensuring fast access out to the Internet and into your network delivering maximum productivity for your business

Great value

- With our solutions you only pay for the bandwidth you require right now and you can scale your service as your business grows.

Award-Winning Technical Support and Customer Service

- We offer 24/7 helpdesk support and a market leading 4 hour onsite fix or replacement of your equipment by one of our Cisco accredited engineers. We also have an in-depth resource of IT specialists who can design a solution to meet your needs.

Product Guide

Product Options

Backup

Zen Internet invests heavily in their network to eliminate single points of failure however we strongly recommend that you implement resiliency with your connectivity. Outages can be caused by a range of factors that are outside of both our and your control and if your connectivity is critical a backup circuit is vital.

Our support teams can provide automatic failover to a Broadband, Leased Line or Ethernet circuit. We recommend a like-for-like backup service if sufficient budget is available however standard broadband services can provide limited bandwidth in an emergency.

For maximum resilience we can implement Full Diversity where we deploy a separate router and Ethernet circuit that takes a completely separate path from your premises to Zen's network and out to the Internet.

About Profile Technology Services Ltd.

Profile was formed in 1989, with the objective of providing total IT solutions to businesses across the UK. From the outset the emphasis was, and remains, on providing 'the best of breed' products and services to our customers.

Above all, we take great care to ensure that the systems we install are matched to our customers' requirements. Then throughout the implementation stages we go out of our way to ensure that the end results are the benefits our customers had as their objectives. Only in this way can we build the fruitful partnerships that our customers currently enjoy.

We can provide you with a full range of IT services, including:

- Business and IT Consultancy
- Hardware and cabling
- Networks and Mobile Computing
- Web Services
- Business and Financial Software
- Equipment Maintenance
- Software Support Services

For more details about any of the products or services detailed in this brochure, please contact:

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:

- IP VPN
- Leased Lines & Ethernet
- Broadband
- Managed Firewalls
- Voice
- Data centre services
- Domain Names
- Web Hosting
- Data Backup

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