

# Network services



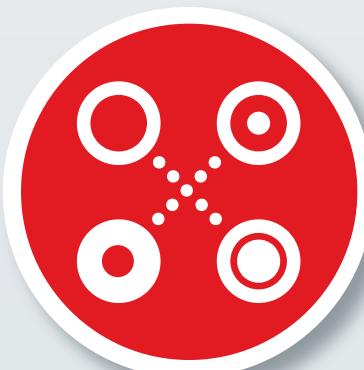
Managed networks ensuring the right application experience, security and availability



# About Claranet

Claranet is Western Europe's largest independent managed service provider offering businesses integrated hosting, networks and communications services. Over 4,500 businesses trust Claranet to deliver their applications and websites 24x7. Founded in 1996, Claranet has continued to evolve from a strong base as an innovative network services company into a leading hosting provider positioned as a leader in the Gartner Magic Quadrant for European Managed Hosting. We leverage our partnerships with the world's largest technology vendors to create services that meet your needs now and in the future.

By continually investing in the technology platforms and local expertise that you require we can help you get ahead. With over 750 employees, across six countries (UK, France, Germany, Portugal, the Netherlands, and Spain) our mission is to build trusted customer relationships for the long-term, helping you to focus your resources on innovation and creating value for your business. We take the time to really understand your business and create tailored, flexible solutions which transform the complex challenges you face into opportunities.



## Hosting

- Managed hosting
- Virtual Data Centre
- Colocation

## Networks

- Managed networks
- Connectivity
- Mobile broadband

## Communications

- Email
- Collaboration
- Telephony

## Our customers



### Quick facts

- £130m annual revenue
- Over 4,500 business customers
- Operations in six European countries
- Network services leader since 1996
- Circa 750 staff in 16 offices
- 20 data centres
- Positioned as a leader in the Gartner Magic Quadrant for European Managed Hosting

# Making sure your networks deliver

The network is coming under increased scrutiny as more businesses take advantage of the cloud to deliver IT and applications. These new requirements placed on enterprise networks mean that network availability and performance is more important than ever. Very few businesses have the time, skills, experience or desire to manage multiple network vendors as it is a significant distraction for increasingly stretched IT teams. Couple this with the importance of continually matching exactly the right solution to business needs and reliance on a responsive 24x7 service and there is a compelling business case for using a trusted partner.

## Transform your ability to deliver

We understand that the quality of the service you provide to your internal and external customers reflects directly on you. At the heart of the IT experience is the delivery of data and applications, 24x7, to people wherever they are. Our best-in-class managed networks, connectivity and mobile broadband services, ensure your business's network delivers time after time.

## Leverage our process expertise

We have the expertise to help support your business strategy with agile and powerful IT solutions, matching the right mixture of services to your individual requirements. We take the time to understand what you are trying to achieve and work with you to design, build, manage and evolve your solution.

## Benefit from a proven approach

- Since 1996 Claranet have been at the forefront of network service aggregation, leveraging our buying and partner influence with BT, Vodafone and TalkTalk to provide a better level of service than the carriers themselves
- We adopt the ITIL best practice approach to IT service management and are accredited with the ISO standard for quality assurance
- We provide your organisation with a reliable and flexible networking solution that grows with your business, providing the perfect private and secure environment to deliver your applications and services

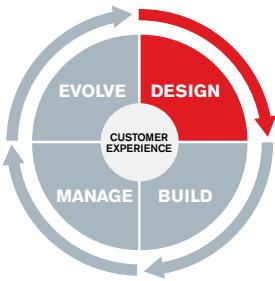
## Delivering the business outcomes you need

- Empower your workforce with secure, reliable MPLS-based connectivity
- Solution-based planning and road-mapping
- Extend your capabilities – tap into our expertise
- Cost-effective solutions through carrier aggregation



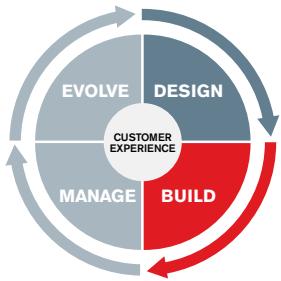
# Our process

Claranet designs, builds, manages and evolves your services in partnership with your business helping you achieve your desired business outcomes today and in the future. We combine the insight we gain from our customers with the knowledge of our own subject matter experts to design solutions tailored to your needs. We continually work to improve everything we do.



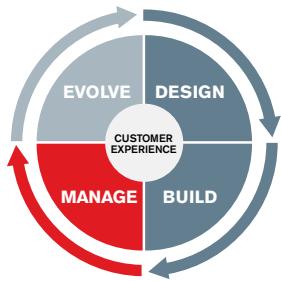
## Design

We take the time to listen and understand your business along with your personal and IT objectives. By understanding your challenges we can work with you to design a tailored service to meet your needs. By using common service ingredients and proven processes we speed up deployment times while maintaining quality.



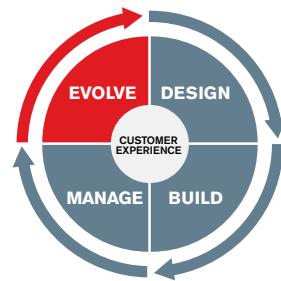
## Build

Once your solution has been designed, our Service Delivery team will take over, to manage the implementation and delivery process working closely with your internal teams. We take pride in ensuring your solution is delivered correctly and to the agreed schedule.



## Manage

Your business is managed by our Service Operations team who provide a proactive, ITIL aligned, service around the clock. You receive a single point-of-contact, providing fast response and clearly defined ownership. A technical expert is always on-hand should any issues arise.



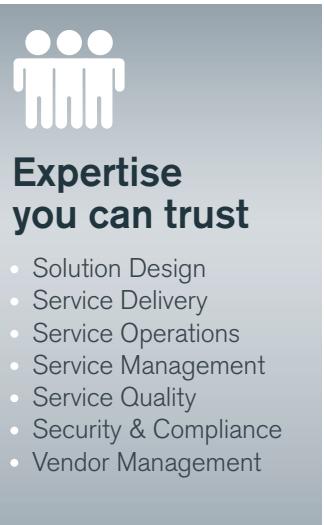
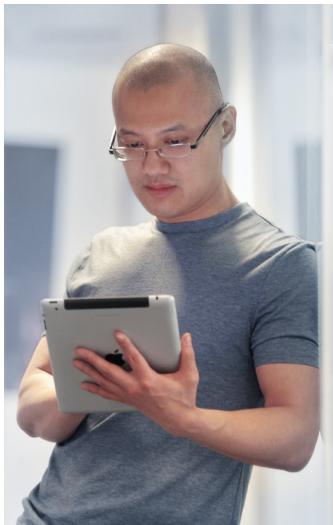
## Evolve

Circumstances and objectives change. Our teams understand your business and new technologies, and are available to work with you on your strategic planning and roadmap development. We aim to continuously improve your services.



Claranet understands just how important IT is to our customers' businesses. We take the trust that our customers place in us very seriously and are completely focused on ensuring that all elements of the services we provide continually reflect this understanding."

**Wiebe Nauta - Operations Director, Claranet UK**



# Managed network services

Our managed network services, built around the Claranet core MPLS network, go far beyond simple monitoring and support. We take the time to understand what you are trying to achieve and work with you to design, build, manage and evolve your wide area network, as your requirements change. Claranet ensure that managing the increasing demands and complexity of IP connectivity does not distract your team from focussing on value adding activities.

## Experience

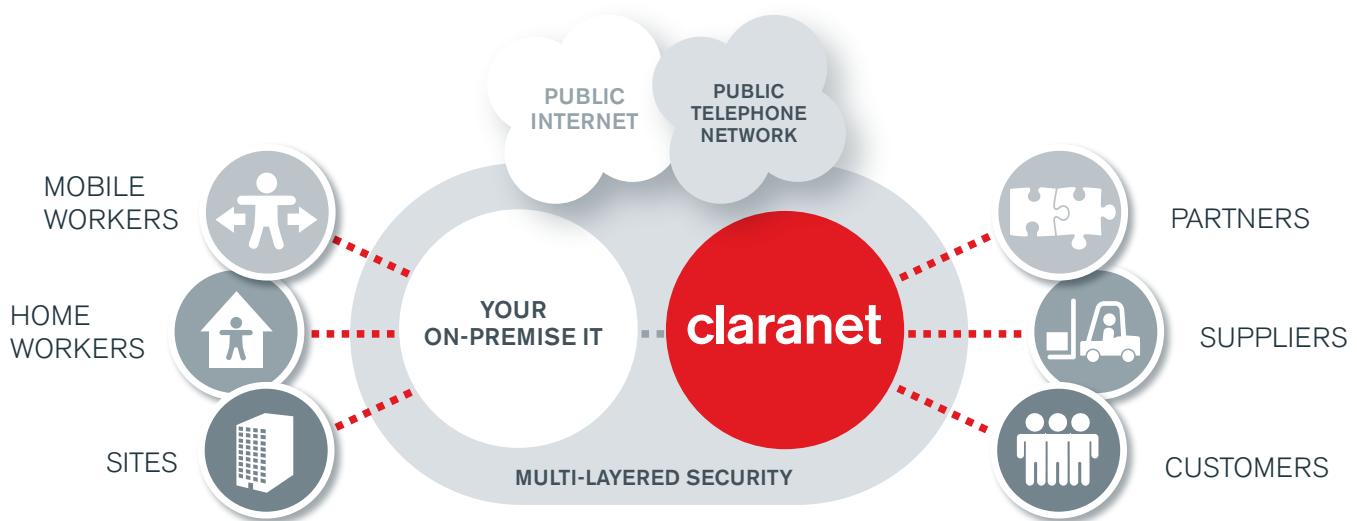
- Bespoke network design utilising the experience of Claranet's Solution Architects
- Leverage our strong partnerships and vendor management experience with global carriers

## Flexibility

- Wide range of connectivity technologies available from independent carriers
- Single point of contact and highly responsive change and incident management
- Clear billing to save you time with bespoke billing available
- Able to provide a more flexible commercial solution than global carriers

## Visibility & control

- QoS-enabled networks, designed to ensure critical applications always perform
- Proactive monitoring, on-site router installation by engineers and 24x7 maintenance
- Network availability and performance reporting through Claranet Online portal



We have created a secure, private and resilient network and hosting infrastructure with a secure gateway to the public Internet and telephone network

# Connectivity services

Claranet's extensive IPv6-ready connectivity portfolio interconnecting with our next generation network ensures we are able to deliver connectivity when you need it, where you need it and at a competitive price. Our close working relationship with the global carriers, and active engagement in their product development programmes, ensures that you have access to the latest connectivity options as they become service ready.

All of our connectivity options are available as part of a managed MPLS wide area network or as an Internet service. We also offer unmanaged and partner options.

## Dedicated lines

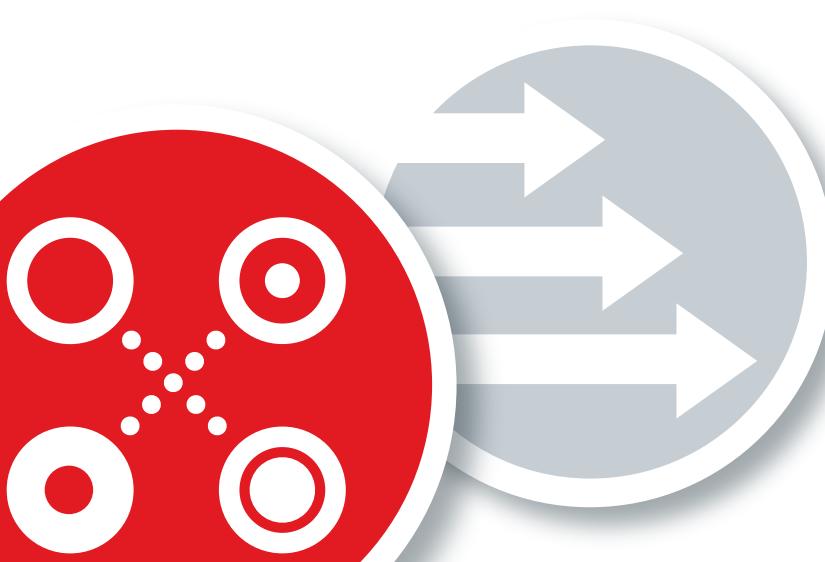
	Bandwidth		Proactive Monitoring
	Down	Up	
Ethernet	2Mb - 10Gb	2Mb - 10Gb	✓
Ethernet First Mile (EFM)	35Mb	35Mb	✓

Ethernet separation options: ask for details on our comprehensive portfolio of resilient options from simple backup to complex separate routings between multiple sites.

## Broadband

FTTC	80Mb	20Mb	Option
Broadband (ADSL)	20Mb	1.5Mb	Option
Mobile Broadband (3G)	HSPA+	-	-

Backup options: flexible options including FTTC, broadband and mobile broadband.



# Case study: Harvey Nichols

Harvey Nichols is an international luxury lifestyle store, renowned globally for the breadth and depth of its exclusive fashion merchandise. It offers many of the world's most prestigious brands in womenswear, menswear, accessories, beauty and food. Harvey Nichols stores are based throughout the UK & Ireland - in London, Leeds, Edinburgh, Birmingham, Manchester, and Dublin. Harvey Nichols also have a small chain of restaurants, most notably its restaurant, Bar & Brasserie based in the OXO Tower, London.

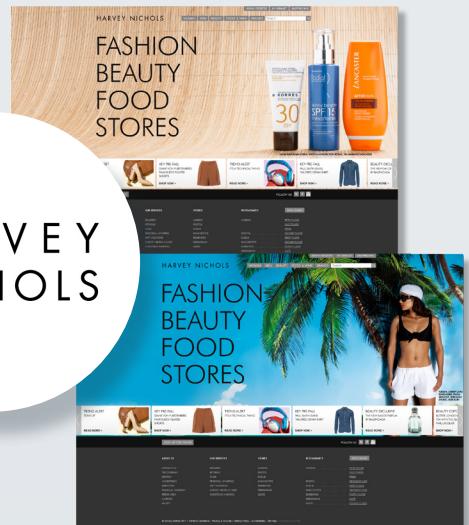
## The challenge

Claranet originally worked with Harvey Nichols over five years ago, providing managed connectivity to the retailer. However, Harvey Nichols decided to switch to a larger network provider, who, it was believed, would be better equipped to manage the service. Yet soon after making this move, Harvey Nichols began to experience difficulties with its new supplier in terms of network flexibility and service levels. This led to the retailer switching back to Claranet for an upgraded service that would meet its evolving networking needs.



“Although we were very impressed with the networking solution Claranet provided us some five years ago, we made the mistake of thinking that when it came to a more complex networking solution, we would be better off with a bigger service provider. What we found though was that the new network operator wasn't able to maintain the same level of service that we had experienced with Claranet. This in turn meant that we had to look for another provider.”

**Matthew Suddock,  
Infrastructure Manager at Harvey Nichols**



## The solution

Harvey Nichols entered into a five year agreement with Claranet, over which time the service can be flexed and scaled to match business growth. The company currently has 11 sites, including its two restaurants, all of which are managed centrally as one group on the same MPLS service. Claranet looks after the Wide Area Network (WAN), including the Local Area Networks (LANs), Voice-over-Internet-Protocol (VoIP), and a virtualised testing environment.

The service from Claranet has involved an upgrade of the existing infrastructure with additional bandwidth provided to support anticipated company growth. This is necessary as expansion will result in an exponential increase in data that the organisation needs to collect, manage and protect.

Furthermore, as Claranet's data centres are PCI DSS compliant and allow customers to meet several sections of the security standard's criteria, Harvey Nichols' compliance burden is significantly reduced. This, along with the reliability, security and flexibility of Claranet's service, has enabled Matthew Suddock and his team to focus time and resources on new projects and IT development.

## The results

Claranet has been able to deliver a reliable, secure, flexible and robust networking solution that can readily scale to cope with the ever-evolving bandwidth requirements of Harvey Nichols. The built-in headroom of the current solution means that the retailer can utilise spare capacity to manage patching and maintenance more effectively and during timeframes that suit the business, rather than having to wait for quiet periods when demand is not so high.



**For more information:**

claranet.co.uk - twitter.com/claranet

**To book an appointment or to discuss our network services:**

Call us: 0808 256 2853 - Email us: [business@claranet.co.uk](mailto:business@claranet.co.uk)