



KCOM

Managed WANs

Bringing your business together



Keep your sites and people securely connected with our bespoke Managed WAN solution.

Make sure you have a secure and resilient network supporting your business. Simply lay hosted voice services across the top to keep your lines of communication open. Introduce a Hybrid Cloud environment to control access to files and information. Roll Office 365 out to each of your users to let them work better.

We'll partner with you every step of the way through your network journey, from the initial planning stages to in-life management. Get the best technology and dedicated support, tailored directly to your business needs, all from a single service provider.

With KCOM you can leave your network in expert hands.



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Get the best technology, tailored to your business

Technology moves fast and there is always something new to replace the current, but how do you know what you can and should be using?

We help you set up your network using any access technology, from simple ADSL lines up to dedicated Ethernet connections, Cloud Connect and 3G/4G failover options.

We're constantly introducing new technologies that make sense for our customers' businesses and will actively review each individual site and advise on new connectivity options as they become available. Easily add complementary services on top of your network including colocated servers, Wireless LANs, Hybrid Cloud, and Hosted Voice solutions. Our networks have complete flexibility to evolve as your business needs grow.

Cost-effective connectivity for any budget

Mention the term 'Managed WAN' and ideas of sprawling networks, top tier technology and high costs come to mind. This isn't always the case however; a Managed WAN is equally relevant for a handful of sites using FTTC connections and anywhere in-between.

By offering a range of access technologies we can work with you to create a network that will work for your business. On top of that, we also have direct relationships with multiple carriers to get the best connectivity price at each of your sites.

Dedicated support whenever you need it

Your network connectivity is vital for the success of your business. Working with a service provider who understands this and makes supporting your business a priority is a must.

Our Managed WANs give each and every customer proactive account management throughout the entire service, not just in the initial stages. Our UK-based team of experts is on hand 24/7 to support you in the event of any technical issues. This is all backed by a 100% availability SLA and regular on-site reviews with your assigned Client Services Manager.

We fully manage, so you don't have to

Planning, setting up and maintaining a WAN can be a complex and time consuming activity. This may require resources or expertise you either don't have or can't prioritise in-house. We partner with each of our WAN customers and work out exactly where we can add value to the resources you have available.

We provide pre-sales and project management support in the initial stages of delivery to get your network up and running smoothly, to full network management throughout your service where needed. As a Cisco, Microsoft and Fortinet Gold Partner, we have the necessary resources and expertise available in-house to configure and deploy all aspects of your business network.

Keep your communications live and secure

A business network needs to serve two main purposes; maintain access to data and people throughout the organisation and beyond, and keep that activity private and secure. Our Managed WANs can be configured in our MPLS cloud infrastructure to suit your business needs and can either be completely closed or include optional Internet breakout.

Our cloud managed firewalls keep your network fully protected from any external malicious activity. To guarantee peace of mind, our underlying robust network architecture offers a range of resiliency options to keep your business connected, no matter what.

Have complete visibility across your organisation

There is nothing worse than not knowing the status of your network. Who's using it? How are your sites performing? Is everything running smoothly?

Our in-house team actively monitors your entire network to make sure everything is running as it should, dealing with any issues that may arise before they can impact your business. We also give you access to Sentinel, our web-based connectivity manager that offers real-time views over your entire estate down to each individual site, including bandwidth usage and latency reports. We make basic account management extremely simple through our online portal for billing, raising technical support tickets and other self-managed functions.



Why choose us as your network partner?

There are a number of providers out there offering managed network products, but we have a few advantages that make partnering with us a safer and more streamlined option.

End-to-end service from a single provider

Business networks support entire business operations from data hosting and security, productivity tools and communication. When resilience is one of the key elements of a service, an infrastructure involving many different component parts and providers can cause a world of problems if things don't quite go to plan. If no-one has full end-to-end visibility or responsibility, each provider involved can shift blame to the next.

We can provide not only the underlying connectivity network, but also all of the cloud hosting and voice services across the top of it. We proactively monitor every one of our services to ensure they're fully operational. Should you need to raise a technical issue about any of the services you have with us across your network, all it takes is a single phone call and we'll take care of it as quickly and effectively as possible. One bill, one point of contact, one technology partner.

Multi-carrier network benefits

Partnering with a single carrier provider can be extremely limiting for a number of reasons. When you're tied into only using their network to provide yours, you'll only have one option available to you, restricting your geographic reach, technology type by area and getting the best cost per line. This could lead to you not getting the exact solution you want, or the project coming in over budget.

We have long-standing relationships with all of the top tier carrier networks including BT, TalkTalk and Virgin to give you the best option on each of your network lines. If one carrier doesn't service a particular area that you need, simply switch to another. A certain carrier coming in too expensive? Again, use a cheaper alternative from another instead.

Another great benefit is adding multi-carrier resiliency to your service. If one carrier network is having technical issues, you'll only be partially affected by this as the rest of the network will be carried by another. There is even the option of having a second line into certain sites on a different carrier network to the first to maximise failover resiliency.

Multiple access technology

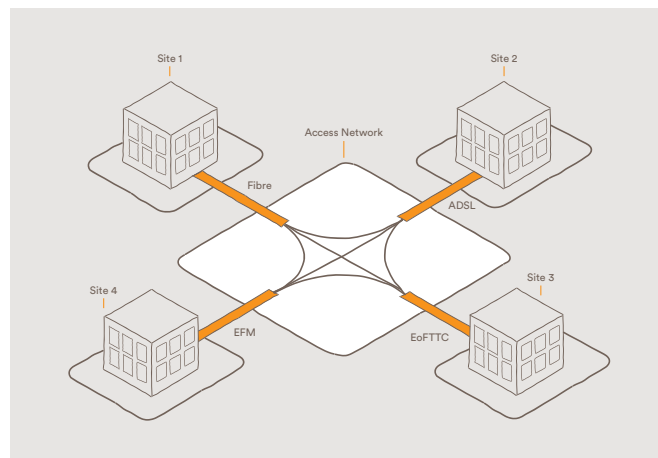
Leased Line	
Ethernet	The fastest fibre access technology available, offering speeds of up to 1Gb over a dedicated, uncontended and reliable connection through the Ethernet network. Our premier connectivity option, but also the most expensive.
EFM (Ethernet in the First Mile)	A fast, cost effective alternative to Ethernet, with speeds of up to 35Mb. Offers quicker lead times and the resilience of multiple copper pairs to businesses within 4.8km of the exchange.
EoFTTC (Ethernet over FTTC)	Fibre to the Cabinet routed through the Ethernet network, providing a fast and reliable connection of up to 80/20Mb with a much lower contention ratio than Private FTTC.
Broadband	
Private FTTC	Fibre to the Cabinet routed through the general Broadband network offering asymmetrical speeds of up to 80/20Mb.
Private Bonded DSL	Combine up to 4 ADSL lines together for faster upload and download speeds. Creates a single, more resilient connection in areas where other technologies are not an option.
Private DSL	ADSL/ADSL2+ connections through the Broadband network with asymmetrical speeds of up to 24/1Mb.
Mobile	
3G/4G	Mobile network access offering speeds capable of file sharing, IP telephony, video conferencing and cloud/hosted applications.

Configuring your network

We'll help you design your network based on your individual needs. Typically we'll advise routing an any-to-any MPLS configuration through our cloud, however we understand that every customer has their own unique requirements. Any element of the network can be altered, based on a complete or partial hub and spoke design, to even using one of your sites as the main focal point of the network.

Here's a summary of what each style of configuration can achieve:

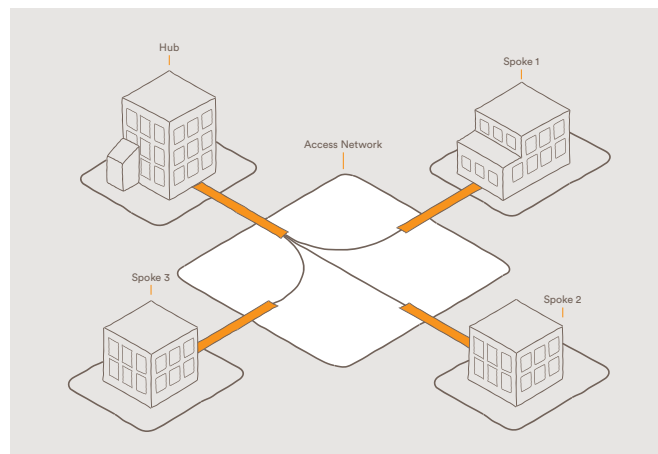
Any-to-any



In an any-to-any network, every site is connected to each other, with two-way data transfer and communication possible across the entire network.

This is the most common network design as it offers the most flexibility across an organisation. The head office will usually have an Ethernet line running into it with smaller sites sitting on smaller Leased Line or fibre broadband connections.

Hub and spoke



Hub and spoke networks consist of a number of satellite sites that all have two-way data transfer and communication to the head office, but no connectivity between them.

This style of setup is useful for franchise organisations for example that all need access to head office, but not necessarily the other franchisees. However, we can still put in direct connections between spoke sites where needed.

Hosted firewalls and Internet breakout

All of our managed networks have the option to include safe, reliable and secure breakouts to the Internet if needed.

We use an industry-leading, enterprise-grade unified threat management system from Fortinet – a next generation of firewall that provides complete protection and control over your network security. A complete centralisation of your security needs – no need to use anything else.

Here are some of the comprehensive benefits you can expect as standard from our firewall service:

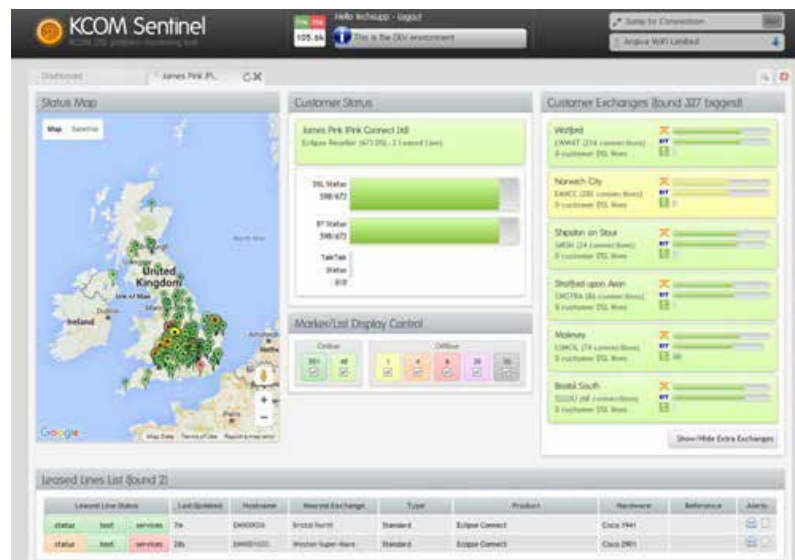
- > **Guaranteed resiliency** – we set up our service in a high availability configuration, meaning that in the unlikely event of one firewall going offline, a second will be there to keep your network protected. We also use a combination of ARBOR servers and ARBOR cloud protection to prevent DDoS attempts against your network
- > **Dedicated or virtual firewalls** – we offer both options to cater for any type of security policy your business may have. Completely manage with a dedicated solution, or part manage with a virtual firewall
- > **Web filtering** – restrict certain parts of the Internet based on user authentication, either on a department or individual level – not just based on IP address. Have full control over blacklisting and whitelisting down to specific times of the day
- > **Secure VPN** – users outside of your main network can use an SSL/IPsec encrypted tunnel to your firewall from wherever they are, whatever device they're using
- > **Single sign on** – to your network and firewall. Only one round of authorisation makes it easy and convenient to access
- > **Threat prevention** – dedicated firewall antivirus software will look at all files coming in to your network and shut up to 97% of harmful code before it can even get to users. Fortiguard also globally syncs all firewalls – if a new virus appears, a dynamic update can be rolled out within 15 minutes to stop it. Once inside the network, a robust IPS system scans more in depth for malicious code, which can be blocked, filtered and assigned alerts to admin
- > **Reporting and logging** – have full visibility of Internet activity to and from your network. Bandwidth utilisation, most popular websites, biggest files downloaded etc. Reports can be fully customised – we'll send you one automatically every day or week as you require. We can also offer self-serve reporting through access to the raw data using Fortianalyser
- > **Fortinet Gold Partner** – we have eight fully certified engineers in-house. Anything you need to know or want to do, we can help

Proactive monitoring

Get instant visibility of your entire connectivity estate as standard with Sentinel, our advanced web-based monitoring tool. Proactively troubleshoot and manage performance across your network to keep your sites connected.

A clear and concise online dashboard combined with interactive connection maps, each updated in real-time, gives you full transparency and control over all of your connections and puts an end to the problem of not knowing whether an issue is with the network or site specific. This instant diagnosis and a user-configurable alert system means that you'll be aware of any issues or line outages as they occur to minimise network disruption.

Access to first line diagnostics also means that many issues can be resolved without the need to call our support team for help. However we'll always be available in case you need further assistance with anything.



Interactive maps

Select individual connections and exchanges to easily identify line problems in real time. Have complete control and visibility over your network by geographical location.

Automatic alerts

Pre-configurable alerts via SMS or email in the event of an issue arising. You'll always be in control and the first to know about any line issues or outages before they cause problems.

Guaranteed quality

Fast and reliable monitoring performance, hosted on its own dedicated server and backed up by a 99.99% uptime SLA.

At KCOM we get excited about providing technology solutions that really help our customers achieve what they need.

Combining connectivity, communication and cloud solutions, we bring everything together into a single managed service that's right for your business.

Connect

Selecting the most cost effective access technology, from ADSL to Fibre Ethernet, to address the needs of each of your sites individually means we can build a fast, flexible and reliable network to support the way you work.

Cloud

From complete data infrastructure solutions, like hybrid hosting to applications such as Office 365, Skype for Business and Hosted Exchange to moving into the cloud provides anywhere, anytime access to your business systems, all supported by great technical and customer service teams.

Communicate

To keep everyone in touch, a flexible, high quality voice solution is still an important part of your business infrastructure. From traditional PSTN and ISDN to hosted IP platforms, we can provide you with an integrated and reliable unified communications solution.

Consult

With our team of specialists, you don't need to be the experts. We'll work with you as a trusted technology advisor, available to guide you through the ever-changing technology landscape, using our strategic partnerships with Microsoft, Amazon Web Services, VMware, BT and many more to provide you with the solutions you need to support your business strategy.

Challenge us to help you find an easier and more enjoyable technology solution for your business:

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