Portfolio Overview

Zen Internet's Data, Voice and Hosting services provide UK businesses with the ability to transact, communicate and collaborate in order to pursue operational and commercial goals with confidence. We provide the application delivery infrastructure businesses need to compete in today's highly connected world.

Why Zen?

Zen Internet, an independent Internet Service Provider (ISP) has grown over the last 17 years from a pioneering ISP into a company that provides a full range of data, voice and hosting services to businesses across the UK.

- Business focused managed services provider
- Widely recognised for customer service, support and reliability
- National network with direct access to over 200 UK exchanges
- Privately owned Data Centre with capacity for 270 racks
- Diverse product portfolio

Service and Support

What sets us apart from other suppliers is the quality of our customer service and technical support, demonstrated by the numerous awards we have received for the service we provide. Our Technical Support and Customer Service teams are focused on resolving issues first time and restoring service as quickly as possible.

Connectivity & Security

- Broadband
- Leased Lines
- IP VPN
- Managed Firewalls

Hosting & Online Data Backup

- Our Data Centre
- Domain Names
- Web Hosting
- Dedicated Servers
- Managed Hosting
- Colocation
- Online Data Backup

Voice

- Phone Lines
- ISDN
- SIP Trunking

Our Customers

Zen Internet Headquarters

Our mission is to provide the best ISP service in the UK

Richard Tang,
Managing Director

That's Zen thinking

Business Connectivity

At Zen Internet we offer a rich choice of reliable Broadband services including ADSL, Fibre Optic Broadband and Leased Lines, Ethernet. Our delivery infrastructure ensures your organisation gets the speed and bandwidth required. In addition, you can take advantage of a comprehensive choice of value-added services which include Backup, Hosting or Managed Network Security. We enable you to 'get connected' and tap into the applications you need, even in the Cloud. We are also committed to providing the right solutions and support to reduce the cost and complexity of voice and data communications.

Zen deliver high speed, reliable and secure Connectivity using our next generation network (NGA), Data Centres and in-house expertise. Through a world-class network infrastructure our Internet Connectivity is the very best it can be and continues to improve.

IP VPN

Zen's IP VPN service equips organisations with a private fully managed WAN (Wide Area Network) that guarantees the performance of voice, multimedia and application traffic. Complemented by a comprehensive Managed Cloud and Security portfolio, our custom-built solutions enable organisations to tackle any communication challenge while taking advantage of the latest unified communications solutions to boost productivity and cut costs.

- Our IP VPN solution offers a secure, reliable and cost effective way to connect your offices, remote workers and partners.
- It provides complete security for data in transit to ensure remote sites and employees have access to business critical applications and information.
- The solution is also application aware and designed to transport a range of multimedia services.
- Connecting multiple sites to our next generation Multi Protocol Label Switching (MPLS) network ensures application performance with advanced Quality of Service (QoS) features.

IP VPN is the most widely adopted Managed IP Service and is now the WAN of choice for businesses. It offers complete security and is delivered over our 10Gbps MPLS network and provides traffic prioritisation for mission critical and delay sensitive applications. This advanced networking infrastructure provides a future-proof platform for convergence of voice, video and data networks to provide significant cost savings, and reduce the burden of network management.

We engineer IP VPN business solutions that cut the cost and complexity of managing business applications across the WAN. Each IP VPN is designed to meet specific requirements, including options on access, QoS, Colocation and Internet bandwidth.

> **I was extremely impressed with the professionalism and planning of the IP VPN and specifically the design and implementation of QoS to support our video conferencing requirements.**
>
> **Donovan Naidoo, Associate Director of ICT**
> **Rethink**

IP VPN Internet Security

Access from your IP VPN to the public Internet can be controlled by a Firewall hosted in our Data Centre. This secured Internet breakout provides robust security to all participating sites, to ensure remote workers and branch offices benefit from the same level of protection as headquarters.

Leased Lines, Ethernet

Leased Lines, Ethernet provide guaranteed symmetrical connectivity reinforced by a premium 100% availability Service Level Agreement honoured by Service Credits. Leased Lines are available over copper (EFM) or Fibre (Ethernet) and offer bandwidths ranging from 1Mbps up to 1Gbps.

They are an ideal solution for your business if you:

- Have several offices or buildings spread across a local area
- Require guaranteed Internet bandwidth
- Need to transfer large quantities of data quickly and reliably between sites for data backup and disaster recovery
- Are running costly older technologies, as Ethernet is scalable and can create cost savings
- Require a circuit that can be delivered in 20 working days
- A four hour onsite engineering response for equipment failures
- Want 24/7 Technical Support

Business Broadband

We were one of the first ISPs to deliver faster Broadband services in the UK with Fibre Optic Broadband that reaches speeds of "up to 76Mbps." In 2013, we further extended our complete Fibre Optic Broadband offering with the introduction of speeds of "up to 100Mbps" (*subject to availability within local areas). We are currently trialling a service that offers speeds of "up to 330Mbps" and look forward to being able to provide this in the near future.

Our Broadband services provide award-winning Customer Service and Technical Support, which includes fast installation and connection.

Connectivity Portfolio

Ethernet

- Dedicated fibre circuit
- Bandwidth up to 1Gbps
- 100% Service Level Agreement
- Automated failover
- 24/7 Engineer Support and Monitoring

Ethernet in the First Mile (EFM)

- Copper based circuit
- 100% Service Level Agreement
- Automated failover
- 24/7 Engineer Support and Monitoring

NGA Ethernet

- Uncontended service
- 100% Service Level Agreement
- Automated failover
- 24/7 Engineer Support and Monitoring

Fibre Optic Broadband

- "Up to 76Mbps" download speeds
- 2013 will see speeds of "up to 100Mbps"
- Currently trialling a service that offers speeds of "up to 330Mbps"

ADSL

- "Up to 20Mbps" download speeds
- 30 day contracts
- UK based Customer Services and Technical Support

Right from the first pre-sales meeting, it was apparent that we felt we were an important customer for Zen. Every member of the Zen team we work with has dealt with us as if we are their number one customer.

Frank Burns, IT Director
National Tyres and Axle Group

Because your business deserves the best

The Data Centre

Strategically positioned and 100% independent, this 1,350 m2, energy efficient and environmentally friendly Tier 2 Data Centre represents a £4million investment - reflecting a commitment to hosting, answering the needs of customers and supporting future growth. Mission critical applications and data can now be hosted in an ultra-safe and resilient environment with significant capacity. Enough to support even the most demanding connectivity and bandwidth requirements and to seamlessly serve customers with the very best in IT hosting.

Maximum security - 1350m2. And every single square mm monitored

Data security is ensured 24/7 by automated management systems combined with an onsite central monitoring team, security guards and CCTV - covering every square millimetre of the secure, temperature controlled environment.

Energy efficient & eco-friendly - 100% guaranteed power. 100% green commitment

The new Data Centre incorporates state of the art N+1 power and environmental management infrastructure which will provide 2MVA capacity. Diesel Rotary Uninterruptible Power Supplies (DRUPS) ensure that incoming mains power is conditioned and that power is always available even in the event of a mains outage. With 100% guaranteed power, customers can be sure of 100% uptime from their hosted services. Overall DRUPS consume less energy than static battery based systems to provide uninterruptible power, which reduces the Data Centre's impact on the environment. This is part of a strategic commitment made by Zen, as reflected by our ISO 14001:2004 certifications for Environmental Management Systems.

Committed to the future - £4million invested to create a world class Data Centre

Our mission is to provide the best ISP service in the UK. Translating this mission into action calls for a policy of continual improvement in every area - and this £4million investment makes a world class Data Centre available to our customers. Our aim is to provide a quality of hosting that equals and complements our acclaimed ISP service, so that our customers enjoy the very best in data services for their business.

Specialist knowledge - 17 years' experience and expertise in hosting

The new Data Centre provides a full suite of Managed Hosting, Dedicated Servers and Colocation Services. It is a major step forward in our ongoing commitment to hosting, which we have been providing to our customers for over 17 years - and which has attracted a string of awards. The new facility joins existing Data Centres in Rochdale, Manchester, Leeds and London, all connected to each other and the wider Internet by a resilient 10Gb network.

> Before moving to Zen we tried a number of different providers. We chose Zen as we found that they lived up to their reputation. With the added benefit of them having their own data centre we decided to renew our contract with Zen in 2012.

Stuart Morgan, IT Director, Explore Learning

Business Class Hosting Solutions

We offer Colocation, Dedicated Servers and Managed Hosting services to businesses of all sizes. Your choice between these services depends on how much time and investment you want to devote to sourcing the hardware and software, together with managing and maintaining the solution.

For example, if you are in the business of providing hosted applications, but do not want the hassle or capital expenditure of having to provide and maintain the server hardware, then a Dedicated Server would be the solution. Alternatively, if you want to concentrate on servicing your hosted application customers, then a managed solution may be more appropriate as we will provide, manage and maintain your entire solution including the Data Centre capacity, hardware and software.

Features of our Business Class Hosting Solutions:

	Colocation	Dedicated Servers	Managed Hosting
Location	• Purpose built Data Centre	• Purpose built Data Centre	• Purpose built Data Centre
Network Connectivity	• Fixed Rate Bandwidth or Usage allocation*	• Usage allocation	• Usage allocation
Hardware	• Provided by customer • Physical Installation of customer equipment*	• Choice of enterprise class server hardware	• Choice of enterprise class Virtual/Physical server hardware
Operating System	• Provided by customer	• Provision of Linux or Windows OS*	• Provision of Linux or Windows OS* • OS installation and configuration • Patch/update testing and installation
Software Applications	• Provided by customer	• Provided by customer	• Provision of Microsoft Applications • Microsoft application installation and configuration • Microsoft patch/update testing and installation • Installation of bespoke software applications*
Network & Data Security	• Provided by customer • Tape rotation and storage*	• Managed Hardware Firewall* • Data backup and restore*	• Managed Hardware Firewall • Data backup and restore
Monitoring & Alerts	• Network, power and cooling	• Network, hardware (inc. power and cooling)	• Network, hardware (inc. power and cooling), Operating System, MS applications
Technical Support	• 24/7 Technical Support with Remote Hands	• 24/7 Technical Support	• 24/7 3rd Line Engineer Support

Service Level Agreement	• 99.999% Network uptime
	• 99.999% Power availability
	• 99.97% Cooling availability
	• 1 hour Remote Hands response
		• Service Agreement incorporating:
		  • 99.999% Network uptime
		  • 1 hour hardware fix
			• Service Agreement incorporating:
			  • 99.999% Network uptime
			  • 1 hour hardware fix
			  • 3 hour OS fix

*Indicates chargeable and/or optional feature

Voice Services

We can offer you a range of telephony packages that'll cover everything you and your business need, from basic telephone services through to ISDN and Business Talk SIP. Combine one, two or all of them and you'll have a complete, cost effective solution that'll enhance the continuity and efficiency of your business communications - from a provider you can trust.

Business Talk & Business Talk Plus

- Per second billing, low daytime call rates
- No 'call set up' or 'minimum call' charges
- Transparent contracts of just 1 month
- Clearly priced line rentals & options
- Call rates that are better than our competitors
- Hassle-free switching with no down time
- Bundle with broadband for simplicity
- Award-winning UK based support

Business Talk and Business Talk Plus provide you with all your standard phone line services at a lower cost than most of our competitors. Line rental and call charges are lower - and there are no hidden charges. Unlike some of our competitors you only pay for the actual duration of the call, with no set up or rounding up charges. Switching to your new Zen service is quick and easy, with no down time on your lines.

ISDN

- High quality digital voice service for businesses of all sizes
- 12 month contract
- Free to transfer your service
- All calls billed per second
- No call connection fees or minimum charges
- Award-winning UK based support

ISDN is a business-only product which improves the clarity and quality of calls - up to 30 at a time. ISDN runs on a standard 12 month contract, with competitive call rates, no small print and no minimum spend, unlike some of our competitors.

Voice Services

CLEARLY BETTER

for your business

> **Zen worked closely with us throughout the whole process and we are delighted with the reliability of the service. We look forward to continuing our relationship with them in the future.**
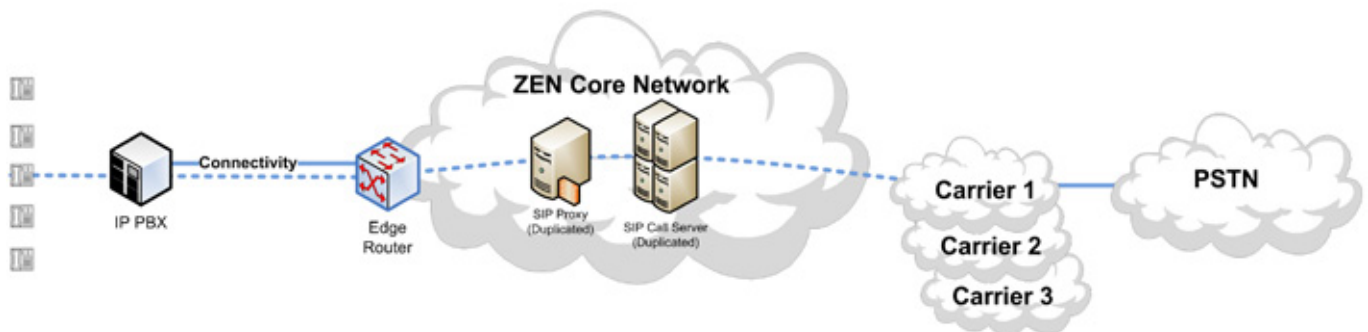
James Fletcher, Technical Director,RTL Systems

Business Talk SIP

- Converge your voice and data over a single connection
- Supports your disaster recovery strategy
- Flexible and scalable to your business needs
- Significant savings compared to traditional services
- Award-winning UK based support

Business Talk SIP sets up calls, packages them as data and sends them through your existing data connection. It provides high quality and clarity like ISDN and enables you to operate multiple offices through one system. You can keep all your local numbers, but they can be answered from one location. Business Talk SIP is ideal alongside ISDN, or as a standalone - with lower line rental charges.

Key benefits

Flexibility
- SIP Trunking allows your customers to use numbers from any area in the UK, giving their business a local presence.

Extensive Costs Savings
- More affordable connection, rental and call charges compared to traditional ISDN services.

Business Continuity/Reassurance
- In emergency situations if a site loses calls, these can automatically be routed to a disaster recovery site.

Scalability
- As your customers' businesses grow, additional call capacity can be added quickly, and in much less time than traditional ISDN services.

Portability
- If your customers are looking to move to SIP from ISDN, then they can bring their numbers with them.

Convergence
- Data and voice traffic can be sent over a single connection.

Reliability and Quality of Service
- Reliability, resilience and quality of our own network gives high levels of voice quality and improved services. Quality of connectivity is key to successful SIP deployments.

Enterprise Mobility
- Employees can be working from home, or on the road, and make and receive calls as if they were in the office using their office DDI number.

> **We see voice as a key component to the systems we sell to our customers both now and in the future.**

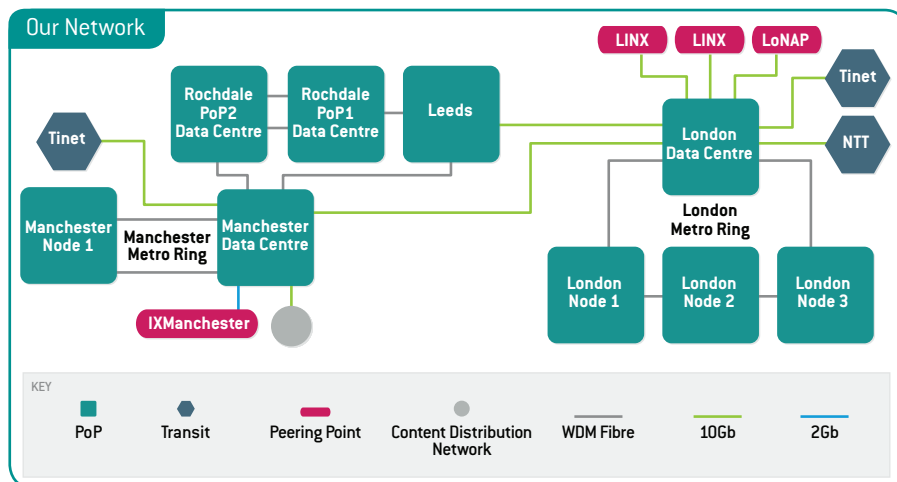James Fletcher, Technical Director, RTL Systems

Our Network

Our mission to provide the best ISP service in the UK requires a constant cycle of assessment, investment and development. The technical infrastructure and operational processes which underpin our award-winning products are constantly being reviewed to identify opportunities where our customers could benefit from advances in technology.

The core network has been deployed using the best carrier grade routing and switching equipment linked together with dark fibre and multiple redundant high capacity links. One of the key network Points of Presence (PoP) is our head office in Rochdale where we have a new 2 Megawatt Primary Data Centre.

We have recently invested over £3.5m to expand our network beyond core sites in London, Manchester, Leeds and Rochdale. We now have an additional 200 PoPs covering all the major business centres of the UK, this reflects our long term plans to deliver services directly to customers and offer a wider choice of competitively priced Leased Lines & Ethernet products.

We offer unrivalled service quality and are at the forefront of developing cost effective connectivity using the Next Generation Access technologies of Fibre to the Cabinet (FTTC) and Fibre to the Premises (FTTP).

Next Generation MPLS Network to support business requirements
- High service availability
- Guaranteed data throughput and additional QoS features
- Convergence of Voice, Video and 'line of business' application traffic

Operated to exacting standards
- Monitored and managed 24 hours a day, seven days a week
- Proactive network performance trend analysis to prevent issues
- Immediate fault response to minimise service disruption

The bandwidth you pay for
- 'No congestion' policy of capacity management
- No traffic throttling or other bandwidth restricting technologies
- Upgrades ahead of time to meet surges in demand

Zen Internet

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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. Zen is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:
- Broadband
- Leased Lines & IP VPN
- Hosting & Domains
- Voice
- Managed Firewalls
- Online Data Backup