

Key Benefits of Managed Services

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Radisson SAS, 30th of June



Agenda

Frontal Communication: The Better Option into Romania Market

- Competencies Areas

- Technology Partners

- Resources

- Approach

Explore Managed Services: the value comes from the network

Managed Services Offer

Strategic Partnership

Conclusions



Frontal Communication: The Better Option into Romania Market

Key Points

- Established in 1994
- Telecom, Enterprise, Public Sector
- No.1 as IT&C SOLUTION and SYSTEM INTEGRATOR in the Romanian market (CISCO – approx. 25 Mio. USD)
- More than 30 people
- CUSTOMER Oriented Company
- GOLD Partner with CISCO SYSTEMS with local support
- Omnilogic strategic partner
- delivers authorized Cisco training as Cisco Learning Partner Associate

Competencies Areas

DATA CENTER

- Storage
- Switching
- Applications
- Security
- Network Management

SECURITY

- Firewall
- Attack and Intrusion Prevention
- Spam and Virus Protection
- Virtual Private Networks
- Network Admission Control
- Security Management
- Physical Security

UNIFIED COMMUNICATION

- IP Telephony
- Applications
- Contact Center
- Voice Management

MOBILITY SOLUTIONS

- Wireless LAN
- Remote Access
- Business Class Teleworker Solutions
- Mobile Solutions for Unified Communications

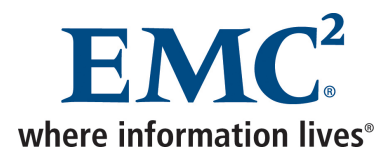
NETWORK SYSTEMS

- Routing
- LAN Switching
- Network Management

ASP – Application Service Provider

- IBM Software
- Oracle Application
- Business Intelligence

Technology Partners



Cisco Partnership

Certifications

- Gold Certified Partner

Specialization

- Advanced Routing & Switching
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN



Other Authorizations

- Cisco Learning Partner Associate - Category A
- Academy Network Partner
- Customer Satisfaction Excellence
- ATP - Video Surveillance
- Registered Partner

Our Resources

- ▶ Multi Service Provider Connectivities
- ▶ High disposability for communications through redundant ways and different media
- ▶ NOC – Network Operation Center
- ▶ IBM Tivoli Netcool
- ▶ HELP-DESK Center
- ▶ Implementations and on-site support with national coverage
- ▶ SLA 24x7x365 for more than 1200 locations
- ▶ Financing
- ▶ Excellent purchasing and logistic mechanisms
- ▶ Data Center, TIER 3-4 according to TIA942

Our Approach

Prepare

Consultancy, Business plan (incl. ROI)

Plan

Site-Survey, Network Readiness, Deployment, Proof-of-Concept, Courses

Design

Low-Level-Design

Implement

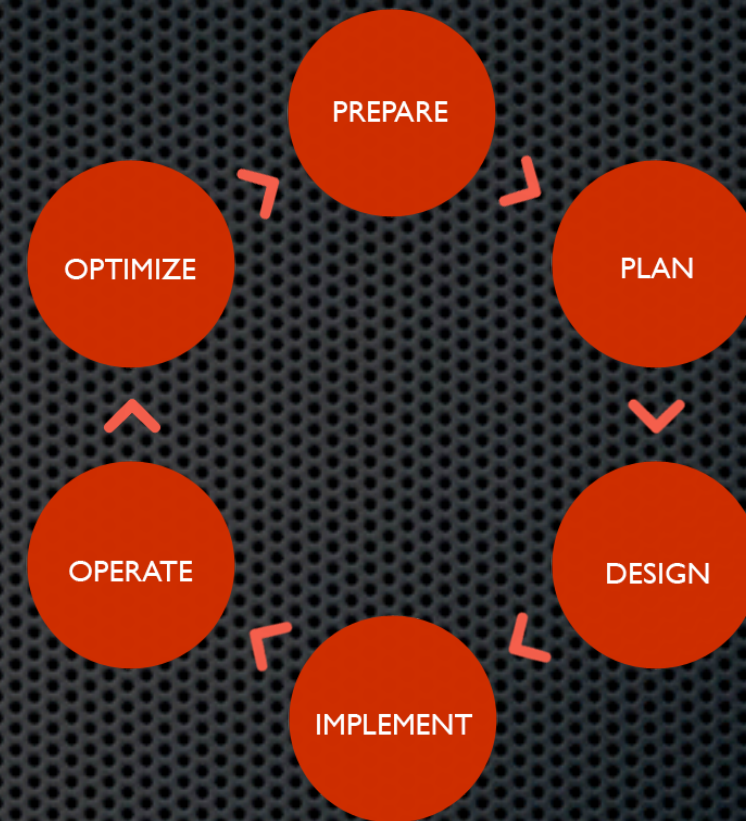
Transport, Staging, Engineering, Implementation, Project Management, Integration, Testing and Acceptance

Operate

Operation Consultancy, On-site and Off-site support, Spare-parts management, Help-Desk (incl. SLA 24x7, intervention. time 30 min)

Optimize

Audit, Analysis and Optimization Report



Managed Services

VPN Services

IP Communication Services

Security Services

IP Contact Center

Hosting and Storage Services (incl. Disaster Recovery)

LAN Services

Wireless and Mobile Computing Services

Training and Testing Center



Explore Managed Services:
the value comes from the network

Why Managed Services?

*"I need simple and cheap ways
to manage my network and applications, with best of breed,
up to date solution and a full control"*

Benefits:

- Customer peace of mind – monitor network on 7x24 basis proactively
- Single point of contact for carriage and all network CPE issues & single supplier instead of multiple vendors
- SLAs for service delivery
- Known costs for management & fixed price contracts
- Avoid costs of building own management & reporting systems
- Lower TCO – reduced costs for specialized IT staff, streamlines IT operations
- Expedites deployment of Advanced Technologies

Our Managed Services Offer

Managed Hosting and Storage Services

Managed VPN Services

Managed IP Communication Services

Managed LAN Services

Managed Security Services

Managed IP Contact Center

Managed Wireless and Computing Services



Managed Security

Customers

No matter what size your business is, Frontal Communication can create a comprehensive security offering that meets your needs and enables you to maintain the level of control you want. Frontal Communication can manage some or all of your network security functions, giving you access to their sophisticated technologies, dedicated manpower, as well as routine maintenance and management of disaster operations.

Benefits

- ▶ Reduce the cost and risks associated with data theft and data corruption. Frontal Communication's security team can remotely monitor and protect all the devices in the company's network.
- ▶ Increase productivity from reduced downtime and network outages. Security requires constant monitoring of networks, servers, and desktop computers. Frontal Communication can take advantage of their economies of scale to provide monitoring at lower costs.
- ▶ Protect against internal and external threats. As companies use their networks to reach out to customers and trading partners, they face increasing risk from viruses, hackers, and other external or internal security threats. A managed service helps protect companies' distributed systems from becoming compromised.

Managed Firewall
Managed Intrusion Prevention System
Managed Endpoint Protection
Managed Content Filtering
Managed Antivirus Protection
Managed Distributed DoS Protection
Vulnerability Assessment



Managed IP Communication

Customers

Organizations who want to unify disparate voice, video, and data networks into one platform, looking to integrate databases with a telephony system, with multiple branch offices and with depreciated PBX systems can add a managed IP communications service to their IP VPN.

Benefits

- ▶ Pay as you grow. Companies can start with just the number of IP phones they need and expand the service as they grow.
- ▶ Reduce ongoing costs. Elements of cost savings from a managed IP communications service include reduced toll costs for inter-site and long-distance calls, reduced internal staffing and support requirements, and elimination of costs for extension moves, adds, and changes.
- ▶ Enhance productivity. Productivity enhancing applications available with a managed IP communications service include extension mobility, find me/follow me, companywide voicemail access, and the ability to check e-mail and voicemail from one place.
- ▶ Ensure highest voice quality. A managed IP communications service helps ensure excellent voice quality with guaranteed SLAs and the option for 24-hour professional support.

Managed IP Telephony Services
Managed Unified Messaging
Enhanced IP Communication Services
Site-to-site Voice



Managed LAN

Customers

The costs of network maintenance and updates increase in step with network usage. Frontal Communication can manage a company LAN over the network, helping to reduce total cost of ownership.

Benefits

- ▶ Lower operational expense. Frontal Communication manage all onsite and remote LAN support activities. Therefore, businesses can avoid hiring, training, and finding office space for staff.
- ▶ Active LAN management. Frontal Communication employ experts who monitor a company's LAN 24 hours a day to report on performance status, faults, and changes. They rapidly detect problems and either resolve them or offer appropriate advice.
- ▶ Professional support options. Service providers staff their operations centers with skilled staff, provide 24-hour self-service reporting and incident tracking with Web tools, and adhere to guaranteed SLAs.

LAN installation and management
On-site and remote support
Monitoring and analysis of the network
Virus checking and scanning
Desktop and server management, including backup and archiving

Managed Hosting and Storage

Customers

Companies that subscribe to a managed hosting service eliminate the costs of acquiring and maintaining equipment, floor space, and hiring and training IT specialists. Instead, they take advantage of the Frontal Communication's investment in expertise, hardened facilities, and guaranteed SLAs.

Benefits

- ▶ Support data center needs cost-effectively. Frontal Communication handle large volumes of IT activities involving Web, database, storage, and communications solutions, and can pass on lessons learned and best practices to their customers.
- ▶ Increase performance and reliability. By equipping their carrier-grade data centers with state-of-the-art systems, Frontal Communication can guarantee the highest level of performance and reliability at all times.
- ▶ Greater scalability for maximum flexibility. Frontal Communication design and deploy their systems for optimum flexibility and with the scalability to handle peak requirements.

Server Hosting
Rack Hosting
Dedicated/Virtual Server
Managed Server
Storage
Connectivity
Disaster Recovery / Business Continuity
Managed Applications



Strategic Partnership with Omnilogic

In September 2008, Frontal Communication signed a broad partnership agreement with Omnilogic.

Within the terms of the agreement, Frontal Communications will have access to Omnilogic strong customer installed base and will be able to develop its complex services portfolio on Omnilogic Data Center infrastructure.



Omnilogic Data Center Features

- ▶ **Redundant power supply:** is provided by two branches to the distribution network, and is secured by means of 3 generating sets, 3 UPSs and double power supply circuits for each equipment.
- ▶ **A/C:** the redundant equipment provides an acclimatized environment, using the horizontal airflow technology, which is the only technology recommended for Data Centers.
- ▶ **Automatic fire extinguishing system:** all the spaces are equipped with smoke and heat detectors and the extinguishing technology with inergen gas is the one recommended for the Data Center. Each cell has a gas extinguisher disabling device when the staff is in the equipment room.
- ▶ **High floor:** we use the raised floor, which sustains maximum 1350-1500 kg/m².
- ▶ **Anti-seismic protection:** all equipment is anti-seismically secured
- ▶ **Security:** we provide 5 access control levels, using magnetic cards, permanent guards, video surveillance of all spaces, authorization and access procedures, firewall and VLAN.
- ▶ **Structured cabling:** structured cabling is certified CAT 7 STP and uses optical fiber.
- ▶ **Data network:** uses special Data Center equipment from the leading vendors in the industry.

Benefits for Managed Services Customers

- ▶ proactive maintenance schedule that places all downtime risks at the door of the service provider
- ▶ they receive 24/7 monitoring of all critical devices and services such as servers, switches, routers, firewalls, VPN connections
- ▶ they get the benefit of an “all-you-can-eat” help-desk
- ▶ under some agreements, they get comprehensive management of all third-party infrastructure
- ▶ Managed services customers rely on the centralized management systems and MSP’s staff skills to meet their evolving IT management requirements so they can focus on their core businesses.
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- ▶ enables the organization to gain the benefits of today’s best IT management solutions to improve the ROI on their IT investments.

Above all, customers get expert, proactive, objective advice on their overall requirements and capabilities from a trusted adviser who has their best interests in mind and, most important, all at a predictable, flat fee that allows for easy annual budgeting.

THANK YOU!

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