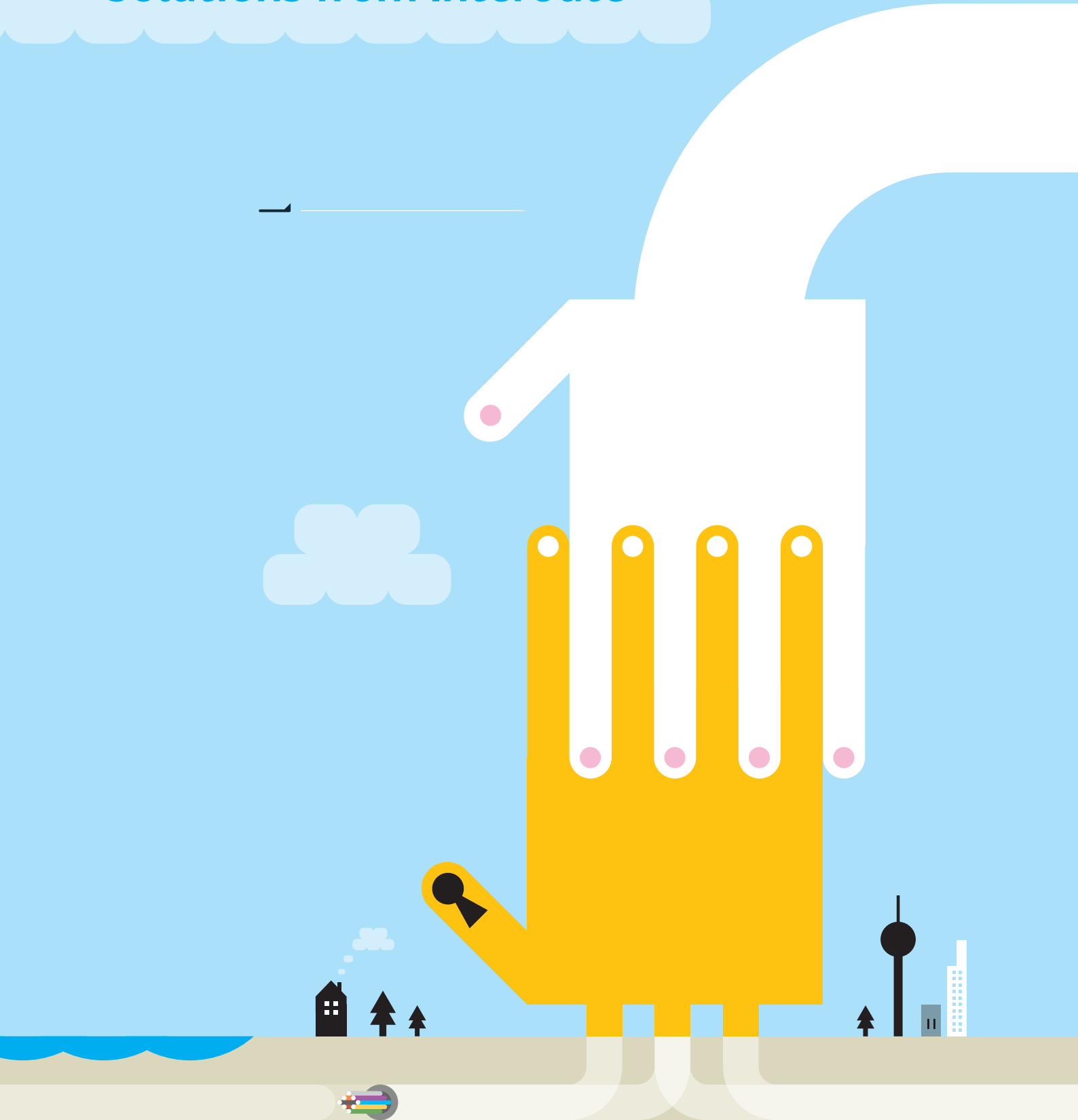


Advanced Hosting Solutions from Interoute



www.interoute.com

interoute
from the ground to the cloud

Interoute - from the Ground to the Cloud

Interoute provides customers with a comprehensive portfolio of solutions and services from the Ground (infrastructure and connectivity) to the Cloud (managed services hosted within the Interoute private cloud).

Our Unified ICT enterprise strategy is an approach to creating and managing all enterprise ICT infrastructure, as a service delivered from Europe's largest Next Generation Network, integrating 8 Data Centres and 60,000 kms of lit fibre optic network, connecting 100 cities in 29 countries to North America, Africa and the Middle East.

Connectivity, Communication and Computing services are integrated onto this platform, reducing cost and optimising security, performance and efficiency:

- Unified Connectivity allows enterprises to combine self-managed IT infrastructure with outsourced managed Wide Area Network services in the same solution
- Unified Communications offer a secure, business-quality VoIP solution with easy integration to existing voice infrastructures, and is delivered over a single, high-capacity communications platform
- Unified Computing provides hosted IT Infrastructure as a Service (IaaS).

Our Customers

International enterprises and on-line brands trust Interoute to deliver their business critical systems every day. Whether it is ultra low latency solutions for financial trading, hosting secure on-line ticket systems for the aviation industry, managing the heavy demand for a social networking site with over 100 million members, e-gaming for household names, record management for government, and content management for retail and marketing websites, Interoute is the trusted partner of international and national enterprises everywhere.

Our customers include Air Berlin, Universal Music, Ericsson, Rossmann, Pepe Jeans and The Bel Group and many others who depend on Interoute for providing reliable, flexible high performance managed hosting solutions.

“In order to outsource eFiliale, our management had to have absolute trust in the provider. Interoute impressed us by designing a highly flexible solution with burst options that allow us to satisfy short-term spikes in bandwidth demand without pre-ordering. The service we receive is also completely transparent – we can constantly monitor performance against our Service Level Agreements (SLAs) using the “Hub”. ”

THOMAS TERRAIL
TECHNICAL DIRECTOR
DEUTSCHE POST eFILIALE



Flexibility, control and performance

Whether you are a national or international business, Interoute offers a flexible solution that provides the perfect balance between control and performance.

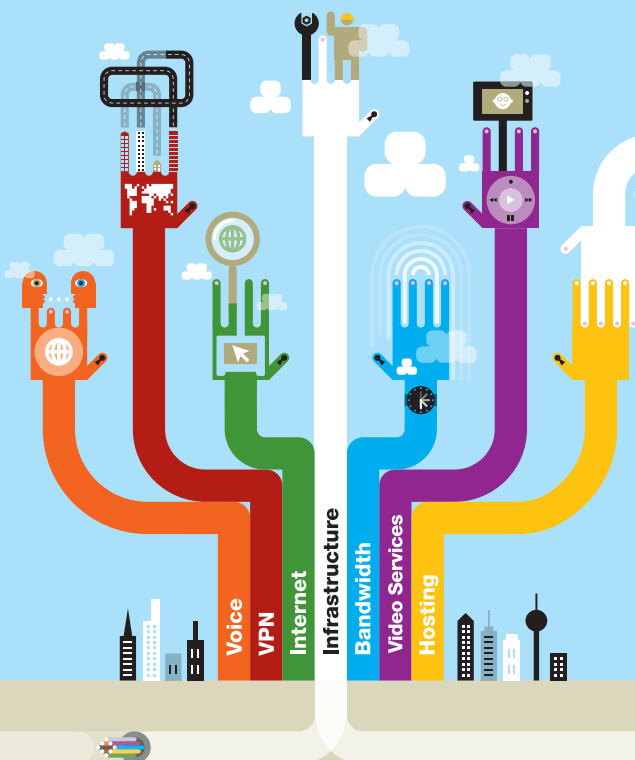
Interoute's Unified Computing approach combines a comprehensive portfolio of managed hosting services, designed for enterprises and on-line businesses with Europe's largest Infrastructure as a Service (IaaS) platform. It simplifies the ICT infrastructure on which your organisation depends, such as servers, applications, firewalls, storage and network resources by delivering ICT as a managed service. This approach provides higher availability, increased security and unparalleled flexibility, at a greatly reduced cost of ownership.

Customers maintain control of their ICT through full administrative access to their servers and applications. Interoute's customer portal, The Hub, shows both real time service and performance statistics, which enables users to create and track support requests and gives up to date billing information.

For businesses that require extra protection Interoute offers disaster recovery solutions available across our 8 European Data Centres, plus geographic failover and automatic data replication between data centres and countries. There are also proactive service management packages available which include monitoring and alarms to support even the most demanding data protection requirements. Interoute offers 24/7 local language support for these services from our two European technical support centres, and regional data centre support teams.

Optimal cost of ownership

Interoute is continually innovating and investing in the latest technologies across its advanced pan European platform, so customers benefit from the economy of scale this investment brings. This ensures that only the most up to date infrastructure, software and security is deployed across your business and reduces the internal resource enterprises need to manage IT systems. By outsourcing services to Interoute, this enables your company to fully focus on it's core business.



“ We were convinced by the seriousness and quality of solutions offered by Interoute to meet our need for hosting dozens of websites, our company showcases.

This collaboration went beyond our expectations. Listening, Interoute has demonstrated its ability to work in complex ecosystems, with many actors. Technology and responsiveness Interoute enable our marketing teams and agency partners to use communication technologies to full 2.0 Marketing to generate traffic to brand sites, safely and without fear of saturation. ”

ARNAUD BARBOSA-LECLERCQ
HEAD OF CHANGE AND
INDUSTRIALIZATION AT GROUP BEL

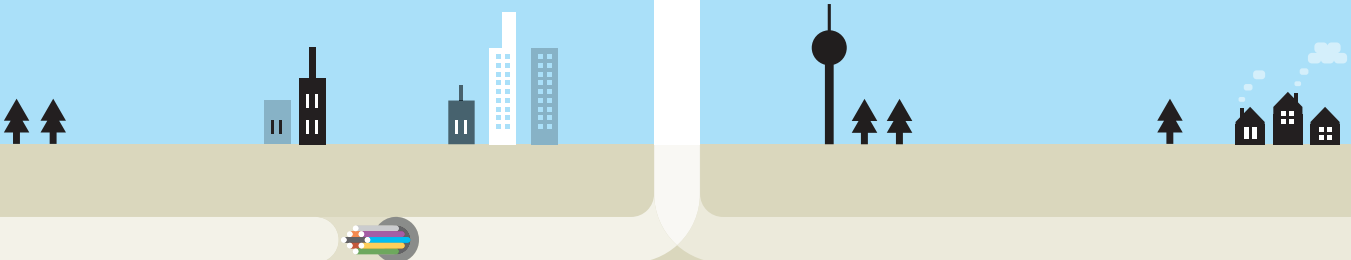


Build Your ICT Services to Support Your Business Applications

With Interoute you can create bespoke solutions tailored to your requirements in three easy steps. From the diagram below simply work your way down each of the coloured service layers. As you review each layer, choose the relevant service and then select from the option column the applications that compliment your IT strategy.

Finally, select the type of support that is available for the service layer. Interoute's managed ICT services provides the flexibility to mix and match the services to compliment both your existing and future IT strategies.

	SERVICE				+	OPTIONS					+	SUPPORT		
Application Management Level II	Application Updates	Access Control	Add/delete/change	Application Support	+	Oracle	eZ Publish	MySQL	Apache	Tomcat	IIS	+	Support 24x7	Support Mon-Fri 08:00-18:00
Application Management Level I	Application Installation	Application Monitoring	Application Backup	Start/Stop Process	+							+		
Operating System Management	OS Installation	Health Monitoring	Flat File Backup	OS Support	+	Ubuntu	Centos	Redhat	Solaris	Windows		+		
Hardware Management	Device Installation	Device Availability Monitoring	Hardware Support		+	Network	Security	Storage	Services			+	Support Mon-Fri 08:00-18:00	
Colocation	N+1 Power	N+1 Generator	N+1 UPS	N+1 Cooling	+	Cage		Rack/s				+	Hands & Eyes	No Support



Data Storage and back up

Data is at the heart of all IT systems; any business that relies on data needs a data storage and backup system it can trust. Providing reliable access to this data while maintaining security and ensuring it can be easily recovered should the worst happen is essential. Interoute's storage and backup services are delivered from Data Centres which adhere to strict security industry standards and include certification for ISO 27001, SAS 70 and PCI DSS.

Interoute's storage services enable our customers to keep pace with dramatic growth, through our storage on demand service and ensure reliable service is maintained.

The inherent resiliency and performance of these systems provide applications and users with a consistent experience. In the event of a problem, backup, data snapshots, storage replication and disaster recovery options protect the future of your business.

Professional Services

Interoute provides a range of specialist skills and additional resources to support our customer's IT teams in managing a variety of projects.

Professional Services are offered for:

- Applications including Databases and Web.
- Networks and Security from layer 1 to layer 7
- Access to solution architects, implementation managers and service managers



redhat
ADVANCED
BUSINESS
PARTNER



zeus
Partner

ORACLE® Gold
Partner



Microsoft Partner
Gold Hosting



Security

Interoute provides a broad range of security products and safeguards to protect your business including:

Security

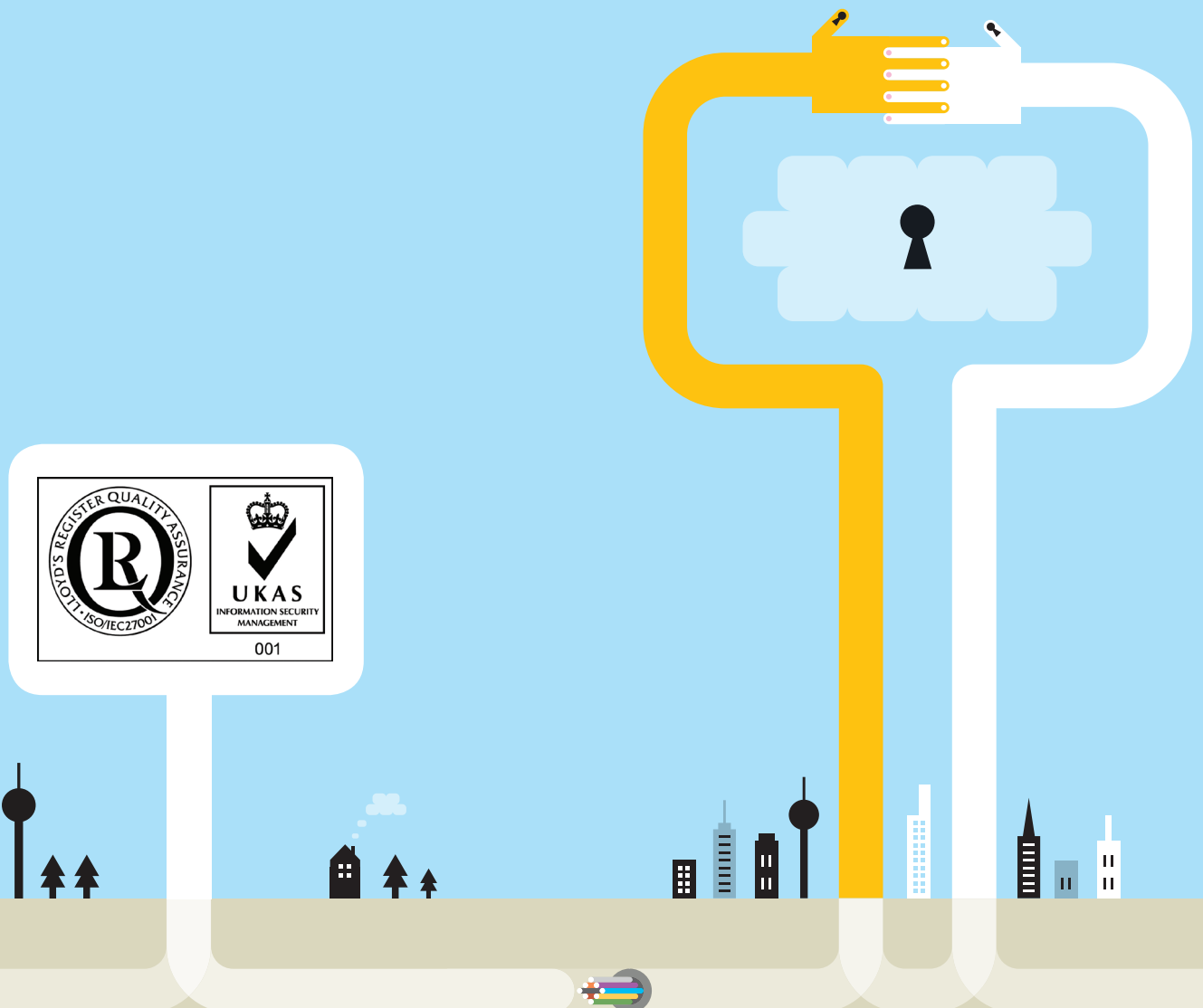
- Firewalls
- Identity management & remote access
- Email filtering
- Policy management
- Log backup
- IP SEC, SSL VPN's

Safeguards

- Distributed Denial of Service (DDoS) mitigation
- Intrusion Detection and Prevention Service (IDS/IPS)
- Strong Authentication

Certified Processes

- ISO 27001
- SAS 70
- PCI DSS
- ITIL
- PRINCE2



Customer Support

Thousands of International enterprise customers and every major European Service provider relies on Interoute for quality customer support.

These services include:

Customer Service Centre

Reactive & Reliable

- Automatic monitoring of operating systems & services 24 x 7
- multi-lingual
- operational 24 x 7, 365 days a year
- toll free international number

Customer Portal - The Hub

Realtime & Comprehensive

The Hub, which is your customer Portal enables you to manage and interact with your services.

- Backup reporting
- Device performance
- Alarms
- Invoicing & billing
- Order tracking

Project and Service Management

Personal & Accurate

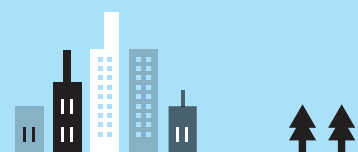
- Co-ordinated Service Delivery
- ITIL framework
- Monthly reports
- Single point of contact

Interoute wins World Communications Award 2010 for Best Regional Operator



Interoute, owner operator of Europe's largest next generation network, won the "Best Regional Operator" category at the World Communication Awards, 2010. Recognised for the

scale and reach of its pan-European network and for its commitment to delivering cutting edge fully managed services hosted within its private cloud, the judges pointed to Interoute's strong customer testimonials.



Features at a glance

Technical features at a glance

- Flexible solutions to match your requirements
- Virtualisation and IaaS
- Data storage, replication and back-up
- Multi-site disaster recovery solutions
- Availability up to 99.99%

Business benefits at a glance

- Reduced CAPEX
- Services on demand
- Access to technical expertise
- Reduced business risk
- Solution focussed SLAs

