

# High performance, extensive IP-capability

Businesses looking for greater integration and more ways to benefit from technology need a communications infrastructure that is up to the challenge.

'One Office' is the solution.

One Office helps your offices work more closely and efficiently together, via premium quality links that improve communication and let you unlock the full power of your IT systems. It uses Telecom's Secure Private Network, proven through extensive testing and usage to deliver high levels of performance, reliability and security.

IP-based One Office can handle all your communications, ranging from voice telephony and data to more advanced services including video conferencing, online booking systems and interactive technologies. Its impressive capabilities will open up exciting new opportunities for your business.

It's also intelligent, with options that allow you to prioritise traffic to maximise the performance and speed of important applications. So for instance, it won't slow down a business-critical video conference simply to handle a large email file.

There are three service options giving flexibility to meet your needs and adapt to your future requirements – One Office, One Office Active and One Office Advanced. They're all managed for you by Telecom, freeing up your in house IT resources and leaving you free to focus on your core business.

Give your business the power to work as one, with Telecom One Office.

## KEY FEATURES

- **SECURE PRIVATE IP NETWORK.** Telecom recognises the importance of information security to modern business. One Office connects your offices together using Telecom's Secure (IP) Private Network. It's a closed, private network, operated according to a single set of strict standards, giving you greater reliability, performance and security from hackers and other unwanted intruders than open networks such as the Internet.
- **FLEXIBILITY.** One Office gives you the flexibility to match the service to your business needs – from sophisticated to simple. One Office Active and One Office Advanced give you a broad range of options to choose from enabling you to tailor the service not only to your business but each site or branch office you have.
- **SCALABLE.** One Office gives you the flexibility to scale the service and increase the performance as your business needs evolve. Choose from Sustainable Data Rates (throughput) that range from 128Kbps to 1Gbps.
- **PRIORITY SERVICE.** Different applications have different performance requirements. One Office has the intelligence to recognise the level of performance required by varying data applications and prioritise your traffic accordingly. Three separate 'service classes' can be applied to your business applications in flexible ratios depending on the performance you require.
  - Real-time class accommodates human interactive transactions in real-time, such as video and audio conversations.
  - Interactive class enables human-to-PC transactions, such as online ticketing, and fast database access. It's especially suitable for thin client applications such as Citrix.
  - Business Data class takes care of PC-to-PC exchanges that need prompt, but not real-time delivery, such as email, file and print services.

## KEY FEATURES CONT.

—	<p><b>RELIABILITY.</b> Telecom monitors the connections and devices that make up the One Office IP infrastructure. Core Network faults are often detected and remedied before they become noticeable. To ensure even higher levels of availability One Office also provides your business with comprehensive diverse options:</p> <ul style="list-style-type: none"> <li>• <b>Express Redirect</b> improves the continued operation of your business applications by creating primary and secondary routes once your traffic is in the Telecom Private Network. Should the primary route fail then your application traffic will quickly transfer to a separate, alternative route.</li> <li>• <b>Fully Diverse</b> service helps eliminate any single point of failure in both the connection to the Telecom Private Network and the network itself. This is achieved by using two separate One Office site connections. It's the ideal solution when system downtime isn't an option and you need the reassurance of 24-hour performance.</li> </ul>
—	<p><b>ENHANCED SERVICE COMMITMENTS.</b> One Office gives you peace-of-mind knowing that the service has comprehensive diversity options that are reinforced with rigorous contractual performance commitments. Our ability and confidence to deliver a performing and reliable service is upheld by a range of innovative 'service credits'. In a nutshell, we are prepared to demonstrate our confidence in the One Office service by giving you money back if performance commitments are not met.</p>
—	<p><b>MANAGEMENT.</b> Telecom can constantly monitor the performance of your sites with One Office. If a threshold is breached an alarm is generated and our Specialist Support team begins diagnostics to re-establish normal service. With proactive management and enhanced service commitments One Office delivers unheralded site availability levels of up to 99.998% – or a worst case scenario of 9 minutes downtime in an entire year.</p>

—	<p><b>SPECIALIST SUPPORT.</b> Although the proactive management of Telecom's One Office means that we're usually working on any faults before they affect you, you still have the support of a 24x7 dedicated managed service desk. Customers with complex technical needs can also have direct access to a 'Tier 2' team of data specialists.</p>
—	<p><b>HARDWARE AND MAINTENANCE.</b> Your One Office agreement includes all the hardware (Customer Located Network Equipment) you need and its maintenance. We will also maintain your network.</p>
—	<p><b>REPORTING.</b> Keep your finger constantly on the pulse with extensive One Office reporting options. We keep you in touch with all aspects of the service, from fault notification to regular in-depth reporting on network performance and service level agreements. As our mutual expectations are set by your One Office service level agreements, Telecom provides you with the tools necessary to monitor our performance and ensure commitments have been met.</p>

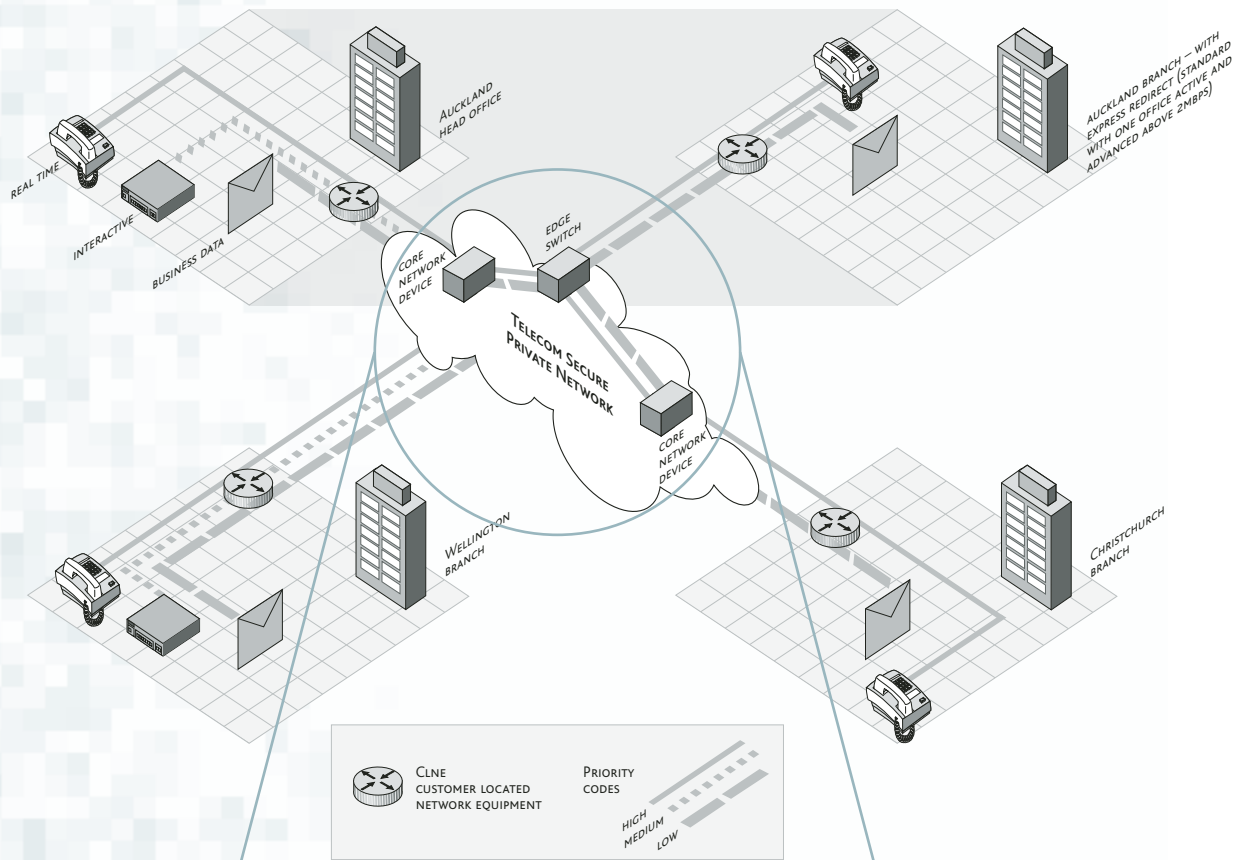
## HOW IT WORKS

One Office will ensure that each of your applications deliver the right performance. It also prioritises traffic to ensure you get that performance at the right time at the right place, whether you're running a complex voice and video application or a simple email service.

All you need to do is audit your applications and 'tag' traffic according to your priority requirements. If your applications are mission-critical you can choose one of our high-availability services. The Telecom team can help with this, then tailor your system to ensure you get the service and solutions you need.

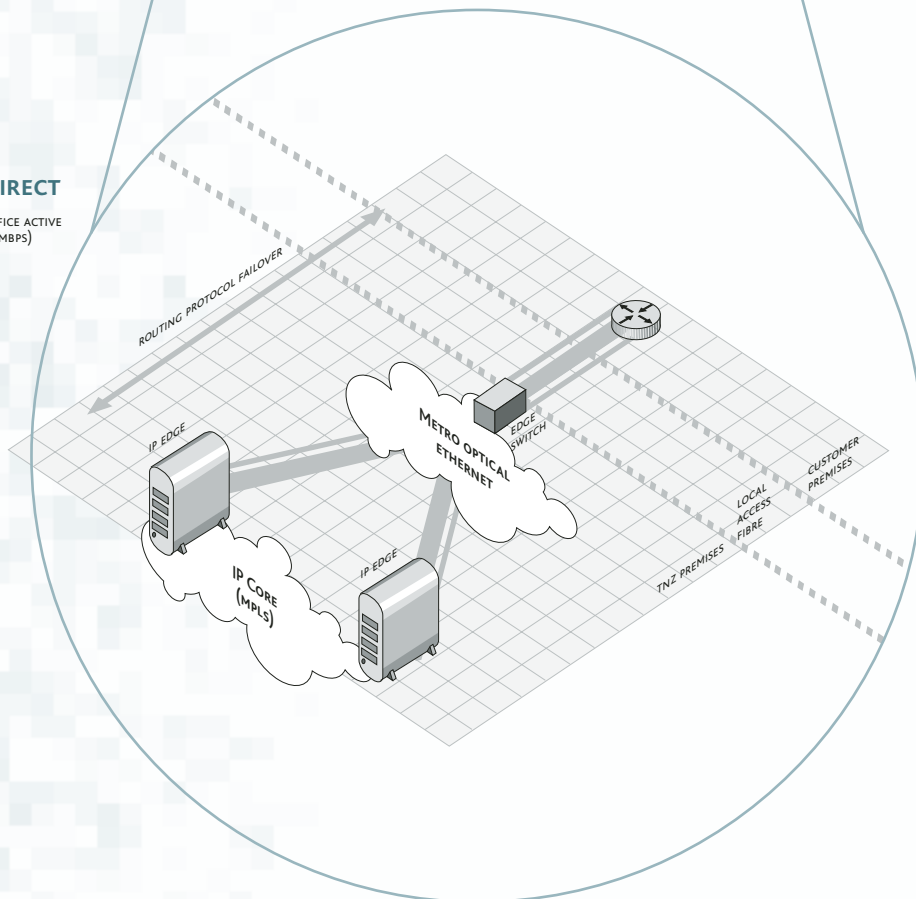
Once in place, your important applications won't fight with less critical traffic. This intelligent technology will keep you up with the play and in control.

## NETWORK DIAGRAM



## EXPRESS REDIRECT

(STANDARD WITH ONE OFFICE ACTIVE AND ADVANCED ABOVE 2MBPS)



## MEASURABLE BUSINESS BENEFITS

—	<b>IMPROVED COMMUNICATION &amp; CO-ORDINATION.</b> One Office can enable you to work faster and smarter with colleagues, customers and business associates. Many key business functions like purchasing, accounts, finance and information management can be run from one location, avoiding unnecessary duplication.
—	<b>REDUCED DOWNTIME.</b> Can't afford downtime? Our high availability options ensure that your traffic can be switched to another secure network path at the first sign of a problem. You can be assured of complete business continuance.
—	<b>BE MORE RESPONSIVE.</b> Your important business communications won't be held up by a slow or unresponsive network – you can give business-critical applications priority service, while less critical 'background' applications continue to operate efficiently and effectively.
—	<b>INCREASED CAPABILITY.</b> One Office adds more capability to your system, enabling you to run more and more complex real-time applications with minimal interference from your less critical applications. One Office is ideal for complex thin client applications such as Citrix and ERP as well as sophisticated business requirements such as IP telephony and video conferencing.
—	<b>REDUCED TECHNOLOGY RISK.</b> One Office provides you with all the networking equipment (CLNE) needed to effectively connect your site. If the equipment breaks, we fix it. If it can't be supported or is superseded, we replace it. This takes away a significant and unpredictable resource risk for your business.

—	<b>24/7 AVAILABILITY.</b> Reliable performance backed up by 24-hour management/maintenance and rigorous service commitments means peace of mind. Get on with business worry free.
—	<b>FREE UP IT STAFF.</b> With One Office, you don't need to allocate highly-skilled IT staff to handle all the day-to-day tasks involved in managing your WAN. Telecom does it for you, leaving your IT specialists free to concentrate on the applications that are critical for your business.

## IS IT FOR YOU?

### ARE YOU LOOKING TO:

—	Bring your offices together as one?
—	Get more from your computer network?
—	Expand your operations to include more interactive communications?
—	Get complex software applications working to their full potential?
—	Free up your in-house IT management resources?
—	Enable 'business as usual' 24 hours a day?

If so, One Office may well be the answer.

## WHAT'S INCLUDED?

One Office comes complete with all the necessary equipment for the operation of your WAN such as routers (Customer Located Network Equipment) and site links to Telecom's secure IP core network.

## FOR MORE INFORMATION

Please contact your Telecom Account Manager.