



Internet Protocol Virtual Private Network (IP VPN)

Deploy your applications on a secure platform which guarantees network performance and simplifies infrastructure consolidation

Zen's IP VPN service equips organisations with a private, fully managed, wide area network (WAN) 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 communications 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. Connecting multiple sites to Zen's next generation Multi Protocol Label Switching (MPLS) network ensures application performance with advanced Quality of Service (QoS) features.

Zen guarantee performance of public or private cloud-based application delivery and converged voice, video and data networks. Each IP VPN is designed to meet specific requirements, including options on access, QoS, Colocation and Internet bandwidth.



The Network

- Fully managed private network
- QoS bandwidth reservation features
- Data Centre capacity and Hosting Services across the UK
- Network design and detailed consultation for a 'future proof' scalable platform
- Extensive investment in state-of-the-art network infrastructure to deliver innovative solutions, such as Cloud based services
- An expanding UK-wide network, deploying Points of Presence (PoPs) directly into local exchanges

Internet Security

- Controlled centrally by a managed UTM Firewall

IP VPN Experience

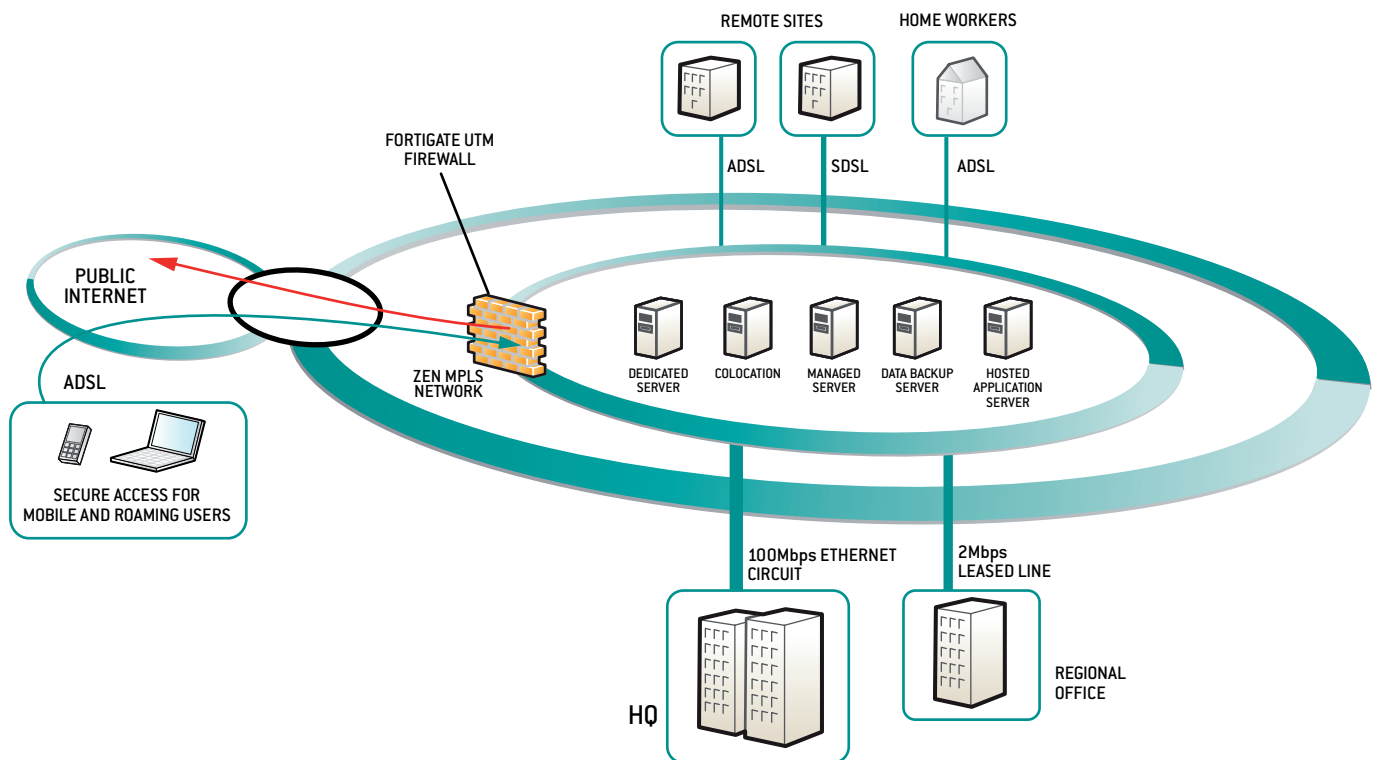
- PRINCE2 certified Project Managers guarantee a professional, timely and cost effective solution within budget
- IP VPN solutions delivered for leading brands such as Easy Gym, The Brandon Trust, National Tyres and Booth Supermarkets

A Next Generation Network

The Zen network is engineered from the ground up to meet the performance demands of applications with varying requirements, to give you greater control over your network resources and enable you to prioritise business critical traffic such as voice or video conferencing, over less delay sensitive traffic such as email.

Network Convergence

Network convergence is the term used to describe the migration of voice and data networks into a single multi-service network. A converged network provides major savings in capital and operational expenditure as organisations can decommission their legacy ISDN circuits and carry all voice traffic as VoIP over a secure IP VPN.



Class of Service

Traffic is managed across the network by assigning applications to traffic classes. Zen's IP VPN solution offers six Classes of Service (CoS) with each having its own level of service priority and associated Service Level Agreement (SLA). Applications are typically allocated as follows:

Class	Service Priority and Applications
1	IP telephony
2	Video Conferencing / Media Streaming / Business Critical Applications
3	VoIP call signalling and Business Critical Application, e.g. Citrix
4	Business Critical Application, e.g. SAP
5	Business Critical Application / Bulk Data Transfer
6	Standard traffic, e.g. email / Internet traffic etc

Key Benefits

IP VPN is the most widely adopted Managed IP Service and is the WAN of choice for business. It offers complete security for your business critical information and is delivered over an MPLS network that offers a wide range of benefits, such as:

Security

IP VPN's built on MPLS technology have an inherent level of security due to their closed nature and the fact that all traffic is isolated. Zen also offers a range of Managed Security services to protect against malicious threats via the public internet.

Business Continuity

Our highly experienced Network Operation teams proactively manage and monitor network traffic 24/7, seven days a week, to proactively analyse network trends and prevent issues before they occur. We offer a portfolio of resilient connectivity options for your sites ranging from diverse Ethernet through to Broadband with 3G Failsafe.

Performance

QoS features provide complete control of network resources in real-time with prioritisation of mission critical traffic across a platform for converging voice, video and data networks.

Productivity

All staff are provided with quick and secure access to all applications and information on the network, and with Zen managing the network your organisation can focus on key business initiatives.

Greater Management Control

Detailed network, Customer Premises Equipment (CPE) and Firewall reporting remove complexity and provide the tools to assist in network and business decisions.

Improved Responsiveness and Flexibility

Utilise Zen's network reporting to make informed business IT decisions on capacity requirements. Adding, removing or re-locating sites is quicker and easier.

Network Expertise and Consultancy

Zen have been managing WANs for over a decade and provide a personal approach to network consultation and design. We have proven experience in design, implementation and the management of large scale IP VPN deployments.

Value

Zen's solution eliminates the need for expensive on-site Firewalls and CPE due to our centralised Firewall, which provides secure Internet access for all connections within the IP VPN. It offloads mundane network management tasks to focus on core activities, plus, additional benefits are gained through the prioritisation of business applications and convergence.



Zen IP VPN Customers

"I was extremely impressed with the professionalism and planning of the IP VPN, specifically the design and implementation of QoS to support our video conferencing requirements."

Donovan Naidoo,
Associate Director of ICT,
Rethink

"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 has dealt with us as if we are their number one customer!"

Frank Burns,
IT Director,
National Tyres and Axle Group

"Overall, I am incredibly pleased with the move to Zen and feel that as we centralise our environment into their Data Centre the benefits of working with them will increase."

Richard Price,
IT Manager,
Eclectic Clubs & Bars

"We found Zen to be honest and professional throughout the relationship and the reliability and performance of the IP VPN has exceeded our expectations."

David Office,
Group IT Manager,
TSG

Product Guide

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, ensuring remote workers and branch offices benefit from the same level of protection as your headquarters. Zen supply and manage a range of Unified Threat Management (UTM) security devices that provide effective protection from network intrusions, viruses, worms, phishing, spyware and spam. In addition to the multi-threat network defence features, the UTM platform also provides granular Web Content Filtering.

Zen Managed Security Service

Key features of our Managed Security service include:

Network Security Consultation

Our Pre-sales Consultants work with you to determine your exact requirements and configure an effective solution from the outset.

Real-Time Network Monitoring for Internet Threats

Benefit from real-time protection of all internet threats.

VPN Management and Maintenance

Zen's Business Support team will create and manage secure SSL VPN connections to allow remote and mobile workers to connect into the network.

On-Going Firewall Policy and Configuration Updates

Our accredited Network Engineers will manage and maintain all areas of your Firewall, including VPN tunnel configuration, traffic shaping and customised web content filtering.

Regular Firewall Activity Reports and Network Statistics

Understand more about your network with these bespoke Firewall activity reports. Reports include: blocked intrusions, bandwidth peak-times, top web sites visited, etc.

Next Business Day Hardware Replacement

If our Support team cannot rectify a Firewall fault we ship a replacement unit for the next business day to minimise any inconvenience.

Range of Services

Our range of B2B services allow organisations to communicate, operate and transact with confidence.

We are much more than 'just a Broadband company', we provide the application delivery infrastructure required to compete in today's highly connected world.

We provide service options that scale from micro businesses through to enterprise and multi site operations.

In addition to Business Broadband, Fibre Optic Broadband, Business Talk, Leased Lines, Ethernet and IP VPN, our product portfolio also includes:

- Managed Firewalls
- Domain Names
- Web Hosting
- Dedicated Servers
- Colocation
- Data Backup
- Voice



Zen Internet

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