



Portfolio Overview

Zen Internet provides a wide range of Connectivity and Hosting solutions to meet the online requirements of a growing business.

Capabilities

Zen Internet is the UK's largest independent provider for Internet and network services. We have 16 years experience delivering Internet and network services and will ensure you have the right solution to drive the performance of your business.

We provide a range of high quality award-winning Internet services to the business and home user, from the latest in high speed ADSL2+ broadband Internet access to more sophisticated Leased Lines and IP VPN solutions. We also provide Dedicated Servers, Managed Hosting, Managed Cloud Hosting, Colocation, Managed Firewalls, Online Data Backup, Domain Names, Web Hosting packages, Voice and state of the art website design.

Network

We have invested in a fully resilient UK network capable of carrying 10GB of traffic even in the event of critical hardware or network links failure. We have Points of Presence in Leeds, Manchester, London and Rochdale, further increasing the geographical diversity of this network. This means customers are assured of a reliable and resilient service as well as consistent speeds. It also enables future expansion and new product development.

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 & Ethernet
- IP VPN
- Managed Firewalls

Hosting

- Domain Names
- Web Hosting
- Managed Hosting
- Managed Cloud Hosting
- Dedicated Servers
- Colocation

Data backup

- Desktop/laptop backup
- Server backup
- Backup for multi site businesses with larger storage requirements

Voice

- Phone Services
- VoIP
- SIP Trunking
- ISDN

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

Richard Tang,
Managing Director

That's Zen thinking

Connectivity



ADSL Broadband

- Reliable Internet access
- No traffic shaping
- No Fair Usage Policy
- One month contracts

SDSL Broadband

- Symmetrical upload and download speeds of up to 2Mbps
- Minimum 12 month contract

Fibre Broadband

- Download speeds of “up to 76Mbps”
- Access critical business applications faster
- Collaborate quicker with your customers and suppliers
- Minimum 12 month contract

Leased Lines & Ethernet

- Business-class connectivity

IP VPN

- A secure, cost-effective method for connecting remote workers and/or multiple offices

Managed Firewalls

- Unified Threat Management network protection

We needed a reliable connection with high levels of support as we cannot afford inconsistent speeds due to the importance of communication levels at this event.

Mr Lee Entwistle,
World Championship Snooker

That's Zen thinking

Connectivity & security

As one of the UK's first Internet Service Providers (ISPs) we have 15 years experience in providing connectivity solutions to a wide range of businesses. Our network has been designed to ensure high performance and maximum reliability. We have invested in best of breed hardware and fully resilient paths to ensure continuity of your business.

Our connectivity portfolio encompasses a range of business class access solutions from our award winning broadband services to business grade Ethernet and converged multi-site IP VPN solutions. Whether you need a reliable Internet connection for a single site or want to link hundreds of sites into an IP VPN, we will design a tailored solution to meet your needs.

Broadband

We offer a comprehensive range of broadband solutions to suit all requirements, backed by a world-class network infrastructure and unrivalled customer service and technical support. Our ADSL service is available with download speeds of up to 16Mbps, and upload speeds of up to 1Mbps. We also offer SDSL, a symmetrical broadband service with upload and download speeds of up to 2Mbps.

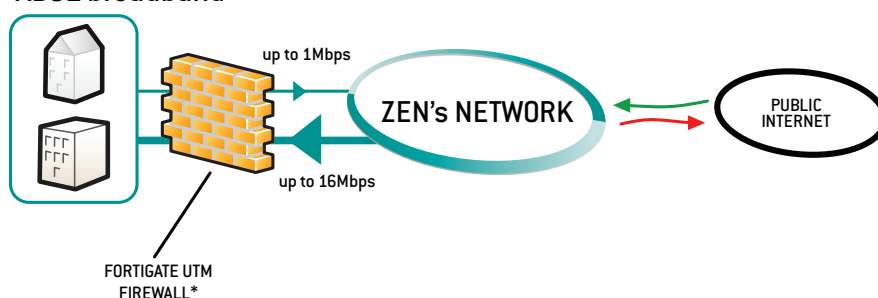
We have recently announced our new Fibre Optic Broadband services with speeds of “up to 76 Mbps”, making us one of the first ISPs to deliver these faster services in the UK.

Leased Lines & Ethernet

Our Leased Lines and Ethernet solutions are ideal for businesses that require high speed, reliable Internet connectivity. Unlike broadband these solutions offer uncontended access, guaranteeing bandwidth throughput at all times of the day.

We recommend Leased Line and Ethernet circuits for headquarters and other critical sites and offer 24/7 support and guaranteed service levels. Our circuit monitoring and 4 hour on-site response for hardware fixes ensure maximum uptime for your business. Upload and download speeds are symmetrical, and range from 1Mbps-1Gbps to meet the demands of advanced applications.

ADSL broadband



* Managed Fortigate UTM Firewall sold separately

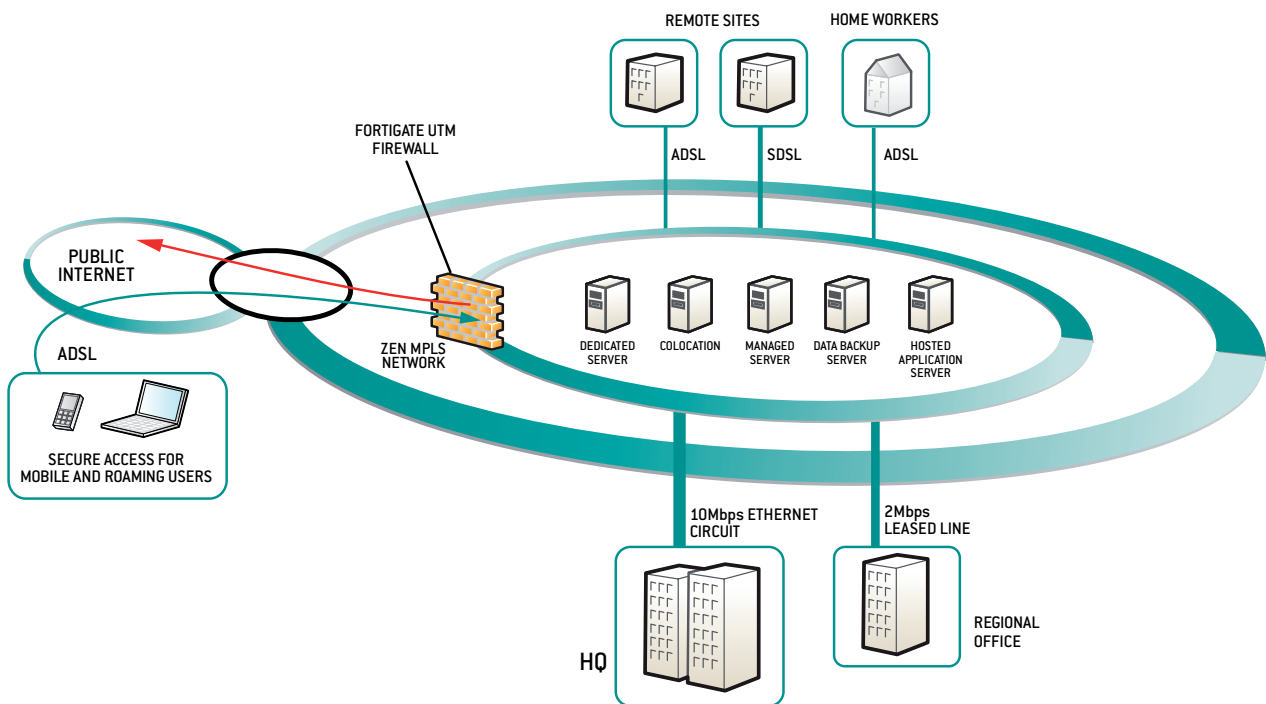
IP VPN

IP VPN (Internet Protocol Virtual Private Network) offers a secure, reliable and cost effective way to connect your offices, remote workers and partners. It provides complete security for data in transit and ensures that remote sites and employees have access to business critical applications and information.

IP VPN is the most widely adopted Managed IP Service and is now the Wide Area Network of choice for businesses. It offers complete security for your business critical information and is delivered over our MPLS (Multiprotocol Label Switching) network offering 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, offering significant cost savings whilst also reducing the burden of network management.

Each IP VPN is designed to meet your specific requirements, including options on access, Quality of Service (QoS), colocation and Internet bandwidth. The network diagram below illustrates a typical IP VPN that could be implemented for your business.

Typical IP VPN solution design



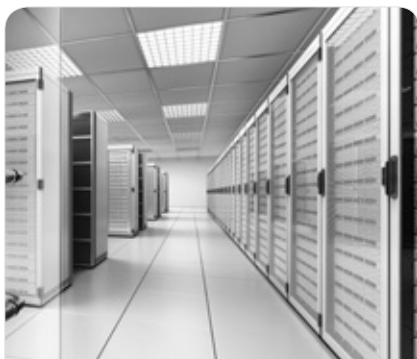
Our Cisco, Microsoft and Fortinet accredited network design consultants have years of experience in designing robust Wide Area Networks. They will work closely with you to design a network that meets your needs today and provides a scalable platform for future growth.

Managed Firewalls

Our Managed Firewall service is available with all our Connectivity solutions. It offers advanced network protection by integrating multiple security layers into a single platform, offering deep content inspection and protection from viruses, network intrusions and spam.

The Unified Threat Management devices are configured and managed by our security experts who provide a range of administration and support services including VPN configuration, general policy updates and hardware technical support. As part of the managed service we also provide detailed network analytics on a monthly basis showing, amongst other things, threats blocked, Internet usage and peak bandwidth times.

Hosting



Domain Names

Establish your presence on the Internet and protect your brand

Web Hosting

Build your own website using one of our affordable Web Hosting packages

Colocation

Host your own network and server equipment in a secure, purpose built data centre environment

Dedicated Servers

We'll provide you with an enterprise class server hosted in a secure purpose built data centre and provide you with full remote access

Managed Hosting

The ideal choice for businesses that recognise the need to securely host their business critical services, yet lack the desire or expertise to create, manage, and maintain the necessary environment themselves

Managed Cloud Hosting

A new generation of Managed Hosting services that aligns itself more closely to your fluctuating hosting capacity requirements.

Overall I am incredibly pleased with the move to Zen and I feel that as we centralise our environment into Colocation within Zen the benefits of working with Zen will continue.

Stuart Morgan,
IT Director, Explore Learning

That's Zen thinking

Hosting

Reliable hosting services have been a feature of our service portfolio for over 16 years. We provide a suite of hosting services out of our purpose built data centres in Rochdale and Leeds. We also have data centre presence in Manchester and London all of which are connected to each other and the wider Internet by our resilient 10Gbps network. We partner with leading hardware and software vendors, enabling us to provide end to end hosting solutions for single users through to large multi-site organisations looking to host mission critical service infrastructure.

Domain Names

With our Domain Names, you can establish your online presence and protect your brand. Choosing the right one is key to maximising traffic to your site and enhancing your profile on the web. It can also be used to create a range of email addresses and helps put you one step ahead of your competitors. By registering a Domain Name, you can secure it for at least one year and protect your brand online.

Use the availability checker at www.zen.co.uk/business/hosting-and-domains/domain-names.aspx to see if the one you want can be registered.

Web Hosting

Web Hosting is the ideal solution if you want a low cost, easy-to-use service, and is perfect for businesses wanting to create a website to promote their services.

We offer Linux and Windows hosting services, both of which include control panels enabling creation and administration of websites through an icon driven interface, conveniently accessible through a web browser.

Our [Linux packages](#) in particular are suited to more casual users. They offer a wide range of ready-made applications that can enhance any website within a few mouse-clicks. Our Linux hosting also supports email and provides useful functions such as auto-responders, forwarders and mailing lists.

At the top end of the range, we offer a Linux Reseller product. For a low monthly fee and with minimal expertise, you too can become a web host. Additional features allow you to create your own hosting packages and rebrand the control panel to feature your own logo and corporate identity.

Our [Windows packages](#) suit users with more development experience. They offer powerful yet familiar Windows development tools such as ASP.NET and AJAX.



Business class hosting solutions

Businesses are becoming increasingly dependent on the availability of their IT systems. To ensure information and applications are available on demand, it is essential that mission critical hardware is housed in a secure, temperature controlled environment that has access to reliable and resilient power. However, providing this environment on site is unlikely to be cost effective for most businesses.

Our Colocation, Dedicated Server and Managed Hosting services provide the solution. 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	<ul style="list-style-type: none"> Purpose built data centre 	<ul style="list-style-type: none"> Purpose built data centre 	<ul style="list-style-type: none"> Purpose built data centre
Network connectivity	<ul style="list-style-type: none"> Fixed Rate Bandwidth or Usage Allocation* 	<ul style="list-style-type: none"> Usage allocation on 100Mbps port 	<ul style="list-style-type: none"> Usage allocation on 100Mbps port
Hardware	<ul style="list-style-type: none"> Provided by customer Physical Installation of customer equipment* 	<ul style="list-style-type: none"> Choice of enterprise class server hardware Upgradable server components* 	<ul style="list-style-type: none"> Choice of enterprise class server hardware Upgradable server components* Managed Server Virtualisation* SAN storage* Load balancing* Clustering*
Operating System	<ul style="list-style-type: none"> Provided by customer 	<ul style="list-style-type: none"> Provision of Linux or Windows OS* 	<ul style="list-style-type: none"> Provision of Linux or Windows OS* OS installation and configuration Patch/update testing and installation
Software applications	<ul style="list-style-type: none"> Provided by customer 	<ul style="list-style-type: none"> Provided by customer 	<ul style="list-style-type: none"> Provision of Microsoft Applications Microsoft application installation and configuration Microsoft patch/update testing and installation Installation of bespoke software applications*
Network & data security	<ul style="list-style-type: none"> Provided by customer Tape rotation and storage* 	<ul style="list-style-type: none"> Managed Hardware Firewall* Data backup and restore* 	<ul style="list-style-type: none"> Managed Hardware Firewall Data backup and restore
Monitoring & alerts	<ul style="list-style-type: none"> Network, power and cooling 	<ul style="list-style-type: none"> Network, hardware (inc. power and cooling) 	<ul style="list-style-type: none"> Network, hardware (inc. power and cooling), Operating System, MS applications
Technical Support	<ul style="list-style-type: none"> 24/7 Technical Support with Remote Hands 	<ul style="list-style-type: none"> 24/7 Technical Support 	<ul style="list-style-type: none"> 24/7 3rd Line Engineer Support
Service Level Agreement	<ul style="list-style-type: none"> 99.999% Network uptime 99.999% Power availability 99.97% Cooling availability 1 hour Remote Hands response 	<ul style="list-style-type: none"> Service Agreement incorporating: <ul style="list-style-type: none"> 99.999% Network uptime 1 hour hardware fix 	<ul style="list-style-type: none"> Service Agreement incorporating: <ul style="list-style-type: none"> 99.999% Network uptime 1 hour hardware fix 3 hour OS fix

*Indicates chargeable and/or optional feature

Data Backup



Zen Vault Express

- For laptops and desktop PCs

Zen Vault Professional

- For servers, including file servers, Microsoft Exchange, and Microsoft SQL

Zen Vault Enterprise

- For multi site businesses with larger storage requirements

Key benefits:

- **Peace of mind** - The automated backup schedule ensures your data is backed up regularly without human intervention
- **Security** - Data is encrypted before it leaves the PC, preventing unauthorised viewing or access at the earliest opportunity; data is stored on our SAN (Storage Area Network) at two separate locations, providing extra protection
- **Flexibility** - Data backups can run on schedule, or on demand
- **Cost effective** - Users do not need to purchase and install costly backup hardware

Last week I rolled the Zen Vault Express application out to one of our remote users, only to be called 3 days later to find out his hard drive had failed. Thankfully I've recovered all his data. Restoring a large amount of data has given me the confidence that Zen has selected another fantastic product.

Jason Stobbs,
Volvere Central Services Ltd

That's Zen thinking

Online data backup

Whether through hardware failure, human error, fire, theft or accidental damage, data loss can have catastrophic effect. Imagine the impact on your business if you were to lose all your company accounts, sales records, correspondence, customer records and emails. Our online data backup solutions provide powerful, reliable and secure offsite data backup for all business sizes. We offer three online data backup solutions - Zen Vault Express, Zen Vault Professional and Zen Vault Enterprise.

Zen Vault Express

Designed for desktop computer and laptop users, Zen Vault Express provides a simple and secure method for protecting valuable business data. It is suitable for small office/home office environments, as well as companies with a remote workforce who wish to take control of the backup process. We offer a wide range of packages, depending on the volume of data to be backed up.

Zen Vault Professional

Zen Vault Professional provides powerful, flexible and robust online data backup for servers. A centralised server is likely to be the heart of a company's network. Therefore it is critical that the backup strategy you choose reflects this.

Features of this data protection solution include system state backup and flexible scheduling, together with detailed backup reporting to provide peace of mind for administrators managing unattended servers. Specific plug-ins enable you to backup and restore server applications including Microsoft Exchange and Microsoft SQL. The use of incremental technology and compression helps reduce the size of backups meaning they are quicker and consume less of your network's bandwidth.

Zen Vault Enterprise

Zen Vault Enterprise is specifically designed for businesses with multiple offices and large storage requirements. It enables these businesses to efficiently centralise data backup within Zen's Data Centres through the provision of a large allocation of mirrored, UK based SAN storage.

Automation of the backup processes is provided using Attix5 Professional backup and recovery software for desktops, laptops and servers. Enterprise solutions incorporate all the technical features of both Zen Vault Express and Professional and therefore provides an overall offsite backup solution for multiple data sources in a business.

Flexible data storage solutions

We offer a wide range of storage plans, depending on the volume of data you need to protect. You can change between storage plans as your data backup requirements grow, without any additional capital expenditure. With multiple terabytes of storage available, our online data backup solutions can cater for the growing data storage requirements of your business.

The Attix5 software client provided with our backup solutions provides support for multiple Operating Systems. Zen Vault Express is compatible with Windows XP, Vista 7 and MAC OSX. Zen Vault Professional is compatible with Windows Server 2000/03/08, MAC OSX and most popular Linux distributions.

Voice

Zen Broadband Voice and Zen Business Talk SIP are Zen's VoIP (Voice over Internet Protocol) offerings. VoIP technology enables voice communications to be transmitted over the Internet or any other IP network. The key benefit of VoIP are the low VoIP call rates and, therefore, high cost savings. Zen Home Talk and Zen Business Talk are Zen's telephone line and call services making Zen a one stop shop for both your broadband and telephone line.

Zen Business Talk SIP

Zen Business Talk SIP is Zen's SIP (Session Initiation Protocol) trunking service using VoIP (Voice over IP) and SIP protocols, designed for businesses that wish to reduce costs and improve business communications. SIP Trunking enables inbound and outbound voice communication between your telephone system (PBX) and the telephone network to share your Internet or data connections.

This convergence of voice, data and Internet access reduces the number of connections and provides a solution that integrates your various business locations and home workers.

Zen Broadband Voice

Zen Broadband Voice sits on-top of Zen Internet's award-winning broadband services and offers you the opportunity to save money on your telephone call charges using IP telephony and a VoIP phone.

Zen Broadband Voice is a service designed for new and existing Zen Broadband customers. To get the very best out of the service then opt for Zen's recommended router and a VoIP telephone.

Zen Home Talk and Zen Business Talk

The Zen Talk range is our new telephone line and calls service for both home and business users, making Zen a one-stop-shop for both your broadband and telephone line. You get efficient and reliable services, and you only have to deal with one supplier, saving you both time and money. Needless to say, Zen Talk offers the high level of service and support that we know our customers expect.

In line with our award winning broadband services, the minimum contract term for Zen Talk services is only 1 month with no requirement to commit to a 12 month contract as with most other providers.

ISDN

Zen ISDN30 provides between 8 and 30 channels of crystal clear telephony. This means you have the capability to make or receive between 8 and 30 concurrent calls. As well as high quality Voice communications, ISDN30 can also be used for fast data transfer and video conferencing.

Zen ISDN30 is offered on a 12 month contract, and we do not charge any call connection fees, or insist on any minimum call spend; you simply benefit from our competitive call rates.



Product Guide

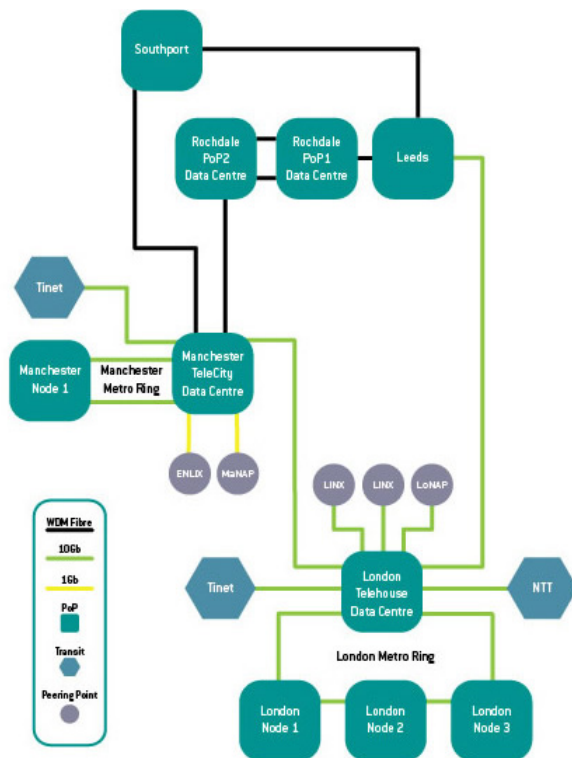
Our Network

We take pride in our core network infrastructure which has been developing and expanding since its foundation in 1995. Our network infrastructure uses the latest technology from a number of suppliers and is backed by our experienced Technical Support and Customer Service teams. Our network supports our Internet service and connectivity products as well as the other services in our portfolio including hosting, voice, managed firewalls and online data backup. It also enables future expansion and new product development.

Our systems automatically monitor the performance of our network, transit links and servers. However, should there be any concerns our core Network Engineers are on call 24/7 to respond and remedy network issues, with backup UPS (Uninterruptable Power Supply) and generators to avoid problems in the event of a power failure.

We are continually investing in our network. As technology advances, we replace old kit with the latest versions available. We use the best equipment, no matter what the cost, and ensure that redundant kit is available to replace equipment in the event of a failure.

We believe in giving our customers a quality experience. Our customers want a stable line connection and reliable speeds every time they use the Internet. Unlike some other ISPs, Zen does not implement any Traffic Shaping. Our investment means we always ensure our customers get a reliable, resilient service as well as consistent speeds, whatever the demand.



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 & Ethernet
- IP VPN
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Cloud Hosting
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup



Zen Internet

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