

Leased Lines and Ethernet

Zen deliver high speed, reliable and secure connectivity solutions using our next generation network, data centres and in-house expertise.

A recent investment of £3.5 million in the Zen network allows us to provide customers with next generation access to an extensive range of competitively priced Ethernet based connectivity products. We now supply Ethernet over copper (Ethernet in the First Mile – EFM) or fibre (Ethernet) and offer 10Mbps, 100Mbps and 1Gbps services, while still offering exceptional standards of service and quality.

Ethernet provides your business with guaranteed symmetrical connectivity reinforced by a premium 100% availability Service Level Agreement (SLA). Our award-winning service provides 24/7 Technical Support, plus 4 hour onsite engineering response for equipment failures.

Leased Lines and Ethernet are business class connections that provide completely dedicated circuits suitable for business customers who rely heavily on the internet to run their business. Unlike Broadband services, they do not share infrastructure at the local BT exchange, they therefore avoid delays caused by other users connecting to the same exchange.

Ethernet is the ideal solution if you:

- have several offices or buildings spread across a local area
- require guaranteed Internet bandwidth
- need to transfer large quantities of data quickly and reliably between sites for data backup and disaster recovery
- are running costly older technologies — Ethernet is scalable and can create cost savings
- require a circuit that can be delivered in 20 working days

NGA Ethernet

NGA Ethernet offers a cost effective and competitive Leased Line option for SMEs demanding low-cost Fibre Optic Broadband. SMEs can now upgrade their network simply and cost-effectively with to up to 10Mbps access speeds, short provisioning lead time and Zen's unrivalled service level guarantees.

The total service package includes a 20 working day lead time with quick upgrade timescales and 100% SLA. Billing can also be undertaken on a monthly, quarterly or annual basis.

Features of Leased Lines and Ethernet

- 24/7 Customers Service and Technical Support
- Market leading onsite support within four hours
- Swap out of hardware by a Cisco accredited engineer
- Zen's network capacity is built ahead of demand, ensuring optimum performance of your circuit
- 20 day lead time on NGA Ethernet
- Scalable solutions
- Range of billing options
- Unrivalled SLAs
- Guaranteed Internet bandwidth
- Optional extras
- Cost effective
- PRINCE2 qualified Project Managers

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

Richard Tang,
Managing Director

That's Zen thinking

Ethernet in the First Mile (EFM)

EFM is an affordable, cost effective solution that provides high bandwidth connectivity which is reliable, scalable, resilient and capable of carrying business critical applications. It uses multiple copper pairs to deliver guaranteed symmetrical speeds of 1Mbps to 35Mbps and is backed up with a comprehensive SLA.

Secure Ethernet

The Secure Ethernet package provides a fast, flexible and dedicated internet connection protected by a state-of-the-art managed Unified Threat Management (UTM) Firewall. Our Managed Network Security solutions deliver the maximum in network protection for increased reliability.

A Managed Network Security solution consolidates all security requirements into one multifunctional device, whilst at the same time increasing network protection, reliability and performance.

Solution highlights:

- Cost effective and affordable – EFM solutions cost up to 40% less than fibre based Ethernet solutions
- Scalable – Quickly and easily upgraded
- Guaranteed symmetrical upstream and downstream speeds
- Bandwidth is completely dedicated to your organisation – no sharing
- Resilient – the service runs over multiple copper pairs to ensure continuity of business critical applications in the unlikely event of single pair failure

Secure Leased Line Access – Complete protection

A Leased Line with managed security from Zen offers complete protection through a managed FortiGate device for all internet connectivity, which includes an integrated firewall, VPN (Virtual Private Network), intrusion prevention, anti-virus, web filtering, and traffic shaping capabilities.

Private Line – A dedicated link between two sites

A Private Line provides a dedicated link between two sites with speeds from 1Mbps up to 1Gbps. Zen recommends this solution for organisations with two locations within close proximity. Customers with two or more sites in separate towns / cities should consider our private network IP VPN solution.

*Note

ECC's (Excess Construction Charges) could apply where a copper line does not exist and is required to provide the service.

Optional Extras

Backup

Zen invest heavily in its network to eliminate single points of failure, however, we strongly recommend measures of resilience are implemented with connectivity, as outages can be caused by a range of uncontrollable factors and if your connectivity is critical a backup circuit is vital.

Zen's support teams can provide automatic failover to a Broadband, Leased Line or Ethernet circuit and recommend a like-for-like backup service if sufficient budget is available, however, standard broadband services can provide limited bandwidth in an emergency. For maximum resilience we can implement Full Diversity, which involves deployment of a separate router and Ethernet circuit that takes a completely separate path from your premises to our network and out to the Internet.

We also have a team of PRINCE2 qualified Project Managers to help plan and co-ordinate installations and schedules for large / multi-site solutions.

Onsite Installation Service

Our onsite installation service helps eliminate any potential challenges faced due to limited IT resources and expertise. All installations are conducted by Cisco accredited engineers, who configure and ensure connections are fully operational.

What our customers say...

"The dedicated account management and excellent level of support provided with the Access service from Zen has proved invaluable to Northern Housing Consortium. Zen really looks after our business critical connection and we feel confident that any issues will always be quickly resolved."

Anthony Cumming
Northern Housing Consortium

"My overall impression of Zen is that they employ knowledgeable and efficient staff who are always happy to help. I would certainly recommend Zen to any company looking for a fast, reliable Internet solution."

Craig Holmes, IT Manager
The Direct Marketing Group

Connectivity Portfolio

Our connectivity portfolio also includes IP VPN, Leased Lines and Ethernet.

IP VPN

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. The solution is also application aware and designed to transport a range of multimedia services, including delay sensitive data, video and real-time voice. Connecting multiple sites to our next generation Multi Protocol Label Switching (MPLS) network ensures application performance with advanced Quality of Service (QoS) features.

IP VPN is the most widely adopted Managed IP Service and is now the Wide Area Network WAN of choice for businesses. It offers complete security and is delivered over our 10Gbps MPLS network to provide 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 which makes for significant cost savings and a reduced burden on network management.

We engineer IP VPN business solutions that cut the cost and complexity of managing business applications across the WAN – enabling public or private cloud based application delivery and converged voice, video and data networks, with guaranteed performance.



Zen's unique combination of customer-focused service excellence and technical expertise makes us easy to do business with. Plus, we are a privately owned and managed company with a stable and secure business model that makes us a safe and long-term partner.

Customer Services

- UK based Customer Services from our Head Office
- Unlimited access to technical experts 24/7
- Pre and post sales support

Our Experience

- High quality award-winning Internet Services from Leased Lines and IP VPN to hosting, Managed Network Security, Voice and Managed Cloud Hosting
- Delivering services to businesses and residential users in the UK since 1995

We are committed to:

- Providing a customer-centric approach
- Investing in the latest technologies
- Providing high levels of service, support and reliability
- Future proofing our network to guarantee delivery of high capacity and resilient Internet Services to UK businesses

Each IP VPN is designed to meet specific requirements, including options on access, QoS, Colocation and Internet bandwidth.

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 headquarters. We supply and manage the FortiGate series 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 FortiGate platform also provides granular Web content filtering.

Fibre Optic Broadband and Business Broadband

Our range of Business Broadband solutions provide the highest service and support 24/7 using our next generation network, data centres and in-house expertise. Whether it's simple e-mailing, video conferencing or VoIP, we meet the needs of your business effectively to establish reliable communications that generate revenue.

Through our world-class network infrastructure Zen's connectivity is the very best it can be. This is reinforced through us regularly winning independent Broadband awards, as voted for by our customers. Recently we received PC Pro Best ISP 2012 for the ninth consecutive year and Which? Recommended Broadband Provider 2012 for the fourteenth time. We were also one of the first ISPs to deliver faster broadband services in the UK with Fibre Optic Broadband that achieves speeds of "up to 76Mbps".

Business Talk

We provide a business telephone line and calls service to complement our Broadband and Fibre Optic Broadband Services – saving time and money by using one supplier that fully understands your requirements as well as providing business class service and support.

Key features:

- One month telephone line contract
- No call setup or minimum call charges
- Per second billing instead of by the minute
- Inclusive minutes option for even cheaper UK calls
- UK calls from 0.85p (ex. VAT) per minute and international calls from 1.7p (ex. VAT) per minute

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

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

