

## adapt to flexible, intelligent managed network solutions



Whatever your bandwidth, connectivity and technology challenges, **adapt** will be able to offer you a choice of solutions.

Whether you require more bandwidth, faster application deployment or lower network operating costs, **adapt** can help you stay on top of the technology and your IT budget.

### adapt's approach

**adapt** IP-VPN is a flexible, resilient, cost-effective Layer 2 and Layer 3 VPN service providing connectivity between two or more locations at any speed from 64kbps to 10Gbps.

High level relationships and partnerships with all European telecommunication carriers allow **adapt** to design networks with connectivity via a number of different carriers. This ensures networks are built around customer requirements, not around an individual carriers' network.

**adapt** IP-VPN delivers carrier class IP service reliability and uses Multi Protocol Label Switching (MPLS) to securely and efficiently switch routed traffic through **adapt**'s own backbone network.

**adapt**'s IP-VPN uses Cisco technology that provides industry-leading solutions to give customers peace of mind regarding performance, security, scalability and interoperability.

**adapt** provides a choice of site access solutions: providing private fibre, leased line, LAN extension and DSL access solutions wherever your sites are and whatever their needs may be. Our

range of last-mile solutions enable extremely high availability networks to be engineered.

### Quality of service

**adapt** IP-VPN offers QoS capability to enable the best possible mix of network resource optimisation and performance guarantees for individual application requirements.

Up to six classes of service (CoS) are available in the core network. Customer's own CoS levels may be mapped onto each of these at the customer's edge routers. **adapt**'s technical pre-sales consultants work with customers to define exact design parameters.

### Security

**adapt**'s IP-VPN foregoes the need to purchase multiple firewalls and point-to-point leased lines, as your traffic is routed within your own secure VPN. All customer ports are physically separate. By utilising MPLS in our core network, routed network paths are carried across secure Layer 2 label-switched paths that are individually created between each of our 'Provider Edge' (PE) routers. MPLS label-switched paths provide equivalent security to Layer 2 VPNs (Ethernet virtual paths, ATM and frame relay virtual circuits). Customers may implement private IPSec tunnels and encrypt traffic to further enhance security.

### Benefits

- **Flexibility** – connect numerous geographically dispersed locations with any-to-any connectivity
- **Migration** – IP-VPN provides seamless connectivity over all access types, including DSL, SDH and Ethernet
- **Applications** – true convergence of voice, video and data
- **Management** – provides customers with a single point of contact for all WAN requirements
- **Scalability** – customers no longer need to purchase unnecessary bandwidth
- Classes of service ensure that bandwidth only needs to be provisioned according to traffic importance

### Features

- **Scalable connectivity** – 64kbps to 10Gbps
- **Secure** – IP over MPLS label-switched paths
- **Flexible** – choice of access medium (xDSL, leased Line, LES, dark fibre, etc.)
- **Resilient** – resilient rings and interconnects to offer sub-50ms restoration
- **QoS** – traffic management and CoS profiles
- **Service level guarantees** – aggressive service level targets
- **Delivery options** – fully managed or wires-only
- **Proactive management** – 24/7/365

## Service level agreements

**adapt** offers unique SLAs: **adapt** appropriately engineers networks to support any SLA up to 100%. **adapt** proactive SLAs are reinforced with money-back guarantees in conjunction with our Telcoms providers.

## Monitoring and reporting

Key to the ongoing success of any network is continued performance. **adapt** not only monitors internet bandwidth but also provides centralised monitoring of the whole network with the ability to instantly view the live network status of connectivity and customer premises equipment (CPE such as routers and firewalls). This high level monitoring allows our network operations centre to proactively support your network, with the ability to provide live reporting on equipment status..

At **adapt**, service management is at the heart of our business: our ITIL®-compliant ServiceDesk is the first-line interface to our customers for service calls, change request, incidents and problem management, and, as such, reflects the importance we place on our customers. The **adapt** service operations centre incorporates our 24/7 ServiceDesk and operations centre – supporting our customers and monitoring their technology infrastructure.

## Managed service

The **adapt** IP-VPN managed service provides not only a core network service and a range of access solutions but also CPE supply, configuration, maintenance and support. Service includes project management, project implementation and full end-to-end proactive service management.

Partner suppliers



## Wires only

Ideal for resellers or customers that want to own/manage their own CPE. **adapt** IP-VPN 'wires only' provides flexible connectivity options into **adapt**'s secure managed VPN core network, enabling the seamless connectivity of multiple geographically dispersed locations. **adapt** provides advice and operational guidance to ensure that the best end result is achieved for both partners and end customers.

## Why adapt?

At the heart of our managed networks offering is our carrier-class, MPLS-enabled data transport network that is based on high capacity fibre-optic Layer 1 and 2 technologies that we have strategically deployed across key national and international markets.

Our service delivery platform enables us to interconnect with and make use of the existing assets and physical infrastructure investment made by traditional communications carriers.

With **adapt**, you'll get a tailor-made service with multiple access options from DSL to gigabit Ethernet to IPsec and beyond. **adapt** will help you to design, install and manage your IP-VPN, and customise it to meet the specific CoS and bandwidth requirements of your multi-site business.

**adapt** has done the hard work in the market to find the best network providers and solutions: setting you free to focus on your business. **adapt** will manage your network requirements to ensure increased efficiency along with significant cost savings, reducing your IT costs and complexity.

## Associated services

- Requirements analysis
- Network design services
- Infrastructure audits
- Product evaluation
- Security Auditing
- Vulnerability assessment
- Remote monitoring
- Security Monitoring and Management
- Out-of-hours Help Desk

## And in addition

- Server Management >
- Storage Management >
- Service Management >
- Security Management >
- Virtual Data Centre >
- Database Management >
- Co-location Services >
- Managed Networks >

"Maintaining 24/7 operational availability is a fundamental business requirement for Man Financial. **adapt**'s proposition brought us the best of all worlds: high bandwidth tier one connectivity with Level 3 Communications, and the value-add delivery, flexibility and support functions of a company geared up to deliver superior levels of corporate customer service."

James Hazell  
IT Manager, Man Financial

ManGroup plc 

**adapt** is the independent managed services provider that is reducing cost and complexity from IT.

At **adapt** we focus on maximising the assets you already have rather than just selling you more services. What's more, being vendor-independent we don't have a stake in which technology you choose. Instead, our job is to recommend the best solution for your business, helping you design and integrate your technology for maximum efficiency. This often involves

consolidation and virtualisation of your assets, which can significantly improve your utilisation rates as well as immediately reducing your energy bills.

**adapt** is a client-led rather than a technology-led company, and works with its customers to develop modular propositions that support immediate business needs and can scale for future growth.

At **adapt** we believe that complexity is the enemy, and

this ethos is promoted from the initial architecture planning through to intelligent system design, performance and capacity management.

**adapt** provides services to over 850 customers in the areas of:  
— Colocation and Hosting  
— Connectivity and Internet  
— Managed services  
— Cloud services

Reduce cost and complexity within your IT talk to **adapt**.

For more information about **adapt** please visit [www.adaptplc.com](http://www.adaptplc.com) or call 0845 304 3047.

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