



Sagari Products and Services Overview

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- Hosted Backup
- Hosted CRM
- Hosted ERP
- Hosted File Server

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- SIP Trunks
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- Leased Lines
- Point to Point
- WAN
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- Wireless

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1. Introduction

When making such a big decision, such as who to choose as your IT provider. At Sagari we feel it is important to be transparent from the start, by arming you with all the details so you can feel confident when making your decision.

Our 'Products and Services Overview' was created to provide you with all the necessary information about our products and services, detailing what you will receive with each of our main services and how much they will cost.

We try to answer a lot of the common questions surrounding security, resilience, support, backup and service delivery to name a few.

Our Sagari team have all played a part in building this document and adding information where they feel it adds value.

It has also been created as a reference document you can keep coming back to quickly to answer important questions such as Service Levels and standard price list.

2. Terminology

It is important we provide all the relevant definitions and terminology so you understand all the terms listed throughout this document. Please see below for the term and the definition below:

VMware – VMware is a provider of virtualization software.

Hosted Services - Services that house, serve, and maintain files. Servers are either owned and managed by the client or by the vendor, and are either dedicated or shared.

Virtualisation - in computing, is the creation of a virtual (rather than actual) version of something, such as a hardware platform, operating system, a storage device or network resources

Datacentre - is a facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression) and security devices.

Network (computer network) - often simply referred to as a network, is a collection of computers and devices interconnected by communications channels that facilitate communications and allows sharing of resources and information among interconnected devices

Internet Exchanges - is a physical infrastructure through which Internet service providers (ISPs) exchange Internet traffic between their networks

ISO27001 - formally specifies a management system that is intended to bring information security under explicit management control. Being a formal specification means that it mandates specific requirements. Organizations that claim to have adopted ISO/IEC 27001 can therefore be formally audited and certified compliant with the standard.

Network Operations Centre - NOCs are responsible for monitoring the network/services provided for alarms or certain conditions that may require special attention to avoid impact on the network's performance or services provided.

Server Farm - A server farm or server cluster is a collection of computer servers usually maintained by an enterprise to accomplish server needs far beyond the capability of one machine

Private Cloud - Or Virtual Private Cloud (VPC) is a private cloud existing within a shared or public cloud (i.e. the Intercloud).

PCI DSS Compliance - The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organisations that handle cardholder information for the major debit, credit, prepaid, e-purse, ATM, and POS cards

Disaster Recovery - Disaster recovery is the process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster

Blowfish Encryption - Blowfish is a keyed, symmetric block cipher, designed in 1993 by Bruce Schneier and included in a large number of cipher suites and encryption products. Blowfish provides a good encryption rate in software and no effective cryptanalysis of it has been found to date.

Continuous Data Protection (CDP) - also called continuous backup or real-time backup, refers to backup of computer data by automatically saving a copy of every change made to that data, essentially capturing every version of the data that the user saves. It allows the user or administrator to restore data to any point in time

Snapshot - (computer storage), a set of computer files and directories kept in storage as they were some time in the past

Asymmetric Digital Subscriber Line - (ADSL) is one form of the Digital Subscriber Line technology, a data communications technology that enables faster data transmission over copper telephone lines than a conventional voiceband modem can provide

Symmetric Digital Subscriber Line – (SDSL) In the wider sense it is a collection of Internet access technologies based on DSL that offer symmetric bandwidth upstream and downstream

MPLS - Multiprotocol Label Switching (MPLS) is a mechanism in high-performance telecommunications networks which directs and carries data from one network node to the next with the help of labels

3. The Sagari Hosted Solution

We utilise 3 highly secure datacentres based in the UK to provide all of our hosted service. They have 1GB fibre connections to each datacentre for resilience. Here is some of the main reason we chose our datacentres:

- The network has been independently rated by SpeedTest.net as the fastest network in the UK, and third fastest network in the World.
- Connectivity is excellent with dual entry diverse fibre routes encompassing Telecity Williams House and Reynolds House data centres in Manchester as well as numerous others in the North
- Direct links into Telehouse North and Harbour Exchange, which are Londons more prestigious Tier 4 internet exchanges.
- The network our datacentre utilise has the coveted ISO27001 accreditation which is the highest security standard as well as a 24/7 manned NOC (Network Operations Centre)

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3.2. Security

We want to make sure we provide the highest level of security, when managing your critical data and applications. We have taken every step to ensure you feel confident when choosing Sagari as an IT Provider.

Here is some of the main security measure we put in place:

- Sagari's servers farms (VMware) are all separated away from any other company, installed in their own rack with key access.

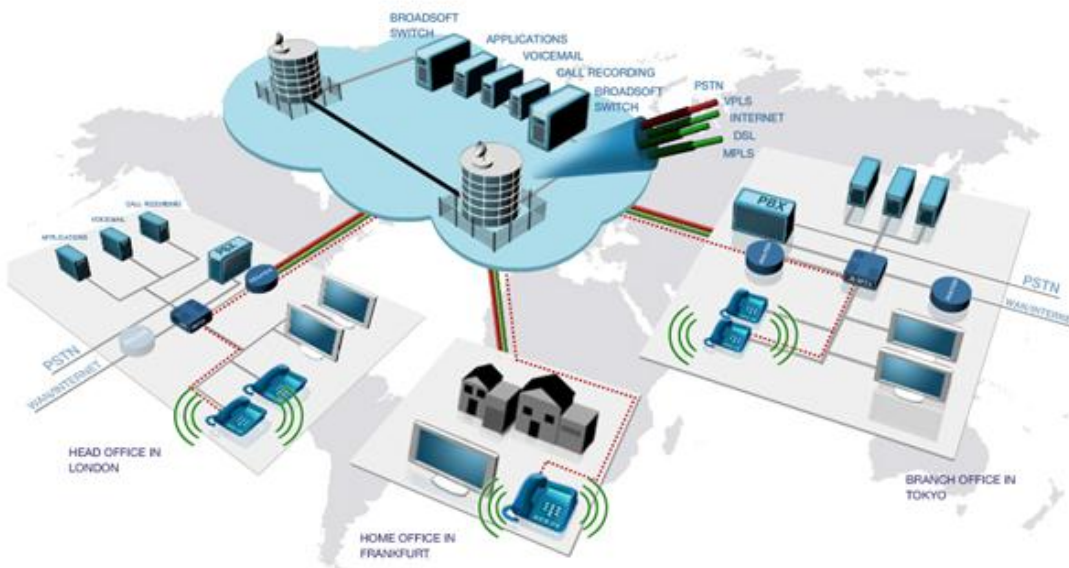
- Sagari only provide ‘private clouds’. This means you are not sharing resources (applications, processing power, memory) with any other company, but more importantly it means we know exactly where your data is. Most companies do not like the idea of having their data somewhere they don’t know how to retrieve it physically. Your data will be stored securely within our Datacentre which can be accessed 24/7 365
- All data is encrypted (448 blowfish) and can only be accessed if you know the self generated password
- We run PCI DSS compliance checks on all of our infrastructure on a monthly basis to ensure it passes all tests
- Unique password for every user for access to our hosted solution
- Sagari can provide key fobs with a 30 character number which changes ever 30 seconds for an added level of security for accessing our hosted desktop solutions

3.3. Disaster Recovery

Ensuring all of our cloud services run seamlessly for our customer’s means we have to deliver a resilient solution.

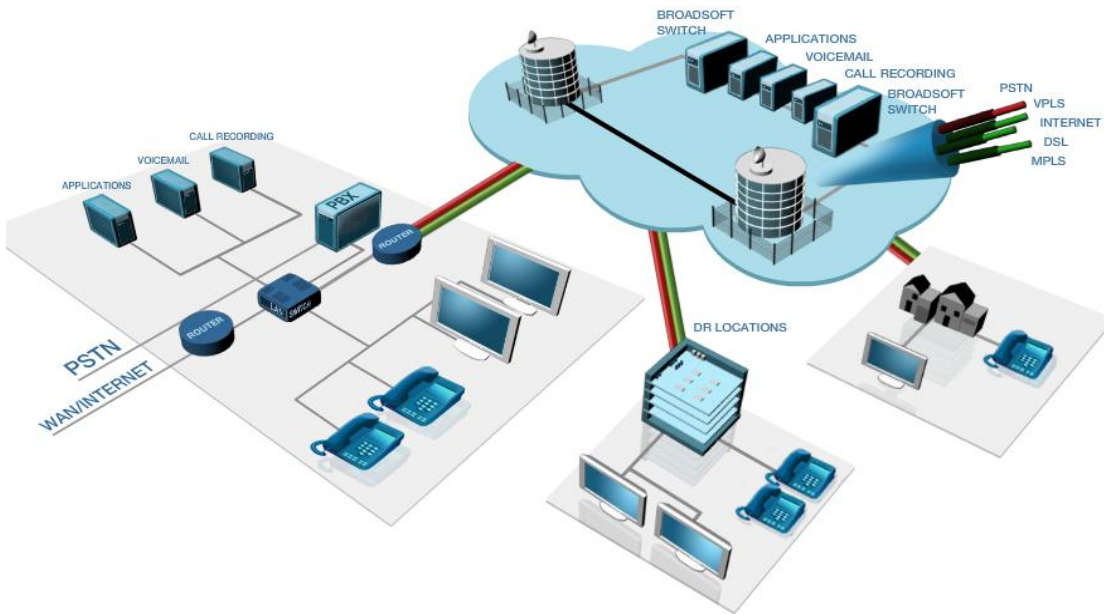
Figure 1.0 below illustrates how the data centres have direct 1GB fibre connections for resilience and how they connect directly to the main exchanges around the UK, routing the data and services to your destinations as quickly as possible.

Figure 1.0 Sagari Datacentres and network Exchange



All of the services we provide are built on our VMfarm which are a cluster of servers all interconnected. Our engineers have built the sever farms using best practice methodology so every aspect from hardware to routing has fail-over (resilience) built in at every level and no noticeable downtime to our customers.

Figure 2.0 The network delivering Business Continuity



At Sagari we work very closely with our partners to ensure we are building out platform to the highest standards. Microsoft, VMware and Cisco all dial in to our systems and make recommendations that will improve our resilience further

We implement fail-over for all of our core routers and switches. If for any reason a core router crashes or fails, all routing will be passed to the secondary router

3.4. Sagari NOC

Our **Network Operations Centre (NOC)** is where all support of our services is delivered centrally.

The NOC is responsible for monitoring the network for alarms or certain conditions that may require special attention to avoid impact on your network's performance. This includes monitoring for power failures, communication line alarms (such as bit errors, framing errors, line coding errors, and circuits down) and other performance issues that may affect your network.

If necessary our NOC escalates problems to the appropriate personnel.

It is the role of the NOC to ensure seamless and timely delivery of services and also to escalate issues in a hierarchic manner.

Data Backup

Traditional backup solutions meant you would schedule a backup at the end of the day. We use a new technique to backup using a system called continuous data protection (CDP). What this means is as soon as you make a change to a file such as a document or spreadsheet. It is backed up automatically as you change it.

This allows our customers to restore from earlier that day, rather than only being able to restore from the backup the day before.

Server Snapshots

Everything related to your server (applications, accounts, profiles etc) is backed up differently. We take a snapshot of your system which is literally a snapshot of how the system is at that point in time, and we push this to the 2 other data centres VMfarms. This happens all the time and is more of a focus on resilience, so if in the event the primary server fails. All customers can be pushed to the next high availability datacentre.

We complete a snapshot of the server farms every hour so we can always restore our servers with minimum changes

4. Data

Our partners Managed Internet Bandwidth solution provides customers with access to the internet at speeds and contention ratios that meet their specific requirements.

Internet Bandwidth is available as contended (ADSL and SDSL) or un-contended (Dedicated) services. These services can suit all customer requirements with contended rates from 512k to 2mbps and dedicated rates from 256k to 1000mbps.

However big you think, emerging technologies can always make you think that little bit bigger.

We can tailor-make network solutions for all your IP, voice and data requirements, helping you find and maintain that competitive edge.

Our consultants have both commercial and technical training, so you can benefit from their insight in both crucial areas. And, because we endeavour to understand every aspect of your business communication, nothing is ever left to chance.

MPLS

It has been common place for the carriers to offer MPLS networks at high cost and for too long it has been regarded a black art. For several years our partners have been investing and developing their own next generation network, our partners core network now not only allows delivery over a variety of connection types but unique to Sagari, we can also offer delivery over a variety of carriers.

Our partners network has continued to grow through investment and customer growth and retention, today we have the ability to deliver private MPLS networks over Ethernet, copper and xDSL formats to meet your exact requirements.

Ethernet and copper services are regarded as very reliable technologies but even these can fail and depending on how critical data is to your business this should always be planned for, business continuity is becoming increasingly important and for many a must have. We have the ability to use diverse delivery methods and even different vendors to make any connection as resilient as possible.

We use a mixture of Cisco and Draytec hardware throughout the network and at your premises to ensure we are able to offer the level of service business demands. All hardware configurations are copied on a regular basis to ensure we always have the most recent configuration available.

All connections are proactively monitored in several locations and in the event of a fault a member of staff will check a back up route is working if in place, then they will move to identify what is at fault and get this reported to the relevant engineering team.

Data Portfolio:

- xDSL
- IPVPN
- MPLS
- Ethernet
- Internet Access
- Leased Lines
- Point to Point
- WAN
- LAN
- Wireless

4. Why Sagari

We understand that at the heart of your decision making process is the issue of reliability, availability, and security of end user services. This is precisely where Sagari adds its value. The idea of a service being up and available 24/7 is in our DNA.

Sagari have invested substantially in resource and technology to develop processes and find new solutions in order to ensure much higher reliability, availability, and security of your services. At the heart of our service proposition is Sagari's Service Delivery, the team dedicated to your needs. We work very hard to have the systems and processes in place (ITIL Service Delivery) to take any incident to a resolution quickly.

To further improve our end users experience, we carefully source and partner with leading suppliers to improve on reliability, availability and security. We work very closely with our suppliers, building our services together and researching new ways to deliver more features and benefits at no cost to our customers.

Highlights

- Leading Adopters of Cloud and Virtualisation Services
- Average 18% Turnover Increases Year on Year
- UK's Leading SIP Trunk Provider
- Single Billing Platform for all Sagari Services
- Innovative Disaster Recovery Solutions & Services
- 2 Offices, 3 Data Centres and Multiple Disaster Recovery Centres



- Direct links into primary Internet Exchanges across the UK
- Hosted Endpoints Surpassed 1000
- Partner with Leading Suppliers to Deliver Superior Services
- Evolved into a unique combination of Systems Integrator & Service Provider
- Year on year Staff increase of 15%

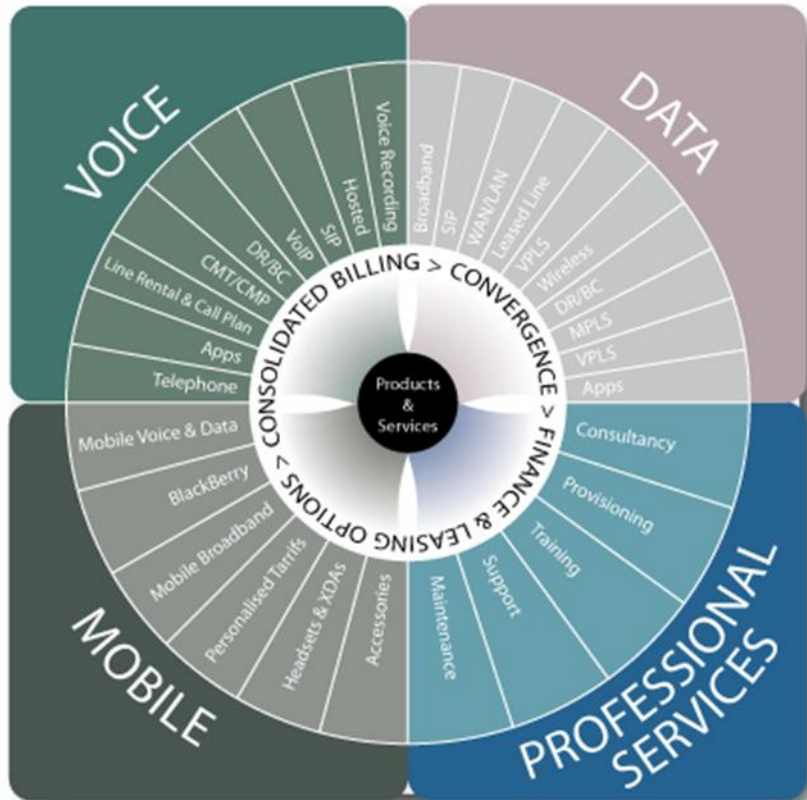


5. Portfolio of Services

Our solutions are researched and designed to make the most of your existing investments in IT and communications.

The solutions we offer are resilient, secure and scalable. Whether it's a traditional client server system or a fully hosted solution across multiple sites, our guarantee of efficiency, quality and customer service remains the same. Working in partnership with only world class manufacturers we provide a complete outsourced solution, from consultancy and implementation to support and maintenance.

We continuously evaluate and test new and emerging technologies and we only recommend new solutions once they have been fully reviewed and tested rigorously. This coupled with our continued investment in training and development ensures that we offer the right solutions that deliver real business benefits both now and in the future



6. Hosted Services

Hosted Email

The Sagari hosted email utilises the latest Exchange platform from Microsoft, delivering the latest features and benefits. You can use your favourite email client to access your email including Outlook, Thunderbird and Apple Mail.

The full functionality of Microsoft Exchange is made available to all Hosted Exchange Enterprise Edition mailbox users:

- Using Microsoft Outlook, including Meeting Scheduling and Team Collaboration via Public Folders.
- Mobile email access from any Windows-Mobile powered device
- Outlook Web Access from any internet connected PC is provided for roaming users.
- Integration and Support for Blackberry Enterprise device users.

Sagari recognises the business critical nature of email to organisations and continuously invests to ensure the uninterrupted delivery of service to our customers regardless of circumstances. Testing of business continuity processes is performed at least quarterly; Sagari’s first priority in the delivery of our services and the security and privacy of our customer’s data.

Functions of Sagari’s Business Email Solution

Functionality	Webmail	Business Email
Mailbox Size	5GB	5GB
Daily Data Backup	✓	✓
24*7 Customer Support, Severity 1 as standard	✓	✓
MessageLabs 100% Anti-Virus Guarantee	✓	✓
Microsoft ForeFront Anti-virus Scanning	✓	✓
MessageLabs Spam Protection	✓	✓
Company Domain Name	✓	✓
Company Address Book (Global Address List)	✓	✓
Multiple Domain Names	✓	✓
Multiple Mailbox Aliases	✓	✓
Out of Office Messages	✓	✓
Personal Notes	✓	✓
Public Folders		✓
Personal Contacts	✓	✓
Personal Calendar	✓	✓
Personal Tasks	✓	✓
Mailbox Rules	✓	✓
Mail Enabled Public Folders		✓
Search Folders		✓
Shared Contacts		✓
Shared Calendar		✓
Group Scheduling & Meeting Planning		✓
Microsoft Office Outlook License Option		✓
MAPI Access (inc. RPC over HTTPS)		✓
Full Offline Working		✓
Offline Address Book		✓

Technology Summary

The following diagram shows a high-level architecture for the Managed Business Email service platform. Resilient internet connectivity is provided from two separate carriers into separate firewalls with automatic failover of connectivity and firewall services in place.

The server infrastructure is based upon HP ProLiant servers and EMC Clarion fibre-array SANs. Internet connectivity, perimeter & internal firewalls and LAN networking is provided by Cisco and Draytec.

Management and monitoring of our services, applications and networking is provided by a range of tools specific to each role. Primarily, HP Insight Manager is used at the hardware-level, and Microsoft Operations Manager 2008 at the application level.

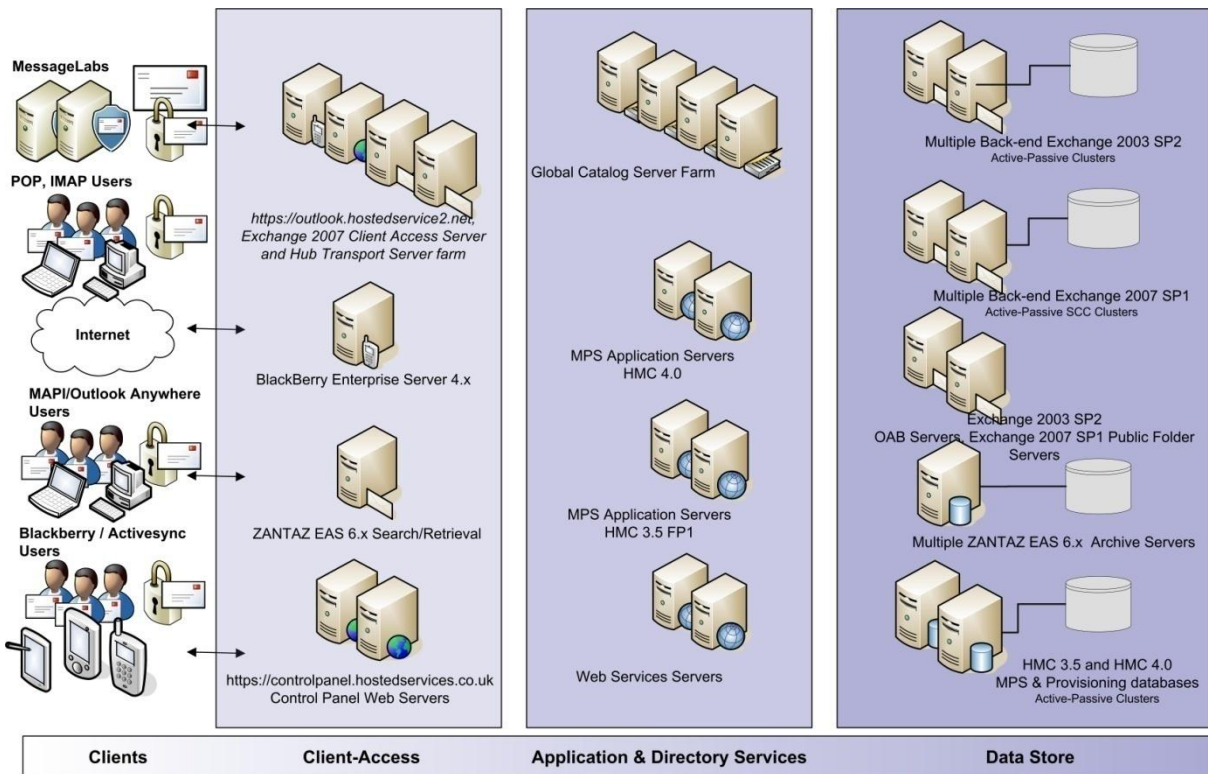


Fig. 1: Hosted Exchange Service Infrastructure

Mobile Device Access

Increasingly “*work is an activity and not a location*” means that staying connected whilst on the go is a key element in increasing employee productivity. Sagari’s managed business email service provides secure access to email, calendar, contacts and tasks anytime, anywhere from any PC, Laptop, iPhone, BlackBerry or Windows Mobile device, which has an internet connection.

BlackBerry Enterprise Devices



- Sagari’s based on BlackBerry ‘push’ technology means you don’t have to retrieve your email
- Single, integrated device for all your data and voice needs
- Integrated Phone, SMS, Web Browser and organiser applications
- View e-mail attachments of popular document formats
- Choice of devices, networks and service providers
- Advanced security for enterprise and government organisations

Windows Mobile Devices



- Comprehensive end-to-end integrated Microsoft solution
- Mobile Outlook, Word, Excel, PowerPoint and Internet Explorer provide a familiar user experience
- “Over the Air” full synchronisation for Email, Calendar, Contacts and Tasks
- View and edit Word and Excel attachments
- View images and PowerPoint attachments
- Integrated Phone, Web Browser, Media Player and PIM functionality
- Broad range of device from different manufacturers on multiple networks

Apples Mobile Devices



- “Over the Air” full synchronisation for Email, Calendar, Contacts and Tasks
- View MS Office attachments, PDF and image files
- Industry leading web-browsing
- Integrated Phone, Web Browser, Media Player and PIM functionality
- Provided in the UK through the O2 network
- Easy to use and feature rich enterprise

With each hosted desktop you will be provided the following:

- 5GB Exchange Mailbox
- Industry leading SPAM Filtering and AV
- Email archiving and compliance
- Blackberry and mobile device integration
- Outlook Web Access

Hosted Desktop

We have described a lot around the solution earlier in this overview document surrounding the datacentres, VMware, resilience, security, delivery etc.

The Sagari hosted desktop can be offered on a windows 2003 or 2008 platform, with either a windows XP or Vista/7 client look and feel. Access to your hosted desktop can be delivered over a VDI or Citrix connection, and security key fobs can be provided for an additional charge.

All of our hosted desktops run on a private cloud which means you can install and customise you desktop any way you feel. Installing any applications you run for your business.

We offer Office 2010 professional as standard but you can choose an earlier version (2003/7) at no additional charge. If you don't use Microsoft products, then we can happily remove the licence and replace with a similar product such as Open Office (price reduction for removal of office licence).

Each hosted desktop comes with a 5GB mailbox. This runs on the latest version Microsoft Exchange 2010 providing the leading features and benefit

The desktop is hosted, run and delivered from our 3 highly secure datacentres and supported from our central Network Operations Centre based in Sale

With each hosted desktop you will be provided the following:

- Private Cloud built on our VMware platform
- VDI connection licence
- 5GB Exchange Mailbox
- Industry leading SPAM Filtering and AV
- Email archiving and compliance
- Blackberry and mobile device integration
- Outlook Web Access
- Microsoft Office 2010 professional
- Storage data area
- Unlimited data retention (backup)
- Business continuity included
- Full 24/7 UK support

Hosted Applications

Our platform allows us to provide a suite of standard applications or you can build out your own custom applications, also known as Software as a service (SaaS). Sagari manage your own applications and resources by utilising our highly resilient Data centres and support staff.

Sagari have the ability to snapshot your application server and migrate this securely, direct to our data centres. We would run your application through a set of thorough testing processes and work with your application team before moving this into our live environment. At this point we would present this application back to you via remote access or via web access.

Sagari already provide a suite of common applications which can be implemented into any organisation instantly. This includes but not limited to:

- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Zimbra Hosted Email
- Document Management Systems
- Saleable Web Server

Alternatively, we can work with you and build out a new platform ready for you to deploy a brand new application or SaaS service. At this point we can provide full root access for your applications team or our applications team can provide a consultancy service to build your application.

Your data and application will reside on the same secure and resilient solution as all of our other hosted services as described earlier in this document.

Virtualisation

Our Sagari engineers can take on any virtualisation project to migrate your systems to a more stable, resilient and cost efficient solution. Whether you want to keep your solution in-house or migrate your solution across to our highly secure datacentres, we can help you project plan, migrate and implement the solution. With dedicated experts in the field of virtualisation, Microsoft, Linux and networking. We have the knowledge and experience to deliver a solution to meet your needs.

Knowledge, Experience and features includes:

- Microsoft (MCSE), Cisco (CCIE), VMware (VCP), Citrix (CCEE) experts on hand
- Complete project management and project management team
- Over 10 years knowledge and experience in Virtualisation
- Pre-built tested VMfarms ready to deploy for any size of enterprise

7. Price List

Please find our standard price list for our hosted services. Please note with economies of scale we will provide discounts.

Hosted Desktop

	Setup charge	MRP (per user)	
Hosted Desktop with Office 2010 Professional	*	£	60.00
Hosted Desktop w/o Office 2010 Professional	*	£	50.00

Hosted Email

Email and Communications

Hosted Exchange

	Setup charge	MRP	
Up to 25 GB Exchange 2010 Mailbox	*	£	5.99

Hosted Applications

Web Hosting and Domain Names

	Setup charge	MRP	
Web Hosting (1GB Web Space & 1 Exchange)	*	£	5.00
Additional Storage per 1 GB	*	£	2.00
Domain Registration 1 Year (.com, .org, .net)	£	10.00	£ -
Domain Registration 2 Year (.co.uk)	£	18.00	£ -

SharePoint Hosting Service Line

	Setup charge	MRP	
SharePoint Hosting (15GB Web Space & 10 users)	*	£	20.00
Additional Storage per 1 GB	*	£	4.00
Additional 1 Users (+50MB)	*	£	-

Cloud Backup

	Setup charge	MRP	
Server Backup Per GB	*	£	1.50
Workstation per GB	*	£	1.50

Other

	Setup charge	MRP	
Professional Services (Hour)	*	£	100.00
Professional Services (Day)	*	£	750.00

* This indicates there is a charge but subject to an audit

There are many other hosted services and solution we provide. We can also build bespoke hosted solutions to fit the needs of any business.

3. Voice and Lines (Our Partner)

Traditional Telephony

As a UK leading supplier of telecommunications equipment, Excell can support businesses of virtually every shape or size. With a range of digital telephone systems from leading manufacturers including Avaya, Mitel, Cisco, Toshiba, and Panasonic, we can supply, install and commission a system that suits your unique requirements.

With over 8,000 clients, they have vast experience in providing voice systems that range from a few handsets through to international solutions with more than 30,000 extensions.

Whether we're working on your first consultation or providing you with training and support, the same tenet applies: complete customer satisfaction.

Excell's heritage in data management and expertise in networking and voice services means we are able to offer clients an end-to-end solution to maximise the benefits of data (data replication, backup) and voice (IP Telephony / VoIP). All our IP voice and data services are provided to your office over a single dedicated IP connection.

Line Rental and Call Plans

Least cost routing (LCR) is the process of selecting the path of outbound communications traffic based on cost. At Excell our least cost router programme within their network will choose between routes from several carriers dependant upon the destinations of the call.

As an independent service provider Excell are not bound to any one network provider and are therefore ideally positioned to deliver LCR services and the associated cost benefits. We work with BT, Cable & Wireless, Global Crossing and Gamma to ensure you have optimal high-quality networks carrying your voice traffic. This means we can establish the most competitive tariff to suit your business based on your unique usage patterns.

Our voice offering delivers:

- Reliable networks offering the very best quality calls
- A choice of call routing options
- Competitive pricing
- Advice on new and emerging technologies

SIP is still perceived as an emerging technology, to Excell it is not. Since 2003 Excell has developed its platform and its people to have the skills and capability to rival and outperform any offering in the industry. They have remained committed to keeping in the spirit of what SIP technologies offer by providing our clients with flexible, innovative and robust solution. **See section 7 for SIP**

Managing your Bill and monthly reporting

We'll send you one clear bill per period containing everything from calls and data services, to line rental



and support charges, with one main customer services contact.

You can log onto www.yourcallmonitor.com anytime and view all your bill details including call costs, statistics and reports. You can also store, sort and query your bills, helping you stay on top of your outgoings.

As well as tracking, analysis and control of your bill, Itemisation and call search facilities are available through this portal. It has been designed in-house to deliver superior control and management of your fixed telecoms resources.

Benefits of Call Monitor include:

- Improved analysis by call type and destination
- Automation of exception reports and monthly audits
- Enhanced access and reporting by location, job function and cost centre
- Flexible reporting – multiple data filters
- Automated reports - email, PDF, HTML
- Provides a fair and simple solution for staff to pay for personal calls
- Increased awareness of expenditure throughout the business
- Empowers cost centre managers and budget holders
- Provides access to rich management information
- Empowers your managers

Figure 1.0 'Your Call Monitor' Portal



[Home](#) | [Your Calls](#) | [Your Services](#) | [Personalisation](#) | [Customer Services](#) | [Logout](#)

Home

Welcome to your call monitor. Your latest invoice can be downloaded here. Call monitor includes a number of features to help you manage your call costs.

> Your Calls

Details View a detailed record of your calls.

Costs View summaries of your usage.

Analysis Graphical summaries of your calls.

> Personalisation

Invoices Specify what items and summaries appears on your bill.

Nicknames Personalise telephone numbers to make your bill more readable.

Reports Create your own reports to see the details of your calls.

Email Alerts Create reports on your calls to be emailed to you automatically.

Options How often should we send you alerts and spend limit warnings?

> Your Services

Line Status Check the status of your lines and services.

Service Charges See what the services you have are costing you.

> Customer Services

Contact Contact us for assistance with your bill.

Change Password Change the password you use to get into Call Monitor.

81.6	44.3	30.3	26.3
56.6	41.7	34.0	35.5
68.4	34.8	32.1	23.5
60.6	37.6	31.2	35.4
78.3	35.6	30.1	21.3
78.8	31.1	26.7	20.2
72.4	31.7	26.8	18.4
	28.6	24.9	17.8

8. Introducing SIP

SIP Trunks allow your businesses to retain the advantages of your existing telecoms equipment, whilst gaining the additional functionality and benefits of IP Telephony. You can retain your existing handsets and have the flexibility to add remote or central IP users when needed. Although not the first VoIP trunking technology available to small and midsize companies, SIP trunking will be the first to have a widespread impact on phone communications for enterprises.

Why SIP Trunking Makes Sense

SIP trunking provides Voice connectivity for your workforce via a connection to our Network (see figure 2.0) and removes the need for ISDN lines. This produces a number of immediate tangible benefits:

- Number portability, allowing customers to relocate their office and keep their number
- Number flexibility, supporting DR plans for customers at a fraction of existing ISDN costs
- Ease of System expansion, an additional number of SIP channels can be added to a site at the fraction of the cost and time that deploying ISDN would entail
- You no longer need to buy and maintain ISDN 30 lines
- Call costs are reduced dramatically
- Internal calls are free

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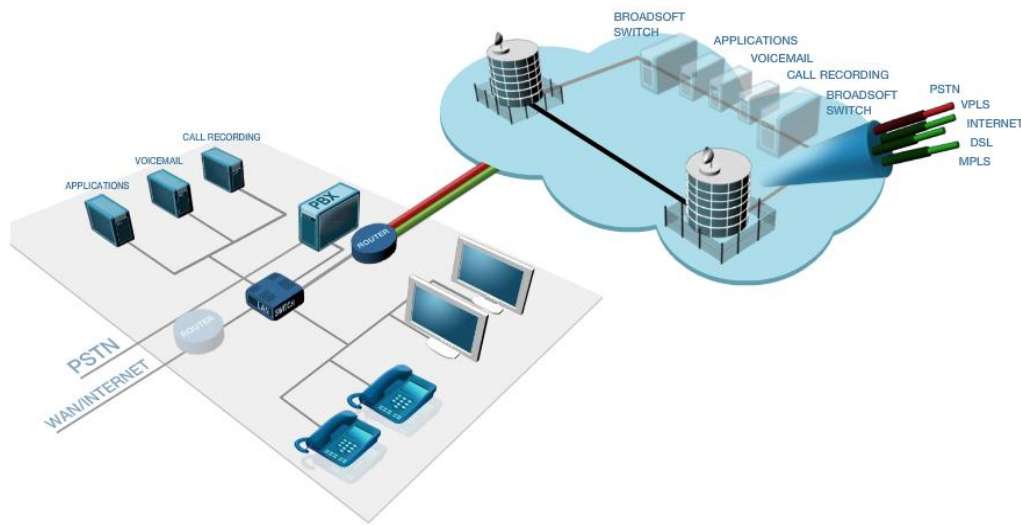
- Calls can overflow from one site to another seamlessly

You can also chose to deliver your data services over the same SIP trunk meaning that only one connection is needed for voice and data. Reduced connections means there are fewer interfaces, reduced hard costs, better efficiency and increased reliability.

Excell's SIP Trunking delivers all the feature benefits of SIP and all the resilience features of SIP without requiring the end user to completely replace their existing hardware.

Customers connect their PBX either directly, by entering IP address and username/password information, or via a preconfigured SIP-ISDN gateway.

Figure 2.0 SIP connectivity to the Excell Network



9. Mobile & Blackberry Solutions

When it comes to your mobile solutions, we understand what really



matters to your business: a price plan that delivers maximum value and freedom to focus on your business. We offer a range of tariffs and handsets and can provide a complete data breakdown and call analysis function so you can track your calls and usage patterns. And, on top of all this, you also get 24-hour support.

We want to provide the best possible choice, value and service to our customers so we offer a range of tariffs and handsets to suit your business. However, what makes us different is our service wrap, support and unique billing solution.

Excell are one of only a small number of premier mobile data partners to join the O2 Data Centre of Excellence. As O2 strategic partners, they share O2's commitment to providing an exceptional customer experience and a trusted approach.

The O2 Data Centre of Excellence sets demanding qualifying criteria, including excellent customer service and a true focus on delivering leading-edge mobile solutions within the business market. As partners we must continue to meet the programme's high standards in order to main our status.

This allows you to choose a mobile data expert who has the back up of the UK's largest mobile network.

O2 Data Centre of Excellence partners have a proven track record in providing customised solutions based on individual customer requirements and designed to improve company productivity.

Benefits:

- Unrivalled Account Management
- Technological Innovation
- Competitive pricing strategies
- Customer Service Excellence
- Single solution for ALL your communications
- Service Quality
- Service Reliability
- One single bill for all your handsets and calls
- ONE supplier
- Receive paper bills or use ENS e-billing facility
- NO hidden costs/charges
- Fast connection and number porting
- Clear and secure network with high reliability
- No disruption to your current services
- Wider range of tariff structures to benefit individual businesses

10. Professional Services



Sagari NOC

Our **Network Operations Centre (NOC)** is where control and support of our telecommunications network is delivered.

The NOC is responsible for monitoring the network for alarms or certain conditions that may require special attention to avoid impact on your network's performance. This includes monitoring for power failures, communication line alarms (such as bit errors, framing errors, line coding errors, and circuits down) and other performance issues that may affect your network. If necessary our NOC escalates problems to the appropriate personnel.

It is the role of the NOC to ensure seamless and timely delivery of services and also to escalate issues in a hierarchic manner.

We are transforming the way organisations acquire their communications infrastructures and services. Simply put, we are taking away the burden of ownership and operation of technology, so all that remains are the benefits.

Project Management

Project Management is critical for the delivery of most solutions. Customers put great emphasis on a solution being delivered on time, on budget and with minimal impact or disruption to their day-to-day operations.

Sagari utilise ITIL methodology when deploying customer solutions. Your project will be closely managed by the Project Manager, who will tailor the rollout to meet your business needs, modifying the ITIL methodology to reflect the project being delivered to cater for any operational complexities that may need to be considered.

A comprehensive Statement of Works will be created in consultation with your organisation to ensure that all deliverables are identified which in turn will be translated to a Project Plan that we will work to in order to ensure your solution is delivered on time. The project plan will detail all dependencies and key milestones that need to be achieved, which will subsequently be reported on.

Monthly status reporting, along with face to face meetings and conference calls will ensure you have full visibility of the project's progress during it's life cycle.

Evaluation and Implementation

Our excellent service is built on a solid foundation of experience, know-how and successful results. We can design and install systems that suit your unique needs, ensuring your voice and data networking requirements support multi-project, multi-vendor and multi-application equipment.

This is our tried and tested installation procedure:

- We visit you to conduct a site survey and get a feel for the project
- We plan the installation to include all third parties
- We draft a timetable of activity
- Work begins with minimum disruption to your business
- Afterwards, everything is tested and a survey completed to check all business objectives have



been met

Support

Our Customer Care Programme is managed and delivered by a dedicated team of professionals in the NOC.

98% of our service calls are resolved remotely within 39mins showing that it's rare to wait for an engineer visit to solve any problems you may have.

Cloud services means Sagari engineers can identify and resolve the majority of incidents centrally from our NOC, providing a superior end user experience

Any hardware related issues are resolved efficiently by providing spare hardware on-site which can be quickly installed by the end user so the customer is back up and running quickly. The old hardware can be returned to our NOC for repair, keeping costly on-site visits to a minimum.

Service Level Agreements

The table below describe the service levels that Sagari would typically provide to your business though specific requirements have yet to be confirmed

The SLA commences on successful logging of the incident request on Sagari’s Incident Management system.

Initial Response Time Example:

Fault Classification	Description	Response Time
CATEGORY 1	Critical Impact	1 hr
CATEGORY 2	Major Impact	4 hrs
CATEGORY 3	Minor Impact	8 hrs
CATEGORY 4	Technical Advice	16hrs*

Maintenance

Maintenance cover is provided in accordance with the British Standards Institute and the International Standards Organisation depending on the level of cover you select, the response time to system failure will not be more than 4 working hours from time of notification to Sagari. We will however use all reasonable endeavours to respond well within this period.

The service provided will include the rectification of any faults arising from proper use of the equipment or as a result of fair wear and tear; any work performed outside the scope of the maintenance contract can be performed on a time and materials basis.



11. Your Support Network

At Sagari we make promises to our customers. We can only do this through providing exceptional customer account management. We see each customer as unique and we want to provide each of our customers with individually tailored data and communication solutions which meet their needs precisely.

We provide our standard account and facility management free of charge. Service levels are guaranteed under the terms of our Service Level Agreement

Your Typical Account Management Team

Title	Name	Number	Email Address	Responsibilities
Account Manager	Assigned person	0844 357 7282	Assigned person	Your Account Manager takes the responsibility for the overall management of your account and attends review meetings with you to ensure all of your requirements are being met.
Project Manager / Operations	Assigned person	01223 707237	Assigned person	Your Project Manager is appointed to you to attend initial meetings and will plan the porting process to ensure the minimum disruption occurs in your business.
Support Team	Various	0844 8730200	support@sagari.co.uk	Our Support team will be appointed to your account. Based at our Sale office, they are able to answer your day to day queries and they are supported by our back office team.

Additional Services

In addition to the core Cloud, Telephony and Internet services we also incorporate a further service offering including:

- PC and Server Support (Managed IT Services)
- Data Cabling (adds, moves or changes to CAT5 networking)
- Electrical Installations (plug sockets, lighting etc)
- Discounted Dell Laptops, Desktops and Servers (Sagari are Dell wholesalers)
- Anti-virus (Sophos)
- Mobile and Blackberry (Excell are an O2 service provider)
- Co-location (host servers in secure cabinets)
- Online Backup (secure, offsite backup of your data)
- Non-Geographic Number services (0800, 0845, 0870)
- Hardware removal and Weee certification