

BT Infonet Global Service Level Agreements

Ensuring optimum performance is essential to the success of any enterprise's global network. With BT Infonet's approach to Global Service Level Agreements (SLAs) and SLA management, clients will be provided with contractual commitments to service quality and service management that spans end-to-end network performance and process performance.

Internet Services

BT Infonet's SLAs deliver the following key benefits to multinational clients:

- Service provisioning commitments to help ensure accurate planning for installations and network changes
- Clear network performance objectives by Class of Service (CoS), allowing clients to select the right service level for each of their applications
- A wide range of Network Access Options to meet every organisation's specific needs for access resiliency
- High service availability to help ensure minimal interruption in network operation and business processes

Critical service delivery success factors have been established and included in SLAs by subscribing to BT Infonet's SLAs. Clients will be able to validate compliance with BT Infonet's reporting services, PerspeXion® and SiteWise™.

BT Infonet's SLAs are available for:

- VPN Services: Application Centric VPN, IP VPN Secure, IP VPN Internet, Dedicated Internet Access and Internet Gateway Services, Global Frame Relay, Global ATM and Global Private Network Service.
- Mobility (Wireless and Remote Access), Security, and Multimedia (Voice, Video and Contact Centre) services.

The BT Infonet global SLAs define Key Performance Indicators (KPIs) together with performance objectives and credit thresholds. The SLAs and powerful online reporting and monitoring services, for example, PerspeXion and SiteWise, together provide enterprises with a comprehensive combination of quality of service commitments and service performance monitoring of their BT Infonet-provided global communications services. The BT Infonet-provided reports enable clients to easily compare the level of service quality committed



against actual performance as well as providing network planning and management capabilities.

BT Infonet's SLAs provide a clear structure and common terminology across all services that promote clarity and logical ties where service integration is necessary. The SLAs are appropriately tailored to each service's transport technology as well as providing different service levels for each Class of Service.

High Service Availability and World-Class Service Management

BT Infonet's SLAs are available, end-to-end, for all connection-less or connection-oriented services. With in-country Help Desks in over 70 countries, BT Alliance delivers world-class service quality management to meet a multi-site enterprise's most stringent requirements.

BT Infonet's resilient backbone network delivers ultra high availability across all services and offers a variety of local access options to meet every multi-site organisation's specific needs. These Network Access Options include:

- **Platinum** : provides dual, diverse access from dual CPEs to two different nodes
- **Gold** : provides dual, diverse access from a single CPE to two different nodes or from dual CPE to a single node
- **Silver** : provides ISDN backup of a single access circuit connected to one CPE
- **Bronze** : provides single access without backup connected to one CPE
- **Basic** : provides access port only

World-Class Network Performance

SLAs define network delay, data delivery and jitter performance commitments per CoS for BT Infonet's global backbone, site-to-site and within a geographic region. Network delay objectives are extremely competitive both within and between regions, easily capable of supporting the most delay sensitive applications and voice and video. Data delivery is close to 100 percent between most locations. Jitter objectives given for each CoS are well within the recommendations set by major equipment suppliers for providing high quality voice channels and video conferencing quality. A range of additional KPIs apply to Mobility, Security and Messaging services.

On-Time Service Provisioning and Unmatched Customer Care

Winner of the prestigious Telemark "Best In Class" award for customer service for over three years, BT Alliance's service provisioning, including installation and changes, has proven to consistently deliver on-time to clients. Over 30 years of delivering global communications solutions to clients, effective global problem management processes that BT Alliance has improved continually, have all contributed to winning the Telemark awards. BT Infonet provides proactive fault detection and problem management, alerting clients to service faults electronically within minutes, as well as automatically notifying clients of fault resolution progress and maintenance activities.



Complete SLA Reporting and Monitoring for the Enterprise

BT Infonet's powerful reporting and monitoring tools provide enterprises with a comprehensive view of the performance and operation of their BT Infonet services. For example, using PerspeXion and SiteWise reporting for VPN Services, clients can validate SLA performance in a multi-CoS environment, generate real-time statistics, and hourly, daily, weekly and monthly summaries for a range of service delivery metrics.

PerspeXion

PerspeXion service performance reporting offers a complete view of an enterprise's backbone transport network and ongoing service delivery quality, right to the desktop, using standard Web browsers.

PerspeXion monitors BT Infonet-provided voice, video and data networking services providing crucial information and insight into both network and process performance. Tabular and graphical reports show a range of service delivery metrics, verification of KPIs for the BT Infonet SLAs, and much more.

SiteWise and SiteWise Gold

Complementing PerspeXion's capabilities, SiteWise provides a variety of in-depth, end-to-end real time and historical connectivity statistics. Tabular and graphical reports show utilisation and health statistics for BT Infonet-managed premises routers. In addition, for users who are taking advantage of BT Infonet's leading CoS features, SiteWise monitors and reports usage of CoS per CoS type, such as delay, jitter and data delivery, and fully supports the verification of end-to-end CoS SLAs. SiteWise Gold

provides further true real time CPE statistics and diagnostics capability. Both PerspeXion and SiteWise are accessed via my.infonet.com, BT Infonet's intuitive and secure, single sign-on Web portal. The willingness and ability of a service provider to provide end-to-end service level commitments is a key selection criterion for many multi-site corporations. With BT Infonet's SLAs, enterprises can establish the right network performance objectives and monitor the accomplishment of those objectives. For more information about BT Infonet's SLA service or any of BT Infonet's network services and solutions, contact your local BT Alliance Representative or visit us at www.bt-alliance.com.

In conjunction with SLAs, benefit from:

- Reliable, world-class customer care including in-country Help Desks, immediate fault detection, proactive, electronic notification and resolution and electronic statusing
- Full integration with BT Infonet's PerspeXion and SiteWise reporting and monitoring services, to deliver a complete solution for assuring network performance and operation



About BT Alliance

BT Alliance is a partner programme which supports BT Global Services in the selling, distribution and support of a range of products and services from across the BT portfolios.

Known for quality of service, BT Alliance partners are leading providers of managed network communications services for multinational entities. Being a customer of a BT Alliance partner gives you confidence that you are dealing with a recognised, certified partner who can provide you with best in class products provided by BT Alliance and supported by trained staff.

Working with BT Alliance partners, customers have access to a comprehensive BT portfolio given that BT's partners take advantage of BT's large and significant annual investment in R&D to bring the right product to market at the right time and price.

Customers can be assured that their local and global needs are taken into account, as BT Alliance partners not only partner with BT but with each other.

For more information about BT Global Services and the BT Global Services Product and Solutions portfolio, please visit www.btglobalservices.com.

Additional information about BT Group plc is available at www.bt.com/aboutbt.

BT Alliance

www.bt-alliance.com

BT Group plc
81 Newgate Street
London, United Kingdom
EC1A 7AJ
Tel: +44 121 433 4404
Fax: +44 1903 833371
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