

# High quality global Internet services with a range of capabilities to meet the needs of the largest to the smallest of your sites across the world

The Internet is a foundation of the way we work today. Connecting your customers, suppliers, offices and employees wherever they are means you need a cost effective service you can rely on. As more and more businesses move to hybrid networking models your users demand you buy the best available internet, with quality and performance at its core. With the combined reach of our core network and our carefully selected 3rd parties our internet services can help you span the globe – with the right offer at the right price under a single contract and service agreement.

## Improving your internet-connected world

BT Internet Connect services give you:

**Reduced management complexity.** We deliver and manage your Internet connections, removing the headaches of dealing with multiple suppliers in different locations around the world

**High performance for improved customer experience.** Where your priority is high performance, our uncontented (1:1) has to be synchronous bandwidth is ideal to ensure your applications perform at their best, improving your customer experience, productivity and uptime of your service. Our high performance Direct Internet Access (DIA) service is available in multiple countries.

**Global reach for your smaller and remote sites.** At sites which don't need DIA services we can offer multiple lower priced options, from our Internet Connect Reach service with true global reach to address the needs of your smaller and more remote sites and users. Services like ADSL, VDSL, SDSL and radio/Wi-Fi to align cost against performance. We also won't take long to let you know the options available as capability can be quickly assessed using API's we've built with partners and embedded into our process.

**Resilience and choice.** We provide a range of resilient options and combine our services to design and configure networks which gives high uptime and centralised co-ordinated global support.

**Burstable bandwidth.** Our Burstable Bandwidth solution provides you with the flexibility a digital business needs, adding another route to control bandwidth costs whilst maximising agility

**Integration with our MPLS IP VPN.** Secure gateways around the world between our BT MPLS and our Internet services can reduce the cost and time required for new physical connections, increasing your agility and move to new markets. Combine it with our high class MPLS services to provide excellent and resilient hybrid service.

**Improved security.** With the rise of the internet, and bring your own devices, security is an increasing challenge. BT has over 2,300 security professional protecting its network environment working to stop cyber-crime for our customers. We also offer options for DDoS (Distributed Denial of Service) and Next Generation Firewalls, allowing you to define and apply your own security policy to sites and users who bring their own devices

**Service Level Agreements.** With a comprehensive service level agreements and 24x365 service surround that monitors the core network you can be assured we will meet our commitment to you.

“The printing industry works 24 hours a day, seven days a week. So we need to have the peace of mind of an extremely strong infrastructure that can cope with that.”

Marcus Gillioen, Vice President, PaperlinX Europe

## Features: Comparing Internet Connect Global and Internet Connect Reach

Description	Internet Connect Global	Internet Connect Reach
Why do I need it?	BT core Internet service to maintain web presence for e-commerce and secure access to cloud service providers. High performance, high availability, robust, reliable & synchronous managed, direct Internet access (DIA) potentially up to 10Gb.	Extending locations (through selected 3rd party ISPs) where core DIA is not available for Internet access to smaller and remote sites needing asynchronous or small bandwidth at lowest cost. Sites that can afford best efforts or no SLA and better balance between critical and non-critical sites.
Where can it reach?	Multiple On-Net DIA countries (extensive peering, limited AS hops to all destinations across the Internet). Coverage in 190+ countries using selected partners to extend our core service.	
Who does it connect with?	BT Internet Connect has extensive peering, through our UK (AS2856) and International (AS5400/AS3300) backbones, which is monitored for capacity and overall improved performance. For further detail see <a href="http://www.bt.net/network-information.html">www.bt.net/network-information.html</a>	Uses Third party for Internet connect reach where BT has no control over the ISPs peering agreements, but these selected partners are vetted for network design and performance to confirm their ability to offer quality internet services.
What flexibility is there?	Typically Ethernet access speeds of up to 10G. You can also use your own access and connect directly into BT Internet ports (customer provided access) where supported.	Services range from uncontended to highly contended (DSL, Cable, Satellite, Wireless, Mobile, Private Line, Ethernet & Fibre). Up to 1G which varies by country and service provider.
Can it burst?	Burstable Bandwidth enables you to flex up for those exceptional times when you need extra bandwidth. You can avoid paying for 'just in case' bandwidth. The service charges only what you use when bursting. Costs are predictable, with a commercial framework agreed in advance. Includes online reporting.	Not available
How robust is it?	<p><b>Failover.</b> In normal operation all the traffic goes over one primary access circuit. In the event of a failure, the traffic fails over to a secondary access; which, if available, has been diversely routed.</p> <p><b>Load Balance.</b> Load balancing differs from Failover by sharing the traffic in normal operation over the two physical accesses, diversely routed if available. In the event of an access failure, all traffic is routed over the remaining access.</p> <p>Resilience levels are standard, secure and secure+ options (ask for more detail).</p>	Secure option capability where offered by partners.
Do I need hardware?	We offer a bundled service i.e. BT provided and managed routers (or CPE) with proactive monitoring or an unbundled service i.e. where we exclude CPE and proactive monitoring.	

## Why choose BT?

### Extensive international and local expertise

Buying from BT not only means that you are buying a world-class, next-generation service, but it also means you are benefiting from over 25 years of investment in the design, build and management of secure networks around the globe.

We are at the forefront of global network technology and can act as a single supplier for all your IT needs with hybrid and cloud services that offer flexible, consistent service levels and an exceptional customer experience.

BT Global Services' capabilities are well recognised across the industry. We been in the Leader category of Gartner's Magic Quadrant for Global Network Providers for 14 years based on Completeness of Vision and Ability to Execute.

Our team of professionals operate across the globe and we have the world's largest resource of qualified technical experts with more than 4,000 Cisco-certified engineers.

### What could Internet Connect Services do for you?

Visit [bt.com/globalservices](http://bt.com/globalservices)

Offices worldwide.

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