

Our Services

IP Multihome

Fully-redundant Internet connectivity.



Why IP Multihome?

TelecitGroup's IP Multihome (IPMH) network allows you to host your content with multiple carriers, providing superior performance and resilience. TelecitGroup gives you access to fully-redundant Internet connectivity without the expense and complexity of dealing with multiple carriers. You receive a single bill for your transit and peering connectivity, and have a single point of contact for support.

TelecitGroup utilises connectivity from main global and regional providers and seven European Internet Exchanges; LINX, LoNAP, FRANCE-IX, DEC-IX, AMS-IX, MIX and STHIX to provide full resiliency at all levels, and provides a 100% availability SLA guarantee and enhanced service levels. We manage the distribution of your traffic depending on the most efficient routing to the destination network. In the event of a failure of a carrier's network, your traffic is automatically distributed across the remaining connected networks.

Is it for me?

TelecitGroup's data centres are specially designed technical facilities which operate a number of sophisticated features to offer high levels of physical and environmental resilience.

From colocation to fully managed hosting environments, TelecitGroup offers a suite of data centre services that bring organisations a cost-effective alternative to in-house solutions.

What equipment do I require?

In the simplest configuration, all you require is a single layer 2 switch, or two switches to provide a high availability configuration. To peer with TelecitGroup, you will need a router capable of running Border Gateway Protocol (BGP).

IPMH allows you to connect in one of the following ways:

- Plug and play: we provide the IP addresses and manage the routing and redundancy.
- As above but where a client has their own PI (Provider Independent) address range we will advertise these instead of or in addition to providing IP addressing.
- You peer with TelecitGroup using BGP4.

Related products

We also provide and manage dedicated CheckPoint and Cisco ASA (adaptive security appliance) firewalls with 24x7 support from our dedicated security team.

The IPMH platform does not filter DDoS attacks, so if you are a target of large-scale attacks, we recommend the TelecitGroup managed DDoS solution.

Why TelecitGroup?

TelecitGroup brings it all together. We have:

- Excellent connectivity available within our carrier-neutral data centres.
- Access to the major internet exchanges – which we host.
- 24x7 on-site support from our own teams.
- All supporting systems such as power and cabling infrastructure are managed in-house.

This enables TelecitGroup to provide high performance, flexible, cost-effective, assured connectivity with very fast turn-around times, designed to suit IP-reliant businesses such as yours.

Key benefits

Scalability

Bandwidth requirements can change and it is vital that your Internet service can be scaled up or down to meet your business's demands. TelecitGroup can scale the service from as little as 1 Mbps up to multi-gigabit speed without any downtime or need to change IP addresses. This makes it ideal for all sizes of business: from start-up through to established companies. Expanding within TelecitGroup data centres is even easier when taking Internet access from us as we can often move your service with your existing address space and aggregate multiple individual circuits into a single commercial arrangement.

Burst rates

Not all bandwidth changes are planned, so TelecitGroup does not tie you to the bandwidth you buy and allows you to burst on demand. All burst traffic is on a pay-per-use basis and is priced according to the 95th-percentile industry standard.

Redundancy

Along with access to multiple carriers, TelecitGroup can also provide you further redundancy. We ensure there is no single point of failure by including redundancy in access networks.

Multiple carriers

IP Multihome means that you can benefit from the improved performance and resilience provided by direct links to multiple carriers. TelecitGroup offers a more personal service and works with a range of different carriers to ensure that you have the best service wherever your business is based.

Internet Exchanges

Because TelecitGroup peers with Europe's large Internet Exchange points, who host within our facilities, when connecting to the TelecitGroup network you get low hop count and latency, access to LINX, LoNAP, FRANCE-IX, DEC-IX, AMS-IX, MIX and STHIX, delivering maximum bandwidth to your end users with minimum latency.

TelecitGroup's service includes managing the complicated peering arrangements with other exchange members, ensuring that you deliver the best user experience to your customers without the administrative burden.

Our transit and peering relationships ensure minimum latency for your end users, particularly important for SAS, gaming and VOIP applications, or for any high volume website.

Support

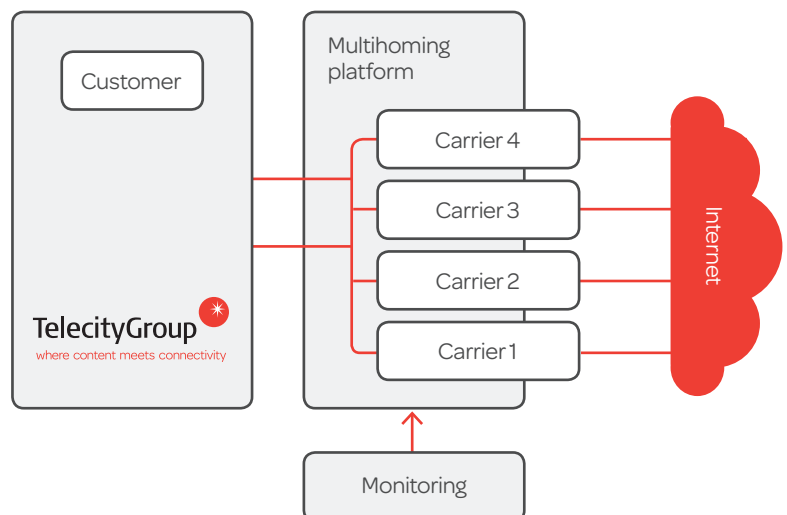
The highest quality support is essential for core business services and we offer 24x7 support as standard with a highly personalised service.

Core network

TelecitGroup's core network is built to the very highest specification so that we can scale it to handle all of your bandwidth and burst requirements. We have also designed the network in a way that if one customer is the victim of a DDoS attack it will not affect any others.

IP Multihome allows businesses to host their content on multiple carriers simultaneously.

TelecitGroup has developed its IP Multihome solution to meet the market demand for high performance, resilient Internet connectivity.



Technical details**TelecitGroup network**

- High performance and redundant IP network.
- Network core consists of two geographically separated border routers.
- No over-subscription of lines.
- IPv6 enabled.

Upstream connectivity

- Over 50 Gbps of physical connectivity provided by seven different Transit providers.
- A further 30 Gbps+ of physical connectivity provided by seven European Internet exchanges.
- Best routing metrics used, never lowest monetary cost.

Network partners

To provide optimum performance, we continually review the carriers we use. At the moment TelecitGroup's partners are:

- Providers: AboveNet, Deutsche Telekom, Interoute, Level3, PCCW-BTN, Telia and Tiscali.
- Internet exchanges: LINX, LoNAP, FRANCE-IX, DEC-IX, AMS-IX, MIX and STHIX.

Access connectivity

- Dual cat5e or fibre hand-offs.
- 10/100/1000 Mbps line speeds with generous bursting above CDR.
- HSRP gateway redundancy.
- BGP4 with default route, full routing table or both.
- IPv6 and IPv4 connectivity supported.

Administration & Support

- 24x7 1st line support in the UK/IRE.
- 24x7x4 hardware support.
- RIPE IP address space management.
- Reverse DNS management.

**Outstanding data centres.
Expertise you can trust.**

Europe's leading provider of premium carrier-neutral data centres.

www.telecitgroup.com



"TelecitGroup enabled us to rapidly set up a secure link to the Internet, providing a more resilient connection and a higher quality end user experience for SKY's customers. The services we provide need to be available 24 hours a day, 365 days a year. By hosting our infrastructure at TelecitGroup, and using their IP Multihome service, we can guarantee SKY service uptime above and beyond their strict SLA requirements."

Phil Broadbery
Managing Director – Fernhart New Media

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