

Flex

About Vaioni

Since 2001 Vaioni have been delivering high performance, world class network broadband, telecoms and support services to 8000 users across the UK and Ireland. We have strategically designed and developed unique products and solutions to help businesses to success. Our portfolio of business services are delivered across our 2 datacentres, something which few competitors are able to provide at such a complex level.

Vaioni have also setup alliances with national Tier 1 carriers and peering arrangement with many ISP's. These alliances put Vaioni in a position that offers businesses, the latest technology, shortest route to the internet, lower costs and unsurpassed support on a national basis.

Flex is a flexible and innovative leased line service based on the premium quality and business class leased line service Vaioni offer to Corporate businesses and Wholesale Customers across the UK and internationally. Flex offers businesses the ability to have a larger leased line for less money with the added benefit of flexing to higher bandwidths on the fly and you only pay for the time period it is used for. You can monitor the usage by using the online graphing we provide you with.

Example:

1. Buy a 10mb leased line with a 2mb CDR and have the ability to flex to a full 10mb at anytime on the fly, but only pay for a 10mb with a 2mb commit.
2. Buy a 100mb leased line with a 10mb CDR and have the ability to flex to a full 100mb at anytime on the fly, but only pay for a 100mb with a 10mb commit.
3. Buy a 1000mb leased line with a 100mb CDR and have the ability to flex to a full 1000mb at anytime on the fly, but only pay for a 1000mb with a 100mb commit.

Flex is delivered using Telco carriers only to guarantee a premium service and high SLA of 99.96% **minimum** and a 4hr guaranteed fix on the CPE, making Vaioni's leased lines one of the strongest and best performing in the market. The Flex service is available across the UK and internationally for a truly global reach.

What benefits are offered with Flex?

- **Flex your bandwidth** – Vaioni's Flex Leased allow you to use the maximum bandwidth available on that line anytime on the fly without the permanent additional costs.
- **Highly Reliable** – Vaioni's Flex Leased Lines are highly reliable and utilise leading edge IP and MPLS technology to get the very best out of your new network. Your network is monitored and proactively managed 24 hours a day, everyday!!

- **Cost effective** – Vaioni have access to over 5 Tier 1, fibre networks. This allows Vaioni to provide a valuable pricing consultancy which in return gives our customers and partners' best pricing (up to 30% off list) and a business class service to match.
- **Performance** – Vaioni employ best quality transit, routing equipment and latency across its leased lines, giving your business true, uncontended leased lines.
- **Global availability** – Vaioni have access to global MPLS POPs which fits directly into the Vaioni backbone. This means Vaioni can provide your business with leased lines anywhere in the world using MPLS technology for ultimate delivery of performance and reliability through our access to over 1000 PoPs.
- **Unique contract term** – In some circumstances Vaioni are able to provide a unique contract term to its business customers and partners. Vaioni can revise the annual rental of your leased line service, even if you are within a contract. Normally you are discounted on your rental depending on the term you choose. But as the leased line market can change rapidly, Vaioni will ensure that you are not paying over the odds even if you have a term remaining.
- **Proactive Service** – Vaioni are able to provide 24/7 monitoring service of all CPE equipment and monitor load, latency and CPU usage. By proactively monitoring these services, Vaioni are able to establish potential issues with services per site. This service is not always available through other providers of leased lines.
- **Hardware replacement** – Vaioni can offer a premium support service on select leased lines from Vaioni, making our SLA one of the most advanced in the industry. Our offering provides a qualified engineer onsite with a spare part to replace any faulty CPE equipment supplied part of the managed service within an allotted time guaranteed. As standard Vaioni provide an 8 x 5 x 4 between 9.00am and 5.30pm Monday to Friday. For mission critical networks, we also provide a 24 x 7 x 365 with a guaranteed fix of 4hrs from the time of the call received, all with an engineer present.