



Bizo Internet Service Description



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1. What is Bizo Internet

Internet access is now an essential business communication tool. To stay competitive you need to communicate via email and the Internet and while in the past you could cope with slow dial-up service today you need to ensure fast communication with customers and suppliers.

We understand that small businesses haven't got the time to chase around a range of different suppliers for Internet and associated managed services such as email, backup, firewalls, and anti-virus, etc.

Bizo Internet offers you flexible, reliable Internet connectivity with a predictable monthly cost – no hidden extras for excess usage.

Bizo Internet integrates seamlessly with the other Bizo services to provide you with a single point of contact and responsibility for all your business connectivity needs.

Bizo Internet bandwidth is very flexible. You choose the bandwidth you want – up to 1,000Mbps!

We resell Internet services from a number of the major telecommunications wholesalers. This ensures you get the best offers available, and a network design to suit your business needs.

Bizo Internet has a number of key advantages:

- Flexible speeds – you choose the bandwidth you want – up to 1,000Mbps.
- Predictable costs – you know each month what you're paying.
- Service commitment – the network is engineered to ensure you get what you pay for.
- Reliable – we honour a service availability commitment of 99.9%, with full network monitoring and management 24 x 7.
- Variable 12, 24, 36 month contract options
- Includes national and international usage – no excess data charges.
- Bizo Control Panel provides enhanced Statistics and Reporting by Web browser
- 24 hour Technical Centre supervision, support and response to security alerts

2. What are the benefits of Bizo Internet?

Bizo Internet offers your business a wide range of Internet connectivity options and designs at very competitive prices. We take care of any the technical design and operation issues and fully integrate with the other Bizo security and business services. This gives your business a single point of contact and responsibility for all your business connectivity technology.

Bizo Internet is a fully outsourced service that gives you high-speed Internet access with no capital outlay or technical skills required. The benefits of using Bizo Internet include:

- No capital investment or technical expertise required
- Low-cost pre-defined monthly charge with no hidden or unexpected support, or excess usage charges.
- Single supplier for Internet, Security and Business communication services
- Network independence gives you confidence in a solution that meets your needs
- Includes easy access to online reports showing usage detail and security infringements
- Your choice of contract terms: 12, 24, or 36 months
- Service maintained by 24/7 specialists
- Includes online self service functions
- Easy to Use - intuitive, user-friendly interface; administrator access to timely, live technical support.
- Predictable Monthly Cost – Each month you know exactly what your Internet access will cost. You will have no emergency new equipment bills or huge excess data charges.
- No Technical Expertise Required – Bizo provides Internet services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in. Bizo Internet is delivered with a quality of service that few organizations can enjoy:
 - Our services are monitored 24 hours a day, every day.
 - We keep spare parts on hand for rapid replacement in case of hardware issues.



- All software updates and security patches are thoroughly tested in our testing environment before production deployment.
- Automated Intrusion detection systems are active day and night to ease your worries.
- The Bizo Control Panel offers a sophisticated web-based interface to ease administration, without risk.

3. How does Bizo Internet work?

Bizo Internet is based on the integration of the best network services the telecommunications companies can provide with the Bizo security and business services technology environment and the Cortex™ automated provisioning and reporting platform.

Bizo Internet is based on high-speed, reliable, Internet access offerings. We offer several types of Internet connectivity plans geared towards different types of customers with various connection speeds and traffic limits offered. Higher connection speed allows you to transmit/receive data at a faster rate, while bigger bandwidth limit allows you to transmit/receive more data monthly. There are two key terms to understand when evaluating Internet offerings: **connection speed** and **bandwidth limit**.

For example, at a **connection speed** of 64 kbits per second (dial-up access speed) you can receive a 10 Megabyte file in about 20 minutes, while at 128 kbps you would receive the same file in 10 minutes.

However, **bandwidth limit** sets the maximum amount of data you can receive/transmit, not depending on speed. So, if you have a **bandwidth limit** of 1GB per month you can download around 100 files with size of 10 megabytes, with 2GB per month you can download 200 files.

Typically Bizo Internet services have no bandwidth limit and, hence, no excess data charges.

Think of **connection speed** as the amount of data you can receive/transmit per second, and of **bandwidth limit** as the amount of data you can receive/transmit per month.

3.1 Service Description

Bizo Internet is offered in a range of connection speeds. Some of the Internet access services we offer are dependent on the geographic location of your offices so a unique design is prepared for each request for service.

Custom Internet access solutions can also be provided where special connectivity or performance is required. Available bandwidth levels are summarised in the following table.

Bizo Internet
1Mbps
2Mbps
5Mbps
10Mbps
20Mbps
50Mbps

100Mbps
Custom – on request

3.2 What's Included

Bizo Internet includes:

- On site termination device
- Service Activation
- Support
- 24 x 7 system monitoring, maintenance and upgrades
- Bizo Control Panel Access to Online Reports

3.3 Onsite Termination Device

Included in the Bizo Internet service is a hardware device based at your offices which allows us to connect you with our Internet gateway. We include the device with the service and offer a 24x7 field support service to replace the device should it fail.

3.4 Network Reliability

Bizo Internet is based on the most reliable network technologies delivered by well-proven national and international network providers.

The service delivery guarantees we promise our customers are also supported by our suppliers. Our Technical Support Centre monitors the availability and performance of all the Bizo services 24 hours a day, every day.

3.5 Network Support

Bizo is committed to delivering consistent, reliable network performance. The Bizo Technical Support Centre monitors Bizo Internet services 24 x 7. Support staff are experienced in Internet security and telecommunications technology, with significant exposure to network infrastructure, and, in many cases, supervisory responsibility.

We are committed to thoroughly understanding your business requirements, meeting your needs, and delivering the highest levels of service. Our customer support staff are available 24x7. We will work to continue to earn your business by providing knowledgeable and responsive customer support every day, in every business transaction.

The key aims of the Bizo Technical Support Centre are:

- To deliver the highest level of technical support, development and implementation of best-practice support systems.
- To ensure logical security, interoperability (both within the Bizo technical infrastructure and with interconnecting systems and networks) and reliability of Bizo services on a 24/7 basis. (These support systems, a highly complex integration of network elements, running on multiple different applications in a client/server environment, are used to monitor, manage and control the network infrastructure)
- To supervise third-party contractors and internal staff in the support, development and deployment of Bizo and third-party systems .
- Our in-depth product knowledge and quick response insure maximum uptime for your business.

3.6 Web-Based Statistics and Management Reporting

The customer administrator is given secure access to the web-based Bizo Control Panel from which you can manage all configurable features of the Bizo Internet service, and generate reports and statistics relating to usage, availability, performance and security incidents.

3.7 Outage Notifications

From time to time equipment within the network must be replaced or upgraded. Wherever possible this is done in the early hours of Sunday morning. We will also email you with advance notice of any planned outages in case they might affect you.

Planned outages and information about any unplanned or emergency outages are also published on the home page of the Bizo Customer Portal (login from www.bizoservices.com).

Unplanned outages regrettably occasionally occur due to accidents of weather, construction or human error. Our emergency notification process is activated in the event of an unplanned outage and updated service restoration information is available from our technical support line and published on the Bizo Customer Portal home page.

3.8 Operational Methodology

The Bizo Technical Support Centre have adopted a structured support methodology based on best-practices international ITIL operational process. This methodology helps ensure that our support staff take the best care of you and your services.

The Bizo methodology also helps ensure that any system changes are carefully managed via a step-by-step process to eliminate problems and to make sure everything is tested and documented before new service versions and upgrades are released.

3.9 Custom Remote Branch Office Interconnection

If your branch offices or remote workers need to access company data when they are away from the office, while keeping costs low, Bizo Internet can be configured to meet your needs.

A special VPN gateway is configured so that employees can access their company's network from any computer with Internet connection.

3.10 Custom Managed VPN

Bizo Internet can also be customised to deliver a VPN (Virtual Private Network) solution for your entire company. Using VPN technologies, we can connect all of your company's locations, as well as employees, to one united private network.

As a result access to company data will be much easier than ever before, resulting in financial and time cost savings. Since all VPN communication is encrypted, your data is secure.

3.11 Custom Branch Office Interconnection

The Bizo Internet Branch Office interconnection service permits several company branches to be connected in a single private network using IP VPN technologies, such as IPSEC.

Because the connection is deployed through the Bizo shared infrastructure, the cost is lower than having direct leased lines between the locations. Encryption of all communication between branches protects your information from being viewed by anyone else.

3.12 Integration with other Bizo services

Bizo Internet is one of a number of Bizo services. While you can subscribe to Bizo Internet by itself, for ease of use Bizo Internet integrates tightly with the other Bizo services.

Bizo also offers a variety of pre-packaged managed services from single subscription-based hosted services such as Business Messaging, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

The available Bizo service suites are described as follows. "Get Connected" is the Bizo network connectivity suite; "Get Secure" is the Bizo security suite, and the final section summarises the Bizo "Get Working" suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.12.1 Get Connected

- Bizo Internet

3.12.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.12.3 Get Working

- Bizo Business Messaging
- Bizo Virtual Reception
- Bizo Payroll

3.13 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

3.14 Ongoing System Supervision and Performance Monitoring

The Bizo Internet delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is Bizo Internet for you?

Bizo Internet is ideal for businesses that have outgrown dial-up Internet access or who are weary of coordinating Internet, security, and business communication services from different suppliers.

Bizo Internet is a great fit for your business if:

- You don't currently have high-speed Internet access
- You have Internet access but are frustrated with the quality of the service and support
- You want added-value security and other business services but don't want to have to manage a crowd of different suppliers.

5. What are Your Responsibilities?

To make the most of Bizo Internet it is important that you familiarise yourself with the specific service requirements and the Bizo support and service policy and processes. The key customer responsibilities are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

5.2 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.3 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com) and describes our commitment to the privacy and security of your information.

5.4 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Control panel online interface.

5.5 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing Bizo Internet

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Control Panel.

The Bizo Control Panel offers access to Installation, Configuration, and Reporting information for all Bizo services.

7. On-line Reporting

The Bizo Control Panel also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

8. Copyright Information

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