



SOUL'S PRIVATE NETWORK SOLUTIONS

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**The final piece in your
network convergence
puzzle!**

The Soul Private Network (VPN) product portfolio is the foundation for the deployment of true end-to-end customer solutions. Whatever your industry, Soul's Private Network suite allows you to integrate your data, voice and video needs to a singular convergent network environment. Capitalising on Soul's MPLS (Multi-Protocol Label Switching) core network infrastructure – accessible from over 98% of regional and metropolitan Australia, Soul's Private Network solutions have emerged as a communications benchmark by providing a new standard in scalability, reliability, performance and functionality.

History of the WAN

VPN's are the new breed of Wide Area Networking solutions that allow organisations to extend the functionality of a Local Area Network and the services provided within it to all workers – wherever they are geographically located. Traditionally, Wide Area Networks have been built using Layer 2 services such as Frame Relay. These solutions lock the WAN to a single provider using a single technology, reducing the benefits that may be enjoyed from competition. Layer 2 WAN solutions also forces a Hub and Spoke topology that may not best suit the information flows within the company. The Internet provided a widely available communications network that could be used to share information. This model however, suffered from security and performance issues, which forced the introduction of complex tunnelling and encryption based mechanisms to protect critical, competitive or private data.

Using the access types developed specifically for public Internet access, Soul extends our secure core network infrastructure to be your Private Network, leaving you the simple choice of access type per location to connect to your transparently managed solution.

So how does Soul extend the performance and functionality of convergent Private Networking to your organisation?

Coverage

We understand that business today is not static. Soul has more than 280 points of presence positioned strategically around Australia. This enables us to provide both fixed and remote access solutions to reduce the distance required to connect your business to our network, making more access types available.

Access Solutions

Soul can provide various access solutions and technologies to fulfil your needs. Fixed tail technologies including Ethernet (DDE, DDF), Leased Line (DDX), xDSL (SHDSL, ADSL) and ATM are available as standard★. In addition, the traditional remote access solutions including permanent and 'dial on demand' ISDN and Dial-Up are ready to complement your daily operating requirements.

Security

The Soul Private Network suite provides a strong and robust core MPLS network that offers security comparable to Layer 2 ATM or Frame Relay infrastructure. Unlike IP based Private Networks (IPVPN), which rely upon insecure public Internet to “tunnel” back to your private infrastructure, it does not require a client, complex expensive encryption devices and specialist installation because your Private Network starts where it should – at your premises – with no data travelling over a public network.

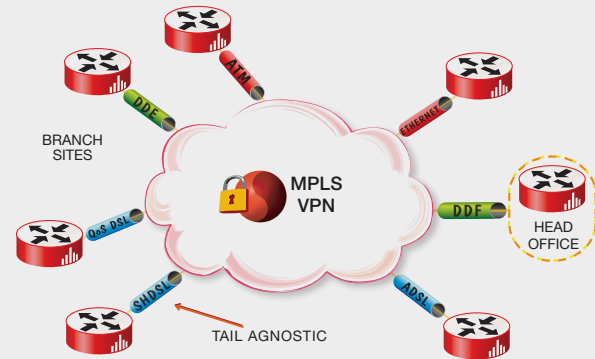
Performance Tuning

Soul understands that no two organisations' application and information requirements are alike. We have extended Quality of Service (QoS) functionality across the Private Network portfolio to cater for these requirements. The benefit of this application is to allow for the “tuning” of your network.

This enables information to be prioritised such as ERP & CRM systems, Client-Server technologies, Voice and Video to your specific and ever changing requirements.

Deployment Strategy

Soul's dedicated Customer Project Management and Pre-Sales Technical Engineering staff will assist you with your deployment strategy. Whether for a new strategy, migration of services or the addition to your pre-existing solution, Soul will be there to assist you.



* Soul supplied Cisco routers
* Available in Metro, Regional and Remote areas
* Quality of Service (QoS) enabling prioritisation of data.
* Optional Comprehensive Management Services (CMS) available



Support

Our Customer Service Professionals are here 24 hours a day, 365 days per year to assist you with your enquiries. Our Network Operations Centre (NOC) maintains and monitors every Soul Point of Presence and is dedicated to ensuring the security and integrity of your network at all times. Coupled with our dedicated support staff is our proactive notification system (PNS)* that alerts you via SMS or Email to the availability of your service. Should we notice any issue, you will be notified to your prescribed contact point(s) immediately.

Reporting

Access online reporting tools via the Soul Online Customer Centre (OCC), to view daily, monthly or even yearly statistics. This includes both your Private Network solutions performance, as well as the performance of the Soul Core Network. We give you the “looking glass” to assess your requirements – both for today as well as for tomorrow.

Service Level Agreement

Soul applies industry leading Service Level Agreements (SLA) to its Private Network portfolio providing you with the confidence and assurance of a reliable, “always available” outperforming network infrastructure. Soul understands the importance of your information, and currently offers Network Latency, Service availability, Access Port Availability and Packet Loss agreements.

Comprehensive Managed Services

Soul can manage and maintain your Private Network solution by combining it with our Comprehensive Managed Services (CMS) solutions. Soul CMS allows you to work within budgets by outsourcing the daily functions required to operate and maintain your Private Network solution.

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By making Soul your Private Network Helpdesk, let us assist you to lower your cost of ownership, internal training and technical staffing requirements.

★ Please consult with your Soul Representative to confirm and qualify your requirements. Many access technologies are subject to location, distance and the availability of local infrastructure.

★ This is an optional service available to all Private Network customers. Please note that as this service is based on device polling, and is not available to semi-permanent or dial on demand services. Should you have any questions about the service, please feel free to contact our Customer Support team.

For more information on a Soulsolution
CALL 1300 13 34 64
or email sales@soulaustralia.com.au

YOU GOTTA HAVE  SOUL