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ipitomi

The leading
technology and telecoms
specialist



World-class solutions for businesses

At Ipitomi, we provide leading edge and effective technology and telecoms solutions to meet your business objectives and reduce your total cost of ownership. We offer so much more than the usual products and services on the market. Our solution is a strategic asset to our customers.

Ipitomi's comprehensive range of products and services mean that we can provide the right solution to best meet your requirements. We are also in an ideal position to deliver a complete, fully integrated and managed solution so that all of your technology and telecoms requirements are met by one provider. This approach enables your company to reduce costs and improve efficiency.

Since being established, Ipitomi has experienced significant and sustainable growth. Our success can be attributed to recommendations and repeat business from customers who are satisfied with our market leading solutions and our partnering approach. We enable our customers to reap the rewards of innovative technologies and value added services that give them a real competitive advantage. Today, Ipitomi has a dedicated team of over a hundred highly trained and qualified professionals who provide all the assurance, personal care and first-class customer service that any leading business would demand.

The Ipitomi philosophy is to combine leading technologies to offer your entire business more productive and flexible ways of working. After thoroughly analysing and appraising new technologies, Ipitomi offers efficient, reliable and cost-effective solutions. This means you don't have to worry about the teething problems of new technology but are left to deal with core business activities. Ipitomi's services are designed to grow and adapt as your business needs develop and change, ensuring you retain your competitive advantage. Our solutions have been proven over many years within SMEs and large multinational companies.

That's why we're inviting you to explore the potential for using our technology solutions in order to meet your corporate communication requirements.

"Ipitomi's Cisco colour IP telephony roll-out is the largest in the UK and one of the largest worldwide. Ipitomi has unparalleled insight and experience in this field."

Steve Frost, UK & Ireland Market Manager (Emerging Technologies)
Cisco Systems, Inc.

A compelling case for Ipitomi's solution and services

Obtain a single provider of high quality technology and telecoms services.

Ipitomi offers a comprehensive portfolio of services which are unrivalled within the industry. This enables us to meet your technology and telecoms requirements by providing the right combination of services according to your preference. Ipitomi's portfolio ranges from Fixed Line and Mobile Telecommunication packages through to managed IP Telephony, Data and WAN Services. By using one supplier to meet all of your technology and telecoms requirements, you will have a more integrated communications solution and can benefit from economies of scale. Your management process is also simplified with a single point of contact, meaning you don't have to worry about dealing with multiple suppliers or contracts.

Acquire a more efficient and cost-effective solution

After understanding your business requirements and the challenges you are facing, we are able to shape our technology solution accordingly. Our approach will result in greater efficiencies as well as reducing the total cost of ownership. For example, our range of managed services ensure your staff members spend less time on maintaining technology and telecoms services. We can also work in partnership with your team so that you can have as much or as little ownership of your communications strategy as you choose.

Lower overheads and reduce start-up costs from purchasing a managed service

Ipitomi provides fully managed services from installation of our equipment to ongoing maintenance. This enables your team to concentrate on core business objectives. We provide all the equipment; we provide the service; so capital outlay is kept to a minimum, if required at all.

Maximise your competitive edge

You can enhance your competitive edge through innovative and efficient technologies. We provide specialist knowledge and experience in existing and emerging technologies. For example, our IP Telephony Services enable a reduction in long-term capital equipment costs since fewer elements in an IP network require upgrading. Staff moves, adds and changes are significantly simplified eliminating the need for re-programming the phone system, moving physical ports or re-patching. Users can also access, store and forward e-mail and voicemail via seamless, unified messaging. Through strong relationships with market leading partners such as Cisco, we can deliver sustainable, future proofed solutions that will maintain your competitive edge, both now and in the future.

Obtain a more resilient and efficient network

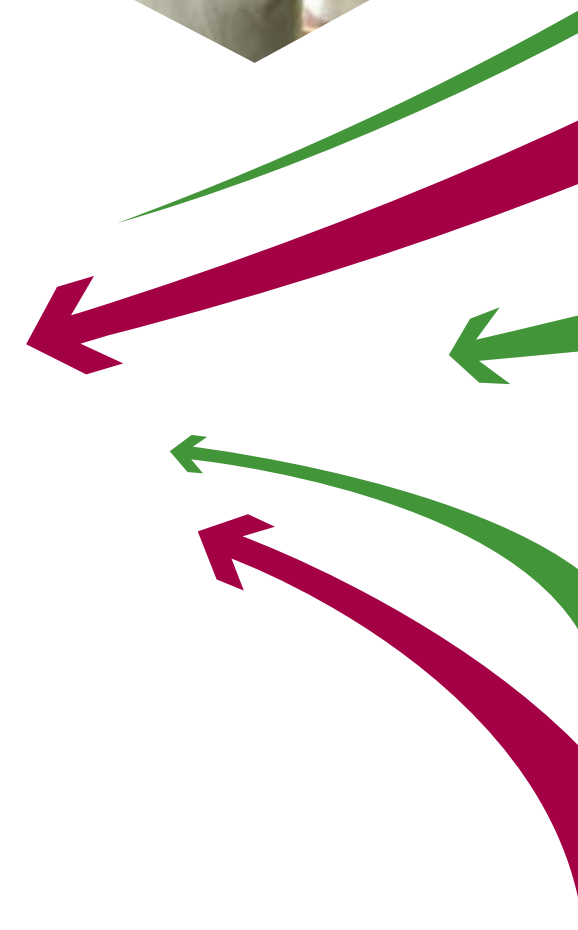
By using our voice and data services, you can benefit from a more dependable network supported by multiple telecommunications carriers. Ipitomi's resilient network also allows you to benefit from the best routing options available for your voice and data traffic due to multiple carrier sources.

Gain reliable, round-the-clock support

Ipitomi offers you peace of mind since our platforms are monitored and supported 24 hours a day, 7 days a week. They comply with service level agreements that would satisfy the requirements of even the most demanding global business.

Simplify billing, administration and reporting

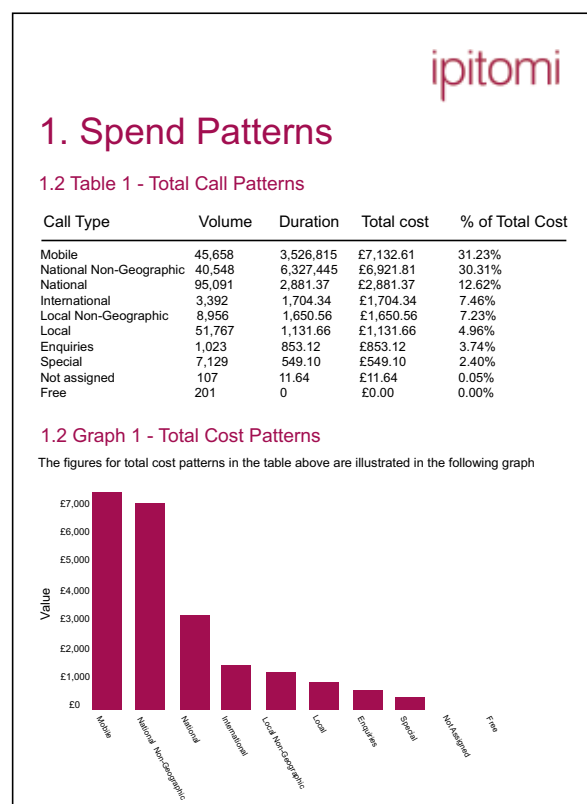
Ipitomi's solution provides one bill, one contract and one point of contact for all your technology and telecoms services – all supported by comprehensive service level agreements to maximise efficiency. With bespoke billing, your invoicing can be tailored precisely to your needs. In addition, our billing systems and management reports can help you identify usage trends to shape future strategy.



Gain management reports to shape future strategy

Our bespoke online billing and analytical system can produce in-depth management reports to show trends, patterns and anomalies in terms of call spend, volume and duration for different sites, geographic locations or departments. Data can be shown in a variety of formats according to your preference.

An example of the type of information that we provide in our management reports can be seen in the diagram below.



World-class brands

Ipitomi is a registered partner of Cisco and a Microsoft Gold Partner.

Ipitomi has strong business relationships with various world-leading suppliers and uses only the most reliable, secure and efficient manufacturers and carriers to deliver end-to-end quality and unrivalled, rich functionality. Our suppliers include:

- Verizon
- Thus
- HP
- Cable & Wireless
- COLT
- Dell
- BT
- Vodafone



Our solution and services

Voice and Data Platform

We offer a dependable and innovative solution which incorporates end-to-end Cisco hardware. We only use Tier 1 carriers such as Verizon, Cable & Wireless, COLT and BT. We offer support 24 hours a day, 7 days a week and have a 4 hour guaranteed replacement time on hardware failures.

The Ipitomi solution is built upon resilient architecture with multiple:

- links to the internet via different carriers
- links to the Public Switched Telephone Network
- carriers and at multiple locations
- call processing servers
- core routing and switching infrastructure

Our services are tailored to each customer's environment before being installed. They are then managed and maintained by Ipitomi's team of certified engineers. A complete range of service documentation and full training for customers at point of installation is provided.

Carrier Voice Services

Indirect

- CPS, LCR, 1xxx

Direct

- Q931, DASS, Analogue, ISDNe, Wholesale Line Rental

Telebusiness - 08xx, Premium Rate Numbers, Freecall,

- 08xx, Premium Rate Numbers, Freecall, International Dialling Plans

Web and Audio Conferencing Solutions

Carrier Data Services

SDH

Ethernet

DWDM

Dark Fibre

SDSL

MPLS

IP VPN and VPN

Resiliency

Managed Internet Bandwidth

IP Telephony (IPT) Services

Integrated Voice and Data Services

- A converged IP solution offering integrated voice and data services enabling a common platform from which enhanced technologies can be deployed.

Managed IPT Cisco Handsets:

- Cisco IPT phone series

Voicemail

- Individual and company voicemail boxes
- Standard text alerts
- Voicemail to e-mail
- Voicemail to SMS

Operator Console

- Feature-rich console including per customer salutation, directory and presence for residential, virtual and homeworker customers

Wall Board

- Display of current operator statistics
- Historical reporting on calls

Homeworker

- Log on to a Cisco handset at home and have the functionality of the office phone

Voice and Web Conferencing

- Voice conferencing services via handset or conference bridge
- Web conferencing over IP

Call Recording

- FSA compliant solutions

Single Number Reach

- Issue one contact number, which rings both your mobile / blackberry and desk handset

Mobile Integration

- Seamless transition of calls between the desk phone and mobile as well as vice versa

Managed Firewall and LAN

- Fully managed 100 mbps switched network from the back of the handset with firewall protection and VPN

Wireless LAN

- Wireless switching infrastructure for the office

Managed Internet Bandwidth

- Contended services from 512k to 24mbps
- Dedicated services from 256k to 100mbps
- Ripe IP addresses

Mobile Services

Mobiles

- Large range of handsets and tariffs available
- Free calls from your company mobile to your company DDIs

PDA / Blackberry

- Access to email and internet via mobile device

Datacards

- Remote access to the internet via PCMCIA 3G / GPRS cards

Hosted Services

Colocation

- Colocation of hardware at one of our data centres
- Remote hands

Online Back-Ups

Domain / Email / Web Hosting

- Website hosting
- Email hosting with POP3 and webmail access
- Domain registration and management

Hardware and Software

Hardware and Software Installations

Support Contracts

Cabling and Infrastructure Services

Structured CAT5e Cabling

Technical Support

- Dedicated Customer Services Helpdesk with remote and onsite engineering available to support customer equipment

Billing and Management Reports

Management Reports

- Tailored management reports

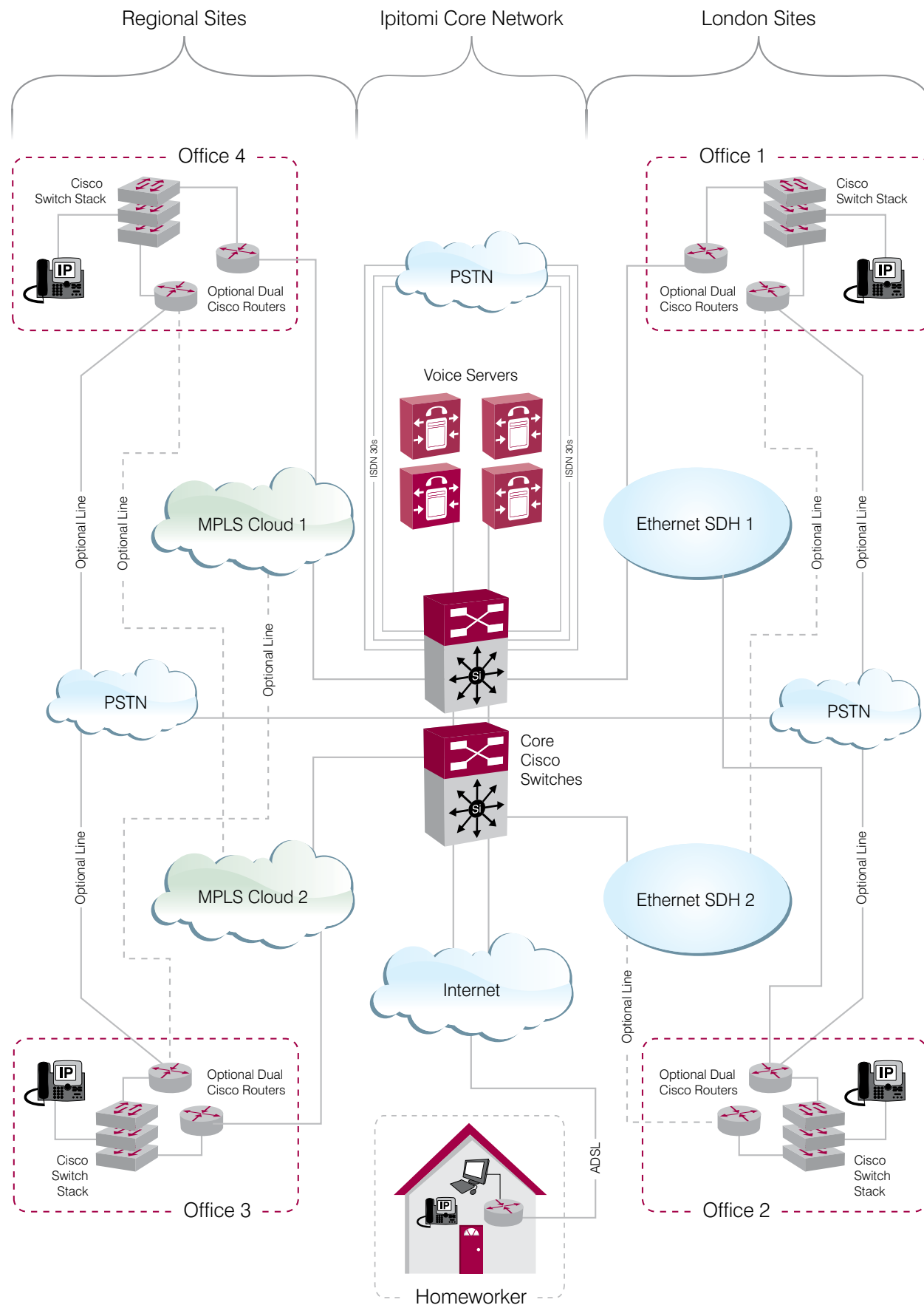
Financial Services

Lease Options



Infrastructure overview

The network diagram below illustrates Ipitomi's resilient infrastructure. High levels of redundancy are provided by encompassing multiple SDH ring topology at the Core. Our customers' offices are directly connected to Ipitomi's Core to obtain our managed IP Telephony and Internet Bandwidth services.



It's your call

A brochure can only do so much to introduce you to the many ways in which we can enhance your technology offering and business strategy. A meeting or even a phone call can do so much more.

If you would like to know more about how Ipitomi's comprehensive range of services can help to enhance your business productivity and reduce your operating costs, please get in touch.

It's your call and we'd be delighted to hear from you.

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