

STREAM NETWORKS



PARTNER PROGRAMME

Stream Networks Ltd are a fast growing, privately owned, Business Communication Provider. Operating with a strong balance sheet we own and continually invest in our network infrastructure providing our customers with the assurance their network operations are handled by a trusted partner.

Our business solutions encompass IP VPN's, MPLS & VPLS private networks, Direct Internet Access products along with managed Voice, Security and an on demand Cloud computing system. Stream Networks has a valuable range of knowledge and skills that enable us to both discuss strategy on the one hand, whilst being able to deliver rapid programs to manage change on the other.

Our partners are at the core of everything we do. We are proud to be fast growing in a fast moving industry. We relish the opportunity to work closely with our partners on a daily basis ensuring they get the service and solutions they need in a manner that fits their business objectives.

Who we connect with..



Our Technology Partners..



Why Choose Stream Networks?

With Stream Networks you'll never just be an account number, you'll be a face we look forward to seeing, a voice we look forward to hearing and a name we look forward to meeting.

This industry is all about connections, be it copper, fibre or virtual, however one connection that is far too often neglected is the one between the people. We take the time to get to know each and every one of our partners, ensuring that we work exactly as they want us too.

Stream Networks boast a Senior Management Team with unrivalled knowledge and experience. They have seen it, done it, heard it and everything in between. Here at Stream, we have worked for the big boys of this industry, we have felt the pains you feel and we use that knowledge to ensure those pains are a thing of the past.

Upon becoming a Stream Networks Partner, you will receive a Welcome Pack, detailing your Account Manager, some other key contacts and all the information that you'll need to ensure our partnership runs smoothly.

We also offer the opportunity for you and your team to become certified in any aspect of our products and services. Have you always sold Connectivity but want to venture into Cloud? We can offer you Cloud training. Been afraid to talk MPLS before, we can make sure you can add this to your portfolio! Keep hearing about Unified Communications but don't know what it is, we're here to help.

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Stream Networks understand our business more than anyone, we don't need to explain, or chase for information; it just gets done. They are always one step ahead, as they have an intrinsic understanding of all that is important to the running of our business; this is why this partnership is synonymous to our success.

”

Steve Simpson – MD – Triumph Technologies

We're always bragging about our Technical Team and we want you too! Our Tech Team is your Tech Team, reassure End Users by showcasing the Support Stats we'll send you every month. If you feel your always coming to us with the same technical queries and want to know how to deal with them yourself, all you have to do is say, we'll happily train you.

Here at Stream, we can be as involved as you want us to be. We'll be there every step of the way if you need us to be. Alternatively, you are able to do everything yourself, the Stream Networks portal enables you to provision, diagnose and take control of your customers.

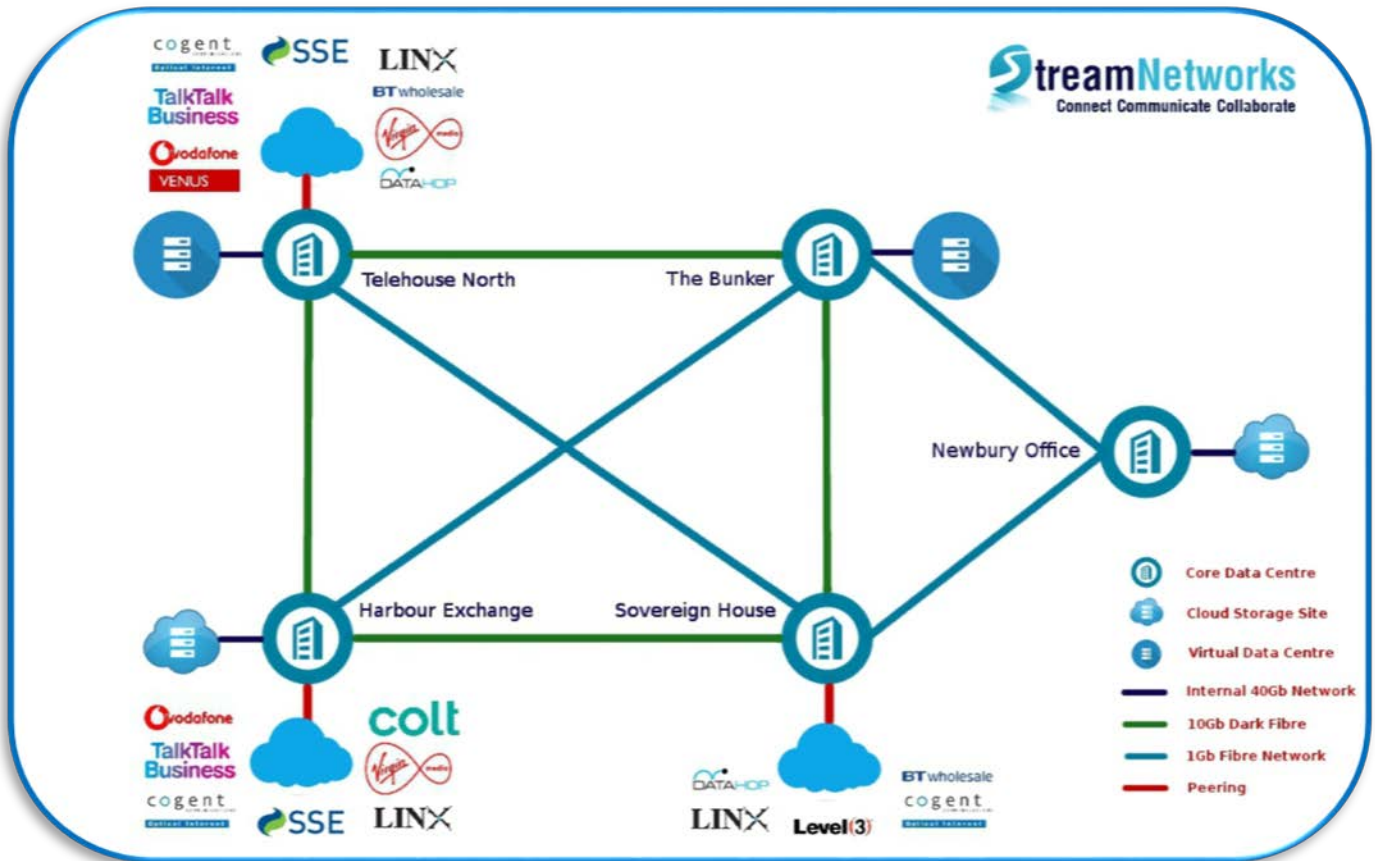
We want you to be able to concentrate on your core business functions and let us worry about the rest.

Our Core Network

Stream Networks 21st Century Network has been built for business use, enabling our customers to leverage the power of our 10Gb network capacity and benefit from our peering agreements by lowering costs and increasing bandwidth.

Our core is built using Cisco and Juniper to provide a fully meshed VPLS and MPLS network between 4 key UK datacentres, at which point we extend our footprint without our peering agreements and connections into the major carriers. Our network is managed and monitored 24x7x365 to ensure your business stays connected whatever the weather.

Our Next Generation Network has been designed and engineered from inception for business and corporate communications. This state of the art network, combined with an exceptional customer care focus, has seen the business thrive.



StreamNET Connectivity

Using Stream Networks as your connectivity partner is not just a step in the right direction, it's a step into securing your future.

Our Business only Next Generation Network provides access to multiple Tier 1 carriers ensuring that the best solution is always reached, not simply the cheapest or easiest.

The core network design provides enhanced resilience and redundancy and low contention ratios ensuring that your business receives the best possible service and speed available.

With access to 3,000+ National Ethernet Nodes, a London Metro Ethernet network connecting over 4,000 postcodes and 2,000+ exchanges, Stream Networks can offer the best connectivity on a case by case basis.

With Stream Networks the following connections are available:

DSL Broadband - Stream Networks offer both traditional ADSL and Superfast Fibre Optic Broadband which are available at over 2000 exchanges nationwide, and all come with low contention ratios, ensuring that your business receives the best possible service and speed available.

Ethernet First Mile (EFM) - Our EFM services encompass 2 pair and 4 pair copper circuits along with GEA FTTC EFM which is an Ethernet First Mile Circuit delivered over a Fibre to the Curb network.

Ethernet Fibre – More commonly referred to as a Leased Line, an Ethernet Fibre connection is the pinnacle of Business grade connectivity. Guaranteeing bandwidth, this is the most resilient and reliable single line connection available. Stream Networks offer SLA repayment on all Fibre Ethernet connections.

Point to Point (P2P) Fibre – Stream Networks can provide P2P circuits using Ethernet Access Direct (EAD), dark fibre and via MPLS and VPLS networks. We can connect mission critical offices and datacentres together with ease.

MPLS & VPLS – Our Secure Wide Area Networks are provided as a solution enabling your business to increase functionality as you require it, but not over-complicate it with functionality you don't need.

Whether you need managed Internet access, quality of service for specific traffic, on demand Cloud computing, or direct connectivity to 3rd party networks and services, Stream Networks build robust business critical private networks.



Our Cloud Infrastructure

With a significant capital investment in our high availability Cloud infrastructure, businesses are able to realise the benefits of moving computing to the Cloud whilst knowing their data is secure, UK based, and available 24x7x365. Based in our core UK datacentres, each cluster is designed to provide 100% uptime, and comprises the latest in replicated storage arrays, network capacity, and processing power, all built using VMWare's HA hypervisor.

The Stream Networks Secure Cloud allows business to move IT infrastructure off-site in to secure, resilient, super-fast, PCI DSS compliant Data Centre environment, allowing business to leverage N+1 designed infrastructure without N+1 capital expenditure.

- Extend the life of existing desktop hardware
- Centralised hosting based and replicated in the UK
- Disaster recovery
- Easier deployment and upgrades to meet business requirements
- Minimal set-up costs and reduced operational costs
- Modern technology continually upgraded by Stream Networks with no cost implication
- Supported by Stream Networks technical team



StreamCloud Virtual Servers – The StreamCloud virtual environment is VMware based and uses latest Dell server and storage technology alongside Cisco routing, firewall and network topology.

StreamCloud BackUp – StreamCloud BackUp is a simple to deploy Cloud Backup and Disaster Recovery agent that ensures businesses meet those all-important regulatory obligations. Hosted and supported wholly within the UK, this scalable backup operates at granular level which makes it ideal for every type of internet connectivity.

vNebula - Stream Networks are proud to offer vNebula; a simple, straightforward user interface where you can create, add or configure virtual machines and add new machine templates. vNebula is a 100% white label portal, customise and show it off as your own!

The vNebula catalogue covers infrastructure, platform and software services, offering scalable choices for beginners through to power users. Over 150 market leading IaaS, PaaS and SaaS are available, which include the following:



StreamCom Unified Communications

Unified Communications - a buzzword that you've probably read more and more over the last couple of years but may yet have fully understood or capitalised on.

Stream Networks are able to offer the latest in Unified Communications and truly deliver an 'information everywhere' solution in what is becoming an ever growing 'information everywhere' world.

With Stream Networks, we can supply both a Hosted solution, and a Hybrid solution comprising of a Cloud hosted phone system with an onsite failover system.

Partnering with Unified Communications designer, developer and manufacturer SpliceCom as an Infrastructure as a Service partner, our offering is truly unique whereby we boast manufacturer input throughout.

Using this unique relationship, Stream Networks are able to offer all customers a solution that meets their exact needs.

Have a unique request? *We'll have a unique answer!*

Not sure we can meet your demands? *We'll ask the manufacturer!*

Think you can make our product better? *We're listening and so are the SpliceCom developers.*

The Solution

We are experienced in delivering cost effective solutions to all businesses from call centres to SME's.

Features of our solution include:

- Grow as you go
- All your usual phone capability such as Voicemail, Direct Dial, Call Recording & much more..
- Fully hosted and supported by Stream Networks in our secure Cloud environment
- Microsoft Outlook integration
- Extension anywhere – iOS & Android Apps ensures you can be reached anywhere
- Historical call reporting
- Real time wallboards
- Monthly opex options on all hardware and software



Stream Networks Support

As a company that prides itself on the connecting of people as well as cable, we knew it was imperative that support wasn't just a buzz word. It had to be a feeling we created, that arm around the shoulders feeling. We knew this wouldn't come over night, it would come from hard work and focus.

In our industry, support can often be seen as the technical support that is offered and that alone. Whilst this is a crucial element to maintaining a healthy partner relationship, support covers many aspects.

Sales Support

We want to be an extension of your team and give you every resource possible for you to be successful. Your success is our success. We set an internal SLA of 15 minutes in responding to quote requests. We know you aren't asking quotes for fun, you're asking for a reason and we need to help you as quickly as possible.

Our Sales Teams have to be experts on the technology they are selling, we need to have answers to all the questions you come to us with and try our utmost to ensure we do. Our Marketing Team will work with you to give you the chance to sell, we will support you by offering every resource you need.

Operations Support

We know that one of our biggest selling points is our size – we are not a major conglomerate in this industry and nor do we pretend to be. This is an area where our Operations come into their own. No longer will you need to sit on the phone for an endless amount of hours chasing an installation appointment, or the status of a circuit provision. Instead we will do all the chasing and we will deliver all the answers.

Technical Support

From our Network Operations Centre in Newbury, the Stream Networks Technical Team proactively monitor our customers networks 24 hours a day, 7 days a week, 365 days a year. All circuits and services are monitored for bandwidth utilisation, uptime and traffic profiles.

Our team of engineers are accredited with all major vendors including Cisco, Mitel, VMWARE, Sonicwall and HP.

We are so confident in our network and our technical team that we offer **automatic SLA repayment** on all Fibre Ethernet circuits. Why should you have to fill in a form for something that you are?

Each month, we readily publish our support stats to showcase the hard work that goes on behind the scenes. Here are our YTD Technical Support Stats stats:

- **4782 Calls Answered**
- **Average talk time 3m 32s**
- **Average wait time = 5 seconds**
- **7,037 tickets opened**
- **98% of tickets closed within defined SLA period**

Our Existing Partners

The following is a case study of the relationship between Stream Networks and one of its partners; SORCE Ltd.

SORCE Limited is an Intranet software supplier based in the UK who deliver Intranet solutions that support employee engagement and streamline business processes. SORCE use the Stream Networks Cloud environment to host their Intranet Software, enabling customers to securely access Intranet software from anywhere.

SORCE boast a customer base that ranges from Housing Associations and Charities to Multi National Conglomerates. With an ever increasing demand for flexible workforces, the flexibility that a Cloud Hosted Intranet provides ensures that Intranet access is always available.

Prior to partnering with Stream, SORCE had used other Cloud hosts but found they lacked flexibility in terms of bespoke specifications and also suffered from linear upgrade processes – whereby if RAM was increased, other elements such as Disk and CPU would also have to be increased. Martin Miles, Technical Director of SORCE commented;

“Stream Networks offer a complex solution that can be delivered simply. Servers are provisioned with a timescale that both SORCE and our customers are happy with. They are competitive in terms of price and offer a high level of service. It is imperative that both SORCE and our customers aren’t presented with unexpected charges. Stream publish a pricelist for new builds and upgrades with flexibility that has allowed us to move away from linear upgrades; now we only upgrade the resources required.”

A crucial requirement for SORCE was the ability for the Cloud environment to be integrated into a customer’s network with a single sign-on – Stream Networks were able to meet this demand which was a significant objective in the selection of a preferred hosting partner.

A vital element to SORCE was the level of support that Stream offer. It was imperative that the infrastructure which their Intranet was hosted on was supported by thorough SLAs, with 24/7/365 support available.

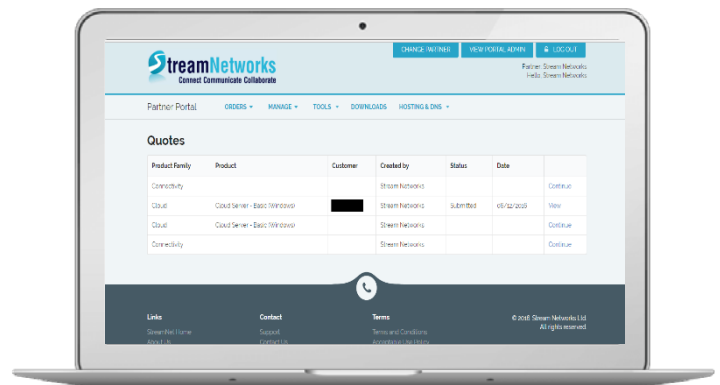
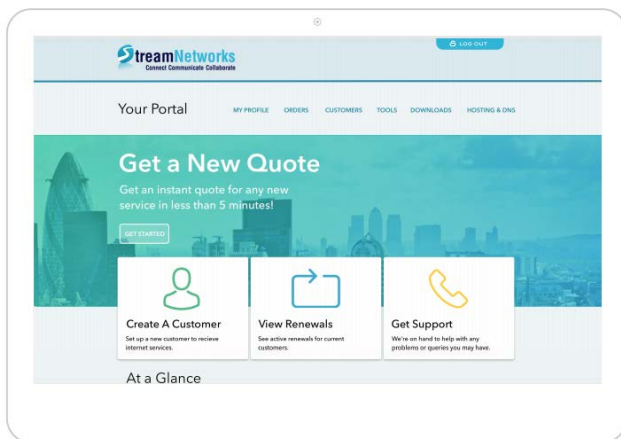
Miles said “During the partnership, both SORCE and our customers have benefited from a high quality of support during and outside of normal business hours. It is extremely refreshing to be supported by knowledgeable human beings who you can have both a personable and technical conversation with.”

Stream Networks boasts ISO compliance while its primary data centre holds both ISO accreditation and PCI DSS compliance. The Stream Networks Cloud environment offers businesses the option to use either Disk Drives and Solid State Drives for storage, ensuring the most complex of demands can be achieved.

With an expert and enthusiastic team and a customer focus at its heart, Stream Networks offer an innovative next generation Cloud Environment with flexibility and scalability at the core.

Coming in 2017...!

Your relaunched & refreshed Stream Networks Customer Portal!!



- Receive quotes for Connectivity and Cloud in an instant!
- Retrieve your quote and raise an order – no more Order Forms!
- Track orders through the delivery and installation process!
- See a full overview of your inventory with Stream!
- Keep up to date with your renewals!
- Receive exclusive offers tailored to you!
- And much more...