

Cbeyond COMMAND CENTER

Putting The "Managed" Into Managed Services

Command Center Console



AT THE READY 24/7/365

There are many companies today using the mantra, "managed services" for the communications and IT solutions they provide their customers. At Cbeyond, we take pride in delivering true managed services to our customers. Managed services means that Cbeyond is providing end-to-end, monitored connectivity to 100% of our customers – from their offices to our private network and back. Our all-IP network routes all voice calls over private, dedicated lines so they never touch the public Internet.

"The reason I am so happy with Cbeyond is their remote troubleshooting capabilities. In the past, in the rare instance that there was a problem, I would get notified by Cbeyond that they had identified an issue and were fixing it, even before I was aware that one existed."

— Dr. Hayes Wilson,
Piedmont Rheumatology

• Quality of Service (QoS)

Cbeyond puts a Cisco IAD at the customer premise and that allows Cbeyond to differentiate between voice and data traffic and intelligently route voice calls over a private line, bypassing the "best efforts" public Internet that some other carriers use.

• Dynamic Bandwidth Allocation

Because Cbeyond differentiates voice over data traffic, we can prioritize voice traffic during peak times, ensuring performance and reliability.

• Complete End-to-End Remote Monitoring

Cbeyond has personnel in place whose sole responsibility is to identify signs of trouble and mount a response before the customer is even aware of an issue.



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THE COMMAND CENTER:

- Monitors all network traffic and has tools that sound alarms and send alerts if abnormal activity or signs of danger arise such as spikes or valleys in network traffic across Cbeyond's entire network as well as the public Internet.
- Supervises customer premise-based IADs for signs of weakness or failure. Even a cooling fan that shows signs of age and is slowing alerts them so that they may make an appointment to have it replaced before it causes a larger disruption such as an outage.
- Alerts customers if they see a spike in outgoing server traffic or incoming traffic which might indicate a virus infestation on your PCs or a hacking incident such as a denial of service attack on your company's network.



CBEYOND PROTECTS YOUR BUSINESS:

- **Network Protection**
Managed Firewall keeps intruders at bay
- **Virus protection**
Secure Desktop prevents intrusion and auto-updates virus definitions. Cbeyond's email comes with Ironport® spam and virus protection.
- **Secure back-up**
Uploads your important files automatically and regularly to an off-site, secure server.
- **Call-Forwarding**
Allows you and your employees to work remotely but stay in touch with your customers, partners and each other.
- **Power Failure**
Paperless faxes, laptop broadband, unified messaging all keep your company running even if the power is out.



DISASTER CONTINGENCY PLANNING & RECOVERY:

- Cbeyond has a strong disaster contingency plan in place in the event of a man-made or natural disaster.
- When natural disasters, such as severe storms and hurricanes, are known in advance, Cbeyond proactively contacts customers who may be affected and alerts them and provides information on how to prepare their business for a potential disruption.
- In the rare instance that a disaster does strike and a customer premise is compromised or destroyed, Cbeyond is able to dispatch emergency installation teams that can get services restored or installed in a new premise 5 to 30 days from the incident – getting your business restarted with minimal interruption.
- Cbeyond team walks customers through setting up Call Forwarding to their alternate Mobile phone to help keep their businesses up and running until service and power are restored.

CASE STUDY: Hurricane Ike Houston, TX September, 2008

When Hurricane Ike devastated Houston in September 2008, many Cbeyond customers were adversely affected. Many lost power, many were evacuated and some lost their offices entirely. Cbeyond contacted all Houston customers two days prior to landfall with instructions on how to prepare. Once the storm danger subsided, Cbeyond employees dedicated more than 900 volunteer hours over a 12 day period to help distribute aid to those in need. Working closely with local response teams, which included FEMA, the U.S. Army Corps of Engineers, and the Transportation Security Administration, Cbeyond employees worked at five different "point of distribution sites" (PODS). Two of these PODS were manned solely by Cbeyond employees. Cbeyond employees distributed much-needed food, water, and supplies to more than 23,000 people. Cbeyond's response to the crisis was celebrated by Houston Mayor Bill White and December 16, 2008 was declared "Cbeyond Day" for Houston and Harris County, Texas.