



Direct Network Service Provider

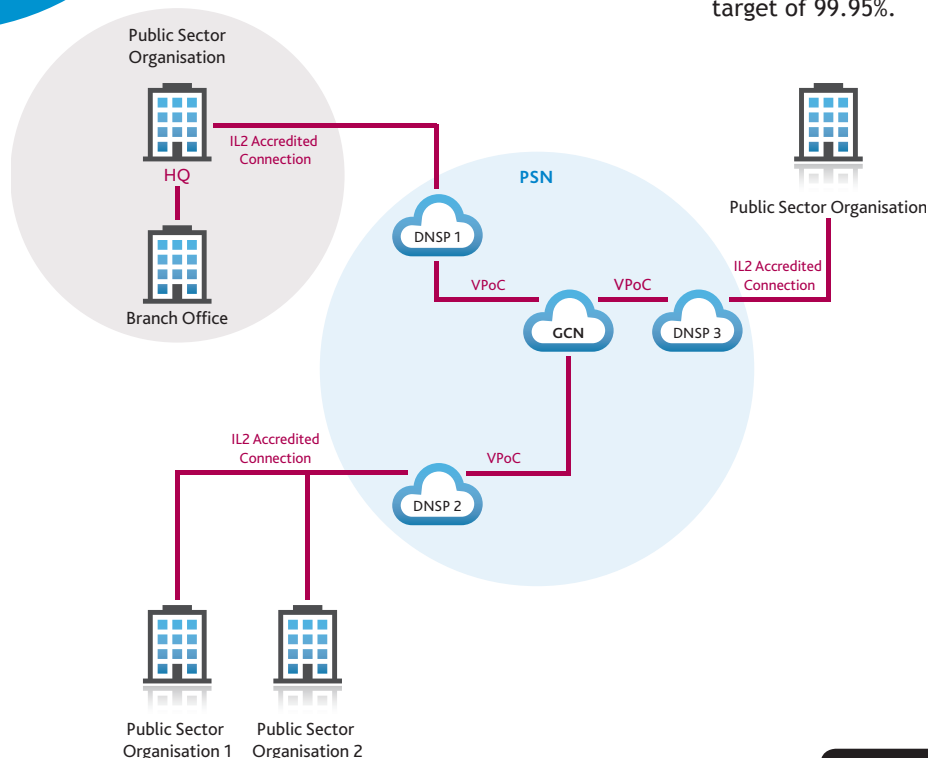


Public Sector organisations have an increasing need to collaborate and connect with partner organisations, reduce duplication, share resources, work more efficiently, flexibly and reduce overheads. Find out how Updata can help you achieve this.

Updata's Direct Network Service Provider (DNSP) service provides Public Sector organisations cost effective access to PSN services and other connected Public Sector organisations via the Government Conveyance Network (GCN). This acts as a gateway between all DNSP service providers which in turn enables access to a range of certified PSN services delivered by PSN Service Providers (PSNSP), such as the Department for Work & Pensions.

The DNSP is underpinned by fully resilient interconnects to the GCN and is fully scalable which allows customer to increase service bandwidth as the demand for sharing resources or accessing information via the PSN increases.

The DNSP service is delivered in conjunction with the Updata CAS (T) 'Assured' network access service and therefore the overall service SLA is dependent on the underlying option chosen for connecting your site. A resilient access service is required to support and maintain an end-to-end DNSP service availability target of 99.95%.





Key Features

- ⚙️ A fully compliant DNSP service
- ⚙️ A fully managed and PSN compliant (CoCo) 'Assured' Network service
- ⚙️ Fully resilient service design including dual interconnects with the GCN supporting a minimum DNSP service availability target of 99.95%. Note: the availability target is dependent on the chosen Connectivity access service
- ⚙️ Choice of Connectivity options available to balance your business needs against service availability
- ⚙️ Ability to flex your bandwidth as your demand for sharing resources or accessing information via the PSN increases
- ⚙️ Resilient Connectivity options with availability SLA's of up to 99.99%
- ⚙️ Traffic prioritisation support



Service Level Agreement

- ⚙️ Service monitored 24/7/365
- ⚙️ Service availability from 99.85% up to 99.99% (Connectivity resiliency dependant), measured quarterly with proactive service credits
- ⚙️ Service hour options available on a site by site basis:
 - Standard 08:00 - 18:00, Mon - Fri, excluding bank and public holidays
 - Extended (customer defined)
 - 24/7/365
- ⚙️ Service quality metrics* include:
 - Packet Loss - maximum 0.1%
 - Round trip delay - maximum 20 milliseconds
 - Jitter - maximum 5 milliseconds



Pricing & Billing

- ⚙️ DNSP pricing is based on a simple per Mbp/s per year bandwidth charge
- ⚙️ In addition to the DNSP bandwidth charge, installation and rental charges will apply to the Connectivity
- ⚙️ Rental is charged in advance and can be paid monthly, quarterly or annually
- ⚙️ Access Service provision may attract Excess Construction Charges (ECCs) dependent on site location. Any such additional charges will be identified at site survey stage and if deemed excessive the order can be cancelled without charge.

* Note: Quality metrics will not apply where link is utilised to more than 90% of its capacity. Quality metrics measurements are collected using Cisco IPSLA and require a compatible Cisco device at the customer premise.

Why Updata?

We specialise in large, complex, fully managed Wide Area Networks that are built with the future in mind.

Our solutions are completely flexible and scalable to suit your commercial, technological and business needs. Updata Infrastructure is a part of Capita IT Enterprise Services, one of the largest IT services providers in the UK and a Tier 1 partner of industry leading technology vendors.

Our heritage, combined with the capabilities of Capita, means we understand business, technology and processes. We place the customer at the heart of everything we do and have a proven track record in transforming businesses through intelligent IT.

Delivering

Transformational Solutions

Price Leadership

Service Excellence

Want to learn more? Contact us on TellMeMore@Updata.net or call 01737 224 422 to arrange a meeting.

www.updata.net