t/e:t ip

A leading provider of business communication services

This is an interactive guide
Use the navigation menu above
to browse through our solutions.

t/e:t ip

TETip provides high quality and reliable business network services. From traditional telephone and line rental packages, multi-site data connections, fully converged networks and cloud based services, we offer a wide range of cost effective products and services for every business need.

Through strong partner relationships we have managed to drive down the cost of cloud and communications, an extensive portfolio of products and deliver solutions that add value to your business. We are vendor independent with strategic alliances and partnerships. This independence allows us to tailor solutions across a range of manufacturers in order to meet clients' varied needs. We only work with partners who have a track record in excellence, innovation and performance.

Each of our customers has a dedicated account manager who will be there as your key point of contact for any inquiry.

TETip provides

✓   **Outstanding customer service and account management**

✓   **A single supplier to help you consolidate and reduce costs**

✓   **Extensive, high quality portfolio of products and services**

✓   **Hassle free switching from your incumbent provider**

✓   **Significant savings on multiple service bundles and competitive tariffs**

✓   **Reduced administration time with a single point of contact for services**

Cloud, Communications and Connectivity without Compromise

Internet Access

We design and provide Internet Access solutions by selecting the appropriate access option for each customer site depending on budget, bandwidth and resilience requirements. From copper to fibre, from basic broadband to dedicated high speed Ethernet leased lines, we offer a wide range of options to a broad spectrum of customers.

Our services can be used for home workers, branch offices, your head office, in data centres or simply as a backup service.

Our internet solutions

Broadband solutions	Ethernet / Leased Line solutions
• ADSL 2+ • Fibre to the Cabinet (FTTC)	• Ethernet First Mile (EFM) • Ethernet over Fibre to the Cabinet (EoFTTC) • Ethernet Fibre (Up to 10GB bandwidth) • Wireless (WiMax) • Centralised internet breakout (for Wide area networks)

With our portfolio we can offer the widest choice in scalable business grade connectivity and networking at a competitive price and deliver low end-user operational costs. We're proud to offer a range of approved suppliers for our internet and data solutions so we're not restricted to any one carrier.

Our specialist consultants will always be at hand to help you build solutions to meet technical and budgetary requirements.

Benefits of our Internet Solutions

✓ **Scalable business Internet access** - Scale the service as required

✓ **A range of connectivity options** - Various access methods including copper, fibre and wireless are available

✓ **Business only** - No domestic users, our uncongested, high performance service is only for businesses.

✓ **Cost effective** - We can dramatically reduce the cost of business-grade Internet access and converge services

Wide Area Networks (WAN)

Introduction

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Wide Area Networks

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We design and supply a full range of Wide Area Network (WAN) solutions, suitable for any business that operates across multiple offices or locations. From point to point Ethernet to next-generation SDWAN networks, our solutions are designed to provide you with a high-speed, secure and ultra-reliable inter-site and internet connectivity

Our solutions are fully bespoke; designed to meet the needs of the individual business. By interconnecting with leading tier 1 carriers we have access to large UK and global footprints, providing the freedom to add a new location – whenever and wherever it is needed.

Our WAN solutions include

WAN solutions
- Multi-Protocol Label Switching (MPLS)
- Virtual Private LAN Service (VPLS)
- Point to Point (P2P)
- Software Defined WAN (SD-WAN)

Optional features
- Managed firewalls
- Centralised Internet breakout
- Hosting and cloud services

Our range of WAN services incorporates ADSL, bonded broadband services, as well as Ethernet and leased lines with a choice of bandwidth from 2Mb to 10 GB. We offer five classes of service with each covering different level of service priority as standard. Traffic prioritisation, for example, allows you to deploy VoIP, video conferencing and other demanding applications over the WAN.

Benefits of our WAN solutions

✓ **Managed and Monitored** - Network devices are monitored 24/7/365

✓ **Reduce WAN costs** - We use the most cost-effective supplier for each individual circuit.

✓ **Latest technology and tools** - To control network traffic, provide assured bandwidth via QoS and maintain privacy

✓ **Access to multiple services** - Each of the connectivity options can support multiple services

Voice Services

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We know how crucial your landlines are to your business and that they need to be as cost effective as possible, which is where we can help. We supply everything from a single analogue business line to complex multi-site solutions and our services are totally scalable to fit exactly to your requirements.

Whether you want us to arrange the installation of new lines or want to transfer your existing services, we can provide you with a business landline & calls package suited to your business, whilst saving you money on your monthly bills.

Our voice services include

Telephone lines
- Analogue lines
- ISDN 2
- ISDN 30

Other services
- Non-Geographic Numbers (NGN)
- Freephone, local/premium rate and international numbers
- Inbound call management and IVR options
- Call recording

It's easy to save money on your business phone costs. Simply make the hassle-free switch to TETip and start saving immediately by making all your calls at significantly lower cost.

Whether you have multiple sites or remote workers, inbound or outbound call centres, legacy or cutting-edge technology, you can tailor our voice solutions to your unique needs.

Benefits of our voice services

✓ **Keep your telephone numbers or select from a wide range of numbers including memorable numbers**

✓ **Incredibly competitive tariffs for line rental and call charges**

✓ **Calls billed per second to 4 decimal places with no minimum call charges**

✓ **Wide range of management reports**

SIP Trunks

Communication
solutions

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SIP Trunking offers organisations the ability to move from traditional dispersed voice network architecture to a more centralised and cost efficient VoIP based solution.

Our SIP Trunks are a genuine alternative to ISDN - with us providing a managed service covering the connectivity, SIP trunks and number management – exactly the same as with ISDN. The service provides a highly flexible alternative to ISDN solutions and is designed to work successfully with all the leading IP PBX brands in the UK market, giving you peace of mind in knowing that your PBX hardware works with the network service.

Benefits of our SIP Trunks

- Compared to ISDN, SIP Trunks are cheaper to setup and run
- Free calls to UK geographic numbers (numbers starting with 01, 02 and 03)
- Free calls to UK mobiles (subject to 3 year contract)

- Excellent solution for Disaster Recovery (DR) and Business Contunuity (BC)
- Quicker to setup and make changes to the service than traditional telephone lines
- Out of area numbers

With older systems that might not be IP enabled we can provide you with a gateway device which converts traditional ISDN based phone systems to SIP.

One of the main reasons for people switching to SIP is the cost savings, but that's not where the benefits stop. Our SIP Trunks allow for complete scalability, we can supply everything from 1-100,000 channels in one provision and allows you to increase or decrease trunks numbers as demand dictates, perfect for seasonal changes.

All our SIP packages include

✓ **Free UK geographic calls**

✓ **Call Line Presentation (CLI) rental**

✓ **Direct Dial In (DDI) rental**

✓ **Fraud protection**

✓ **Calls billed per second to 4 decimal places with no minimum call charges**

IP PBX/UC

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Choosing the best phone system for your company is a difficult decision. You need reliability, flexibility and ease of use. You also need advanced reporting and dashboards. Traditional PSTN phone systems are expensive and inflexible, requiring costly on-site hardware and taking weeks to configure.

Our hosted telephony service is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities. Hosted or Cloud telephony is being adopted by an increasing number of organisations as a means to refresh their communications technology without the need for large capital investment.

Highlights of our IP PBX services

- Features you can easily control
- On demand with no hidden costs
- Free 01, 02 and 03 calls
- No onsite hardware to maintain
- Future proof - get new features immediately

- Save money and work smarter with fixed and mobile integration - Ideal for home and flexible working
- Call reports
- Built in Business Continuity

This service provides advanced call features than can quickly scale across multiple sites enabling employees to communicate wherever they are. With minimal capital outlay, our hosted telephony service is suitable for any sized business looking to improve their productivity communications.

Benefits of our IP PBX services

✓ **Dispense with the big box and the big fees** - No need to buy, lease, or pay maintenance fees on a complex PBX system at your office; your hosted PBX solution is delivered right over your Internet connection.

✓ **Save money** - We usually save businesses about 50% off their phone bill and up to 90% off what it would cost them to invest in a traditional PBX system.

✓ **Put all employees under the same phone system** - Distributed locations, office workers, home based employees and traveling staff all share the same virtual PBX features; so no matter where they are located, they are only an extension call away from each other.

✓ **Grow at your own pace** - Order as many extensions as you need now; add more extensions and fax lines, anytime.

Data Centres / Co-Location

This is an interactive guide
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Hosting data servers on premise can be a headache with high running costs as well as security and maintenance to worry about. Significantly lower your data centre costs by moving your servers and IT equipment to one of our Global Data Centres.

Our data centres and co-location provide a flexible and efficient solution, combining multiple secure hosting facilities with fast connectivity speeds and a highly resilient network. Located in key locations worldwide, including North America, Europe, Australasia and Asia.

Highlights of our Data Centre / Co-Location services

- Key locations worldwide
- High premises security
- Optimum environmental control
- Industry standard cabinets and infrastructure
- Flexible choice of racks, cages and suites

- Redundant power supplies at each centre and UPS (Uninterruptible power supply)
- Layer-2 and Layer-3 connectivity
- Scalable bandwidth up to 10Gb
- Direct peering with multiple Tier 1 network providers

While your IT team retains control of your equipment, you may require basic services such as power cycle, visual inspection or cable connections. If such issues do arise, we can provide remote hands and eyes at each of the Global Data Centres to help you manage your IT infrastructure from afar.

Benefits of our Data Centre / Co-Location services

✓ **Guaranteed performance** - Under our SLA we give a single guarantee covering power and connectivity availability, as well as latency, packet loss, temperature and humidity.

✓ **Secure Location** - Each data centre utilizes an array of security equipment, techniques and procedures to control, monitor, and record access to the facility, including individual cages.

✓ **Resilient Connectivity** - All data centres are equipped with full UPS power, backup systems and N+1 (or greater) redundancy, with a proven, industry-leading >99.99% uptime record.

✓ **Greater Scalability** - Space can be rented based on your current needs but can be easily scaled up as your business grows or requirements change.

Cloud Applications (SaaS)

Cloud
solutions

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Software as a Service (SaaS) is the transparent delivery of applications and software to end users, with the underlying infrastructure and operating system fully managed by the provider. We provide SaaS-based applications via a fully resilient and distributed shared services platform.

Our SaaS provide the benefits of key enterprise applications, utilising a proven and highly available delivery mechanism whilst removing the investment required to maintain the underlying infrastructure.

Our SaaS solutions include

- Hosted Skype for business
- File share and sync
- Hosted Email
- Online Backup
- Email archiving

- Email filtering
- Web filtering
- Disaster Recovery as a Service (DRaaS)
- Web hosting

Pay monthly according to the number of users, scale the service up or down, achieve high levels of availability and performance and access your applications anywhere on any device.

Our approach is not about public, private or hybrid clouds, or even "the Cloud." It is about your cloud – your unique journey to deploy a cloud model appropriate for your business needs.

Benefits of our SaaS services

✓ **No initial setup costs** - Applications are ready to use once the user subscribes

✓ **Usage is scalable** - Additional storage or services can be accessed on demand without needing to install new software and hardware

✓ **Accessible from any location** - Users aren't restricted to one location and can access applications from any internet enabled device

✓ **Pay for what you use** - Particularly beneficial when something is only required for a short period

Cloud Infrastructure (IaaS)

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The drive to host mission critical data and applications off-site has been intensified by the growing dominance of the cloud and by a rising awareness of the need for effective business continuity. Yet the cost of traditional hosting can be prohibitive and the solutions themselves, restrictive.

Our Infrastructure as a Service (IaaS) solution delivers a flexible, cost-effective and highly resilient alternative to traditional hosting. We offer both standard builds and a fully bespoke option, giving you the freedom to build the ideal Virtual Data Centre.

Highlights of our IaaS solutions include

- Pay as you use pricing with no minimum term
- Private, dedicated and highly secure
- Easy migration with real-time deployment
- Free operating system license
- Online ordering

- Possibility to have 100% uptime when building across several data centres
- Free Internet access and private connectivity
- UK Data Centres
- Storage auto tiering

A Virtual Datacentre (VDC) is built and hosted on a high-performance, clustered farm of physical servers. It can best be described as a private, dedicated and highly secure environment in which customers' Virtual Servers, backup and storage are located.

The virtual servers are identical in their behaviour to a physical server, yet offer many advantages over their hardware counterparts, most importantly, cost-effectiveness and speed of implementation.

Benefits of our IaaS services

✓ **Best of breed technology** - The 1Cloud platform is built using only best of breed, Enterprise grade technology from VMWare, Veeam, HP and EMC.

✓ **Simplicity** - With operating systems through to internet bandwidth included free of charge and only five billable resource components to select, this service is easy to deploy and manage.

✓ **Platform elasticity** - Since the service is effectively billed by the hour, with no fixed contract, customers have the ability to scale up and down as required meaning IT teams are able to quickly react to the needs of their business.

Hyrbid Cloud IT

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The continuing sharp rise in the adoption of hybrid Cloud solutions lies in its ability to combine the best of outsourced Cloud services with existing on-premise infrastructure.

Hybrid Cloud solutions are ideal for organisations looking for the scalability and agility of Cloud computing and the assurance of maintaining some in-house computing resources. This service provides a local cloud enabled appliance with public cloud economies. We deliver the essential IT that organisations need, simply managed and supported with predictable monthly costs.

Highlights of our Hybrid Cloud IT service

- Enterprise class IT, software and security for a monthly subscription price
- Hyperconverged technology, with integrated compute, storage and network functionality
- LAN performance for local applications
- Highly reliable and resilient IT with additional business continuity options
- Control over where data and applications reside – Local or in the cloud

The onsite appliance is based on the latest server technology. It is ultra-reliable, always kept up to date and managed remotely for you by us. It acts as your control point for access to the cloud, providing authentication, user privilege management, local storage and backup.

You choose which data and applications are managed remotely in the public cloud and which are retained in an on premise private cloud.

Benefits of our Hybrid Cloud IT service

✓ **Pay as you grow** - A flexible monthly payment model enables you to scale with your business.

✓ **best of both worlds** - Critical data and applications can remain on-site while you have complete flexibility to plug in to cloud apps such as Office 365, AWS or Azure.

✓ **Simple and secure** - Your core IT comes pre-installed in the box so it's simple to deploy and manage. And your data is kept up-to-date and backed up both locally and to the Cloud.

✓ **Enterprise grade IT** - This complete hyperconverged offering integrates server, storage and virtualization in one