



## **COMPANY PROFILE & UNIQUE PREMIUM SERVICE OFFER**



**DISCOVER MORE!**

**IN THE REGION!**

**BE ALWAYS  
CONNECTED!**



*The average enterprise estimates that there is an impact of approximately \$5,600 for every minute of unplanned downtime in their primary computing environment. (Gartner, 2013)*

Unfortunately, whether downtime is caused by human error, criminal activity, or a natural disaster, these events are becoming all too common. Direct costs from downtime attribute to lost revenue and decreased employee productivity. Indirect costs can be immeasurable – a company's damaged reputation, a negative customer experience.

# ROZVYOTOK COMPANY PROFILE & UNIQUE PREMIUM SERVICE OFFER

**Rozvytok LLC main goal is to be a quality and customer satisfaction leader in the markets of the former Soviet Union (FSU), on a base of unique expertise and large knowledge database. We are steps ahead of the competitors and are single source of business grade corporate telecommunication services and products in the region of FSU.**

Many carriers now wish to expand their global reach and enter into new markets. However, regulatory barriers, cultural differences and financial risks frustrate their plans. These requests are met by Rozvytok Premium Services which are actively implemented in all countries of the former Soviet Union plus in Europe.

Rozvytok positions itself as a leading Premium Service player in markets of Region of Coverage:

**a)** former Soviet Union (Ukraine, Azerbaijan, Georgia, Kazakhstan, Armenia, Russia, Moldova, Estonia, Latvia, Lithuania, Belarus, etc.) and

**b)** Europe.

**Our level of service is hardly reachable for our competitors and it is a stable basis for your business advantage!**

## Why Rozvytok?

**Because we know our services like no others.**

With 14 years of experience in management of highly complex Telecom/IT projects for the largest international operators, Rozvytok team deeply knows what is necessary to develop, operate and maintain stable solutions for our clients.

**We understand what customer wants and our goal is to deliver it flawlessly. We focus on your business growth, your market competitiveness and your level of customers support.**

Rozvytok's highly professional team works side-by-side with our customers to ensure the best return on investment. And we keep an eye on the future, so that our solutions continue to evolve to support whatever path your business may need to follow. Our model enables clients to launch new services rapidly, reduce costs and support their customers with the best possible experience.

## About Rozvytok

- **09.2001** – Rozvytok LLC founded under the legislation of Ukraine by private investors as a former Soviet Union regional telecom consultancy company;
- **04.2010** – Rozvytok got an operator license in Ukraine;
- **05.2010** – Rozvytok purchased business of Novatel Ukraine (100% subsidiary of Magyar Telekom (Hungary), member of Deutsche Telekom group);
- **08.2010** – after KPMG-Hungary audit, Rozvytok was granted status of Authorized Regional Partner of Magyar Telekom;
- **01.2012** – Rozvytok successfully finished transformation to Premium Service platform;
- **2013-14** – Rozvytok established a set of NNI's (IETF RFC-2544 compliant) with EU and FSU operators.



## DISCOVER YOUR BENEFITS FROM THE PREMIUM SERVICE – ACROSS THE REGION OF COVERAGE

More than ever before, companies depend on digital programs and data to meet their core business objectives. To ensure high availability and optimal performance, organizations must use stable solutions.

Communication disconnection, equipment failure or human error can bring a company to a halt. If businesses lack the systems and processes that assist with recovering information and operations, costs could be heavy.

Rozvytok deeply planned Premium Service platform grants to our customers all benefits from guaranteed high performance/flexibility and stable consolidation of data, voice and video onto a single fully managed platform. We are proud to offer our services in our Region of Coverage, where Rozvytok can support your business in a variety of ways – to optimize your regional business operations.



### PREMIUM SERVICE – WHAT IS IN?

Rozvytok is an International Telecom Operator, with corporate business grade market specialization, offering complete Telecom and IT solutions based on 4 types of Premium Services with different technology options:

1. Premium Layer 2 Ethernet (L2E) and Ethernet MPLS services;
2. Premium SDH IPLC services;
3. Premium Direct Internet Access (DIA) services;
4. Regional System Integration, multivendor CPE rent out.

## PREMIUM L2E, MPLS AND SDH IPLC SERVICES INCLUDE:

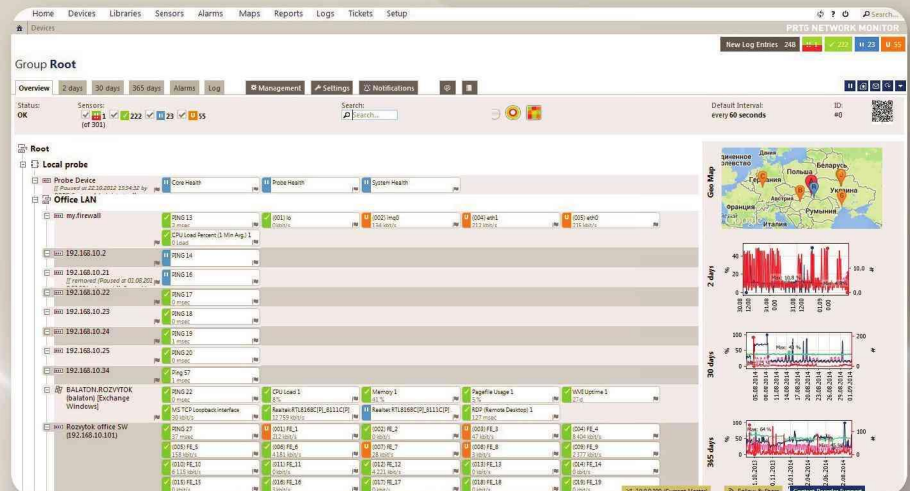
- Extensive Region of Coverage (RoC) – former Soviet Union countries plus European countries where One-Stop-Shopping (OSS) model is implemented;
- Carrier and product neutral policy which is the best fit for our customer's requirements;
- Backbone planned for fault tolerance, re-routing functions and fast Time-to-Repair in mind;
- End-to-end service offering through established relationship with key strategic Partners;
- Full physically diverse L2E ring protected backbone between FSU and Europe;
- 100% redundancy and latest versions of hardware at all backbone PoP's;
- Scalability: services come in various bandwidths and are easy to upgrade;
- Per quarter corrected version of Regional Budgetary Pricelist for L2E/SDH/DIA services and CPE rent;
- White label services – allow the whole portfolio of services to be branded by customers;
- High & aggressive SLA covering:
  - a) service implementation;
  - b) service availability and
  - c) mean time to restore.

**Specifically:** high monthly availability 99,7%, packets losses less than 0,01%, low latency (RTD Kyiv-Frankfurt 31ms, Kyiv-London 41ms), jumbo frames (MTU=2000-9000bytes), contractual SLA guarantees and penalties etc;

- VLAN-based Q-in-Q that provides dedicated bandwidth to multiple customer locations;
- Full compliance with IEEE standards: 802.3, 802.1Q, 802.1ad, P802.1p etc.;
- Implementation of Quality of Service (QoS);

- Mandatory ITU RFC2544 compliance tests (by SunSet MTT Ethernet testers). Customer receives Technical Passport of the implemented line at hand-over stage of project;

- Pro-active and Preventing support procedures;
- NOC that monitors, diagnoses and troubleshoots potential network problems throughout the Region of Coverage;



PRTG WEB-based GUI

- Customer support available 24\*7\*365, by English/Ukrainian/Russian speaking personnel;
- Round-the-clock problem resolution;
- High level of technical personal allows fast and outstanding quality provision of service: all technical personal graduated universities with "Red" (honored) diplomas with extra vendor-related certified training courses;
- Excellent incident resolution times;
- PRTG-based 24x7 network monitoring;
- Customers can observe service statistics via personal web pages.

## PREMIUM DIRECT INTERNET ACCESS (DIA)

Our Premium Dedicated Internet Access (DIA) service meets the most demanding requirements with the highest industry level SLA.

All of our DIA solutions are business grade, optionally fully managed and supported by our technical team. DIA is deployed over different last mile technologies such as fibre optics, copper or wireless links. Range of fixed IP addresses is provided for proactive monitoring purposes and for Virtual Private Network (VPN) tunnelling deployment, where it is necessary.

Our goal is to deliver a totally secure, scalable solution that is easy to use. Our Premium DIA services provide VPN solutions over the public infrastructure as an Off-net/Backup solution to L2E/MPLS Private Network services or as fully DIA solutions.

DIA is a cost-effective solution in comparison with L2E/MPLS or Point-to-point circuits. VPN is used to secure information resources and expand data accessibility to remote offices, corporate users, and other desired business information sources. The solution focuses on end-to-end connectivity with optionally Managed VPN and CPE.

### Premium DIA Service Includes:

- **Dedicated Internet access;**
- **Local loop and Internet port guaranteed;**
- **Secure guaranteed bandwidth;**
- **SLA guarantees on Availability and Time-to-Repair;**
- **Public static IP address ranges: /30 (4 IPs), /29 (8 IPs) or more;**
- **Two AS: main AS60359 & back-up AS12788;**
- **VPN and CPE equipment with regional on-site installation;**
- **Wide selection of access options to any location;**
- **Proactive monitoring service.**

## SYSTEM INTEGRATION TO TAILOR CUSTOMER NEEDS PLUS MULTIVENDOR CPE RENT OUT



PRTG Sunburst View

With Rozvytok System Integration Services, we apply our experience and expertise to manage your Telecom infrastructure, applications and operations to deliver business improvements while controlling costs.

Being one point of contact for our customers, Rozvytok provides high-quality ITC services regardless of the vendor or place.

**Rozvytok can rent out Cisco, Juniper, Alcatel-Lucent, Extreme, RAD, Checkpoint and**

**many other vendor's equipment anywhere in the Region of Coverage. We manage equipment onsite installation while granting full remote access to the equipment with different levels of support.**