

SOLUTION BRIEF

ENABLING A SINGLE-PROVIDER SOLUTION WITH TWCBC ETHERNET AND NAVISITE



INTEGRATED SOLUTIONS, ONE TRUSTED PROVIDER

Time Warner Cable Business Class (TWCBC) Ethernet and NaviSite services are designed to work together to help customers realize...

- Single-provider cost savings
- Tightly integrated account and support teams
- The security and low latency of a fully on-net solution
- Robust Service Level Agreements (SLAs)

When building technology infrastructures, enterprises may overlook the potential benefits of a single-provider solution. Many organizations instead choose to employ a mix of component solutions from multiple vendors.

When something malfunctions, or even when a minor system change is required, enterprises with multiple providers must first determine who is responsible. Searching through Service Level Agreements (SLAs) and other contracts to uncover who handles what, as well as support hours and contact information, can be frustrating—especially when the root cause of a problem is unknown or a required change impacts multiple providers.

In some instances, vendors may be reluctant to take responsibility. Your connectivity provider may claim another provider is liable for an outage, but that provider may disagree and refer you back to your connectivity provider, for example. Trying to get various providers with different methodologies to work together toward a resolution can be challenging, distracting employees from their primary objectives and limiting overall productivity.

A SINGLE-PROVIDER SOLUTION

NaviSite has been providing managed hosting and applications services since the late 1990s. In 2011, Time Warner Cable (TWC) acquired NaviSite and made a commitment to continue investing in NaviSite's data centers, platforms, tools and processes. Today, NaviSite solutions are within Time Warner Cable Business Class's (TWCBC) Cloud and Managed Solutions portfolio of products.

UNLOCKING THE BENEFITS OF A FULLY ON-NET SOLUTION

Combining TWCBC Ethernet and NaviSite services can help enable solutions that can be fully managed from the network connectivity level to the operating system level—all backed by robust Service Level Agreements (SLAs).

Organizations that combine TWCBC Ethernet and NaviSite services can reach expert support for their entire solution 24x7x365 via our enterprise-class Network Operation Centers (NOCs). Customers also benefit from the security and peace of mind that comes with streamlined support and a fully on-net solution.

A CLOSER LOOK AT TIME WARNER CABLE BUSINESS CLASS

At TWCBC, we know the path to success begins with understanding your business challenges. That's why we have an account team that will carefully assess your needs, and then recommend scalable, customizable solutions that best support your goals.

TWCBC's complete suite of enterprise-class business solutions includes Internet, Voice, Television, Network Services and Cloud Services. Backed by a network of more than 150,000 route miles of fiber and including more than 75,000 fiber lit buildings, TWCBC is a proven, dependable connectivity provider.

SOLUTION BRIEF A SINGLE-PROVIDER

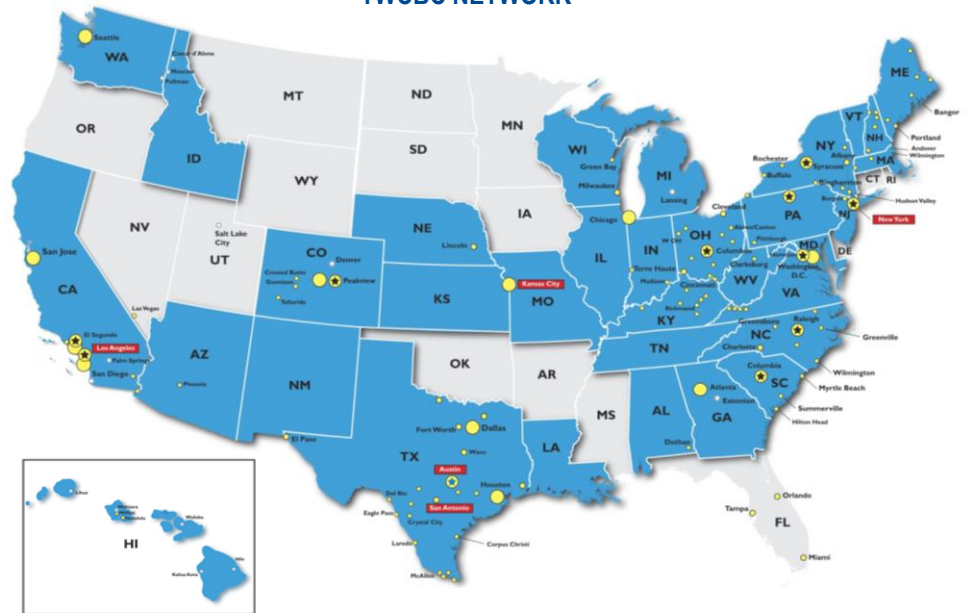


INSIDE NAVISITE'S DATA CENTERS:

NaviSite operates a network of data centers that reaches both coasts of the U.S. and two cities in the U.K.—including multiple SSAE-16 standardized centers. Redundant, offsite Network Operation Centers (NOCs), as well as onsite staff, continuously monitor all centers to help ensure up-time and site security.

Multiple levels of physical security also work to protect NaviSite's data centers. Biometric scanners and badges control employee access. All approved visitors must register with security, and then be escorted by NaviSite employees throughout their data center visit.

TWCBC NETWORK



SELECT CLOUD AND HOSTING SERVICES

- **Self-Service Cloud** - IaaS designed for new apps and services created to leverage cloud capabilities.
- **Managed Cloud** - IaaS ideal for apps with predetermined network demands and that require infrequent changes.
- **Managed Hosting** - Fully managed IT infrastructure and apps in highly secure traditional or cloud-enabled environments.
- **DaaS** - A persistent or non-persistent cloud-based virtual desktop solution.
- **Collocation** - Security, redundant power, high-bandwidth and reliable connectivity, within an enterprise-class data center.

- **Ethernet Virtual Private Line** - Point-to-multipoint connectivity for a business with a hub and two or more satellite locations, with scalable bandwidth up to 10 Gbps.
- **Ethernet Private Local Area Network** - Multipoint-to-multipoint connectivity for networking multiple locations together, with scalable bandwidth up to 10 Gbps.

ABOUT NAVISITE

NaviSite, Inc., a TWC Company, is a leading international provider of cloud-enabled hosting, managed applications and services. NaviSite provides a full suite of reliable and scalable managed services for organizations looking to outsource IT infrastructures and lower costs.

ETHERNET SERVICE OPTIONS

- **Ethernet Private Line** - Point-to-point connectivity for two physical locations, with scalable bandwidth up to 10 Gbps.

CONTACT NAVISITE

For more on the full range of NaviSite products, please visit navisite.com or email us at webinfo@navisite.com.