

Datacom National Network

Frequently Asked Questions

How is Datacom's National Network better than what you offer currently?

Datacom already offers industry leading managed services and hybrid, public and on-premises Cloud offerings. The National Network ensures that our customers can now access more cost effective, reliable and geographically diverse assets, which were previously localised and siloed. The National Network allows your resources more flexibility, availability, higher quality performance and cost effectiveness.

Why should my business use Datacom's National Network rather than what I use now?

Depending on what datacentre or public Cloud provider you use already (or if you're on-premises), the National Network offers a cost-effective, high quality service that is flexible, scalable and has multiple redundancies across a vast geographical spread. Customers are not held hostage to whatever telco, datacentre operator or vendor lock in they have currently, and can shift resources off site in a secure, reliable and cost effective environment. This ensures you don't have to worry about the next power outage or natural disaster, providing onsite technical teams or the risks of public Cloud cost blowouts – all of which can hurt your business' standing with your customers.

What is the cost difference for my business? What are the billing cycles and lock ins?

Too many customers are locked into large telco contracts that exceed their needs – often paying for high scale services that are only used for a fraction of their billing cycles. Datacom can scale your bandwidth hourly to suit your agenda, potentially saving your business \$1000s per day. We operate 'as-a-service' working to monthly billing cycles, so there is no lock in. We guarantee world class service and quality, but our customers are not 'locked in' to any long term contracts.

How is it different to what X competitor offers?

None of our competitors offer our geographic reach, diversity of supply, our 'as-a-service' platform, and of course, our famous customer service. We put our customer's needs first, and although we work very closely with our select vendor partners, and aren't beholden to any individual public Cloud operator, telco, or hardware/software supplier.

What are some of the unique applications for the National Network? What is your 'killer app'?

The National Network is built from the ground up to be flexible, durable and cost effective. It is highly scalable, boosting your throughput and burst capabilities to the hour, or less. It is also designed with disaster recovery and resilience built in, so your data is stored in multiple locations, with multiple redundancies, ensuring no data loss, and 'always up' availability to 99.95% guaranteed.

How does Datacom help my business transition to the new system?

Datacom has a dedicated managed services, Cloud and National Network team that can consult, plan and implement your shift to the National Network, and maintain the ongoing relationship. We put your needs first.

Will I be 'locked in' to Datacom's National Network? How easily is it to transition in and out if I change my mind?

The National Network has been built from the ground up to be agile, flexible, cost effective and suited to customer's needs. They can sign up as an 'as-a-service' customer and be charged per Mbps, across any timeframe that suits. This means customers can sign up on a month to month basis, with no long term lock in.

Are there plans to offer public cloud by X vendor?

Datacom currently offers public cloud via Amazon Web Services, Microsoft Azure and VMware vCloud, combined with our own cloud platform, Datacom Cloud Services, offering customers unparalleled choice and ensuring quality of service at the most cost effective prices. Datacom reviews on a case by case basis to add new partners into the National Network based on customer demand.

How do you guarantee 24/7 uptime/availability, what assurances do you offer customers for outages?

Datacom guarantees availability to 99.95%, and due to the National Network's disaster recovery (including DR as-a-Service) and backup focused design, any issues in one area of the network automatically means access is rerouted elsewhere – ensuring uptime and data access for customers.

What kind of security is offered? Can it suit my businesses localisation requirements per state?

Datacom has ensured that the National Network, and all our datacentres on it, are secured with our industry leading security vendors, overseen by our in-house security teams, and to exacting industry leading standards.

What redundancies does the National Network offer?

One of the key features of the National Network is data duplication across multiple sites, this ensures continued access if a single touch point has problems.

How much did it cost to build?

The National Network has been a priority investment for Datacom over a number of years, to ensure that we only launched when we could guarantee the quality of service. The investment remains confidential, and is ongoing. We will be continuously working to improve and upgrade the network.

Who are your telecommunications partners?

Datacom's National Network is not reliant on any one telco partner, and utilises a host of Tier-1 telecommunications partners to ensure carrier diversity, and to obtain the best prices for each customer on a case by case basis. These arrangements vary regionally, and are confidential.

Who are some of your key customers so far?

Datacom's existing customers are tied to non-disclosure agreements, but include public and private sector participants.

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About Datacom:

With over 4000 people, and revenues of \$900 million, Datacom is one of Australasia's largest professional IT services companies. Datacom has extensive expertise in the operation of data centres, the provision of IT services, software engineering and application management, payroll and customer service design and operations. Founded in 1965 and operating across Australia and New Zealand, Asia and 32 countries globally, Datacom has a successful 50 year trading history of consistent growth, profitability and a track record of delivering innovative, value-for-money technology-based solutions.