

Our award-winning portal—1Portal

Fully integrated into our network, core systems and our network partners', 1Portal has become a hub for all of our network transactions—providing unparalleled visibility and control. With 1Portal our partners

benefit from a seamless, automated experience that drives down costs and lays the foundations for enhanced customer experience.

1Portal provides you with:

Online quoting and ordering of both our connectivity and cloud solutions

An interface to **design complete MPLS solutions**, with solution export capabilities

Direct integration to our network so you can **make solution changes in real-time**

The ability to raise, track and interact with support cases **24/7** via the portal and our live chat

Why self-service is the best service

1Portal provides true visibility of all the connectivity, cloud and carrier options available to our partners in seconds.

This reduces the time and effort required in generating quotes, maintaining a solution and providing support on their end customer's services.

What's more, it puts our partners in direct control of the solutions, so the ability to help customers and react to their queries and requests is not lost in the supply chain, providing the very best service.

1Portal allows you to:



Set customer expectations and provide key intelligence around quotes, with address-based quoting and integrated infrastructure mapping showing the Openreach estate already in situ.

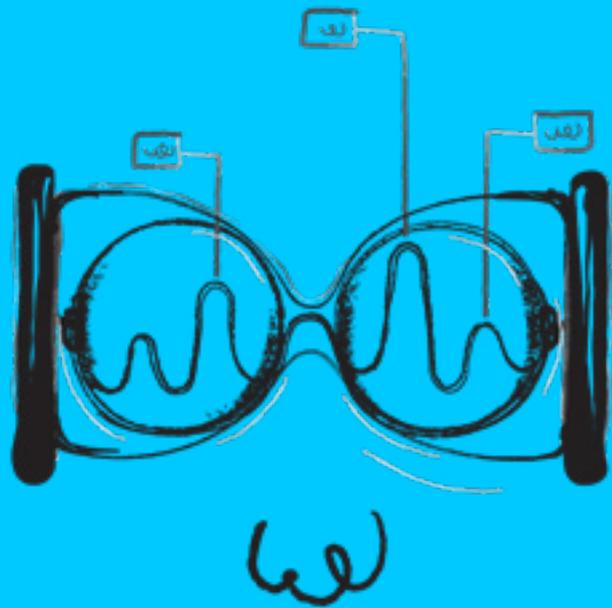


Understand what's going on with the network to optimise the service they provide, through detailed live network analytics that can be passed on to end customers.



Quickly and easily manage their estate with access to the entire service inventory and the ability to drill down to individual customer solutions.

Monitoring and health checks



1Portal also includes an essential network monitoring tool that provides detailed information about our partner's networks, in real-time, for them to see what's happening to their solutions.

This monitoring tool lets you diagnose faults like poor performance, see what services are consuming the most bandwidth, and make any adjustments on-the-fly to get businesses back up to speed, fast.

1Portal also has a health check functionality for partners to run diagnostic checks on a live circuit. This covers many of the checks our first line support team would perform to allow for faster resolution of simple faults, or

faster escalation of complex ones, ensuring that you get your end customers service's back online as quickly as possible.

The health check is non-disruptive and automatically measures the service against known good criteria. The output can also be converted into a support case in just one click. 15 tests are currently available as part of this functionality including; Packet Flow, Ping, CPU utilisation and temperature.

Giving you complete control

As well as unparalleled visibility, our partners want the power to alter and troubleshoot their solutions as they see fit. Put simply, they want control and 1Portal provides just that.

With a carrier network that's fully software defined, we place the control and configuration of many of our services directly into our partners' hands.

The smart integration of our systems, network and wider ecosystem means partners can make configuration changes to their cloud and connectivity solutions directly, and in real-time, to quote, order and manage their customers' solutions with ease.

This smart integration, combined with our software defined network and supply chain, will help you offer best value solutions to your customers and realise revenue faster—with service lead times reduced from days to minutes.

You have the power to take

control with:



The ability to differentiate services through live control of key aspects of our solutions, like bandwidth, in house, to drastically reduce lead times



Fully customisable role-based access to manage and control user access and permissions



24/7 configuration of network features such as VLAN resizing, Quality of Service, BGP configuration, DHCP, SNMP, IPV4 routing and JFlow changes (available in seconds)

Transform your customer experience with our suite of APIs

The power of APIs

Layer 2 and Layer 3 quoting
and ordering

Inventory and ticket
Management

SDN Features including:
Bandwidth Upgrade, QoS,
VLAN modification

Sitting beside 1Portal is our suite of APIs that let you enhance your speed of service delivery through automation to sync up your systems with ours directly for quoting, ordering, management and support.

Our smart integration will stop time wasting in your organisation by removing the need for human intervention and double keying. Instead, log information into one central system to get quotes and ordering completed faster. For your customers, this means a better service experience compared with the wider market.

We firmly believe that API's are the future of service provision, so we want to empower our partners to integrate with our systems.

With a full guide and test environment, we provide all of the tools our partners need to correctly test and configure their solutions. This includes linking directly to Openreach's test environments, enabling end-to-end testing across the supply chain.

For a full breakdown of our available API's: <https://api.virtual1.com/docs/>



Make our services, yours.

Our white label functionality lets you spruce up both 1Portal and our network monitoring tool with your own branding to:

Quote the entire portfolio with single and multisite solutions

Deliver a native feel for your internal users

Build in margin uplift for your users to go straight to market with the numbers they see, and upfront and recurring margin uplifts applied

“I’m very impressed with the recent developments to 1Portal! In particular, the quoting customisation delivering both clarity and flexibility; as well as the comprehensive dashboard management across all levels of our partnership from sales through to faults. A fantastic portal to support our continued growth with Virtual1 as the network expands!”

Alan Shraga
MD. Fidelity Group

Use our tools to power your profits

1Portal is also a one-stop-shop for all of our partner support documentation –everything you need to empower your sales, marketing and support teams to sell our services.

Documentation

Technical and product descriptions to help build your organisation’s knowledge plus troubleshooting guides for your internal teams and end customers. Subscribe to all of our content and be notified as soon as it’s updated.

Enablement

Partner toolkits to drive your marketing activity (campaigns) as well as sales enablement collateral—from competitor comparisons to sales guides and battlecards.

Virtual1's 200+ staff are based across our London HQ, North Macedonia, China and Sweden. Our teams know that being easy to deal with is just as important as the solutions we deliver, so we have the best people in the industry with a passion for what they do.

In addition to our solutions, we offer our partners peace of mind that they're dealing with a professional, robust organisation.

To learn more about how we can power your potential, get in touch:

enquiries@virtual1.com

virtual1.com

How we do it:

We're ISO27001 (information and security) & ISO22301 (business continuity) accredited to demonstrate a fully robust and dependable supplier with detailed processes to mitigate risk when things go wrong.

We set the bar high with an NPS target of 60, and we achieve it. In a highly competitive marketplace, the customer experience is just as important as the service you deliver so we've made it one of our core objectives.

We're serial award winners, achieving 17 in the last 2 years alone. This includes Best Network at the Comms National Awards 3 years running, winning in Cloud Transformation at the Acronis #CyberFitPartner Awards 2020 and Specialist Vendor of the Year at CRN Channel Awards. This recognition gives end customers confidence that their supplier is working with a market leader and innovator.

