

What if your partner

POWERED YOUR PROFITS





The UK's most advanced network

Together, we'll power businesses forward—towards tomorrow.

As the UK's most advanced network, we harness innovation, automation and simplicity to provide outstanding wholesale connectivity and cloud solutions. We drive our partners forward, with software defined infrastructure that scales to the evolving demands of their end customers.

As a wholesale-only network provider, we never compete with our partners so we're laser-focused on their business needs. Unlike most, we put the control of our solutions directly into our partners hands, empowering the channel like never before.

Giving you complete control

With a network that spans over 300 exchanges, Virtual1 deliver fibre coverage to over 75% of UK businesses directly, with bandwidth ranging from 10Mb up 10Gb+. We also aggregate with 9 Tier One UK networks to provide market-leading coverage across the nation.

Virtual1's carrier network is fully software defined with all of our key network changes fully automated. What's more, we place the control of many of these solutions under our partner's control for them to add to, move or modify their customer's solutions in real time.



180

UK towns and cities covered by our state-of-the-art infrastructure

+300

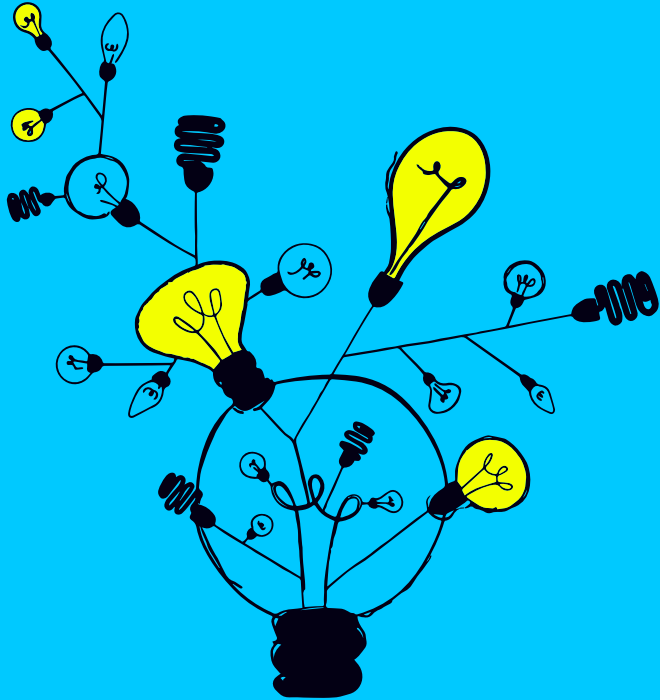
exchanges throughout our UK network

We deliver fibre coverage to over

75%

of UK businesses directly, with bandwidth ranging from 10Mb to 10Gb+

Powering your profits



Our software defined network

We put technology at the heart of our network to speed up service deployment times and reduce the potential for human error. This software definition lets us implement network infrastructure

without incurring the hefty overheads of legacy carriers, so our partners can be commercially competitive. Our solution also gives network traffic multiple routes to eliminate single points of failure.

With our software defined network partners can:

Drive down costs by speeding up deployments and reducing manual work

Make configuration changes on the fly to reduce service lead times—from days to minutes

Increase and decrease bandwidth on demand



openreach
Connecting you to your network

We deliver our services on average

10

working days faster than the market

Our work with Openreach.

We're the fastest growing Openreach Ethernet Partner

All solutions using the Virtual network are powered by our strategic partnership with Openreach to deliver the last mile. We're their fastest growing Ethernet partner with key relationships made at all levels of senior management and active participation in crucial industry forums and the EMP steering committee.

Virtual1 have fully integrated with Openreach for Ethernet ordering, removing any briefcase time. The benefits of the relationships and automation are clear in Virtual1's performance statistics vs the wider Openreach base—we **deliver our services on average 10 working days faster than the market.**

No more network nonsense.

Find the solution that suits you

There are five main ways
a reseller can benefit
from the Virtual1 network:

1 Leverage our reach to streamline your supplier portfolio

Benefit from the reach of the Virtual1 network, combined with the aggregation of 9 other leading UK networks to get market-leading connectivity with a commercially compelling price point.

This is achieved via a single order journey in 'Portal with one dedicated service manager to give partners better control of their solutions.

2 Migrate, novate and transform your connectivity estate

Our base optimisation process helps our partners simplify their supply chains and reduce costs by:

Transferring billing and service relationships from a mutual network supplier to Virtual1

Transitioning an estate to us, with new solutions installed by Virtual1 to replace any existing

Transforming legacy products to Virtual1 solutions as they come out of existing contracts

3 Use our infrastructure to power your solutions

With a drive among resellers to create their own SaaS or PaaS solutions using leading vendors from the voice, cyber security desktop and software space, partners can use our IaaS offering, 'Cloud', to host these solutions. Our integrated cloud and network offering is privately connected to leading voice, UC and cloud providers, so our partners can bring in their vendors to devise a high-performing solution with security guaranteed.

4 Let your customers connect from anywhere

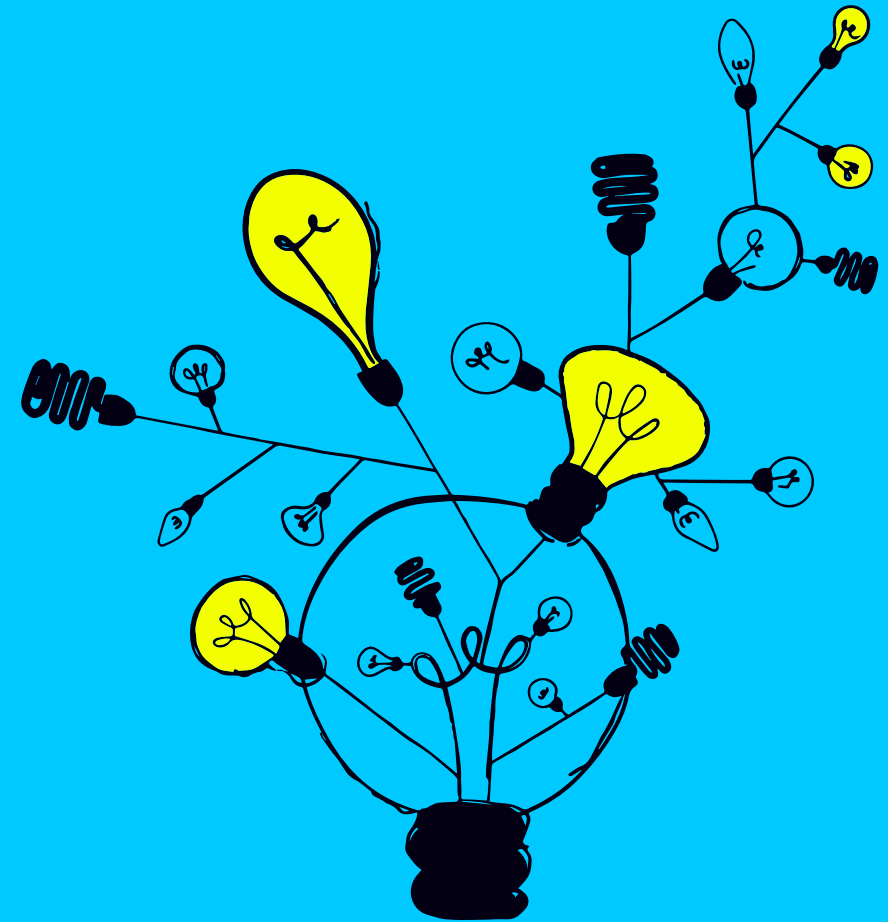
Nowadays, workers need to connect to all their business applications and data quickly and securely, from wherever they are. Our home working FTTP and FTTC products deliver this with service monitoring and WiFi included, plus primary and backup cellular solutions for those hard-to-reach locations. We also offer Fortinet Managed SD-WAN and VPN access to optimise and secure network traffic across a range of connectivity solutions.

5 Go to market fast with a strategy that works

As a wholesale provider, every product we bring to market is to help resellers grow their portfolios and wallet share. We thoroughly research what our partners and their end customers want to make sure we deliver any new products market-ready. This means that theirs are quick to take to market and highly complement their existing offerings, with the help of training, marketing tools and more

NOT FEELING THE CONNECTION?

Uncover our connectivity solutions



Connectivity



Our connectivity products provide the standard of service you and your customers need today – in a way that is scalable for tomorrow.

We deliver a high-capacity network that's privately connected to market-leading technology solutions. Plus, we put intelligence and performance at the heart of our network to give partners complete control of the solutions they provide.

Layer 3 Solutions

Virtual1 can provide a range of managed and unmanaged Layer 3 solutions:

Managed Direct Internet Access (DIA)

Our DIA solutions have managed CPE included, are based on Ethernet, FTTP, EoFTTC, Cellular Ethernet, Broadband, FTTC or ADSL technologies and can connect to leading Cloud UC and SIP UK providers for complete end-to-end solutions.

Managed SD-WAN

We deliver a secure, multi-tenant, multisite SD-WAN alternative for MPLS-type deployments, leveraging Fortinet's SD-WAN suite of products—a top 3 global SD-WAN vendor by revenue. Our SD-WAN solution supports virtual CPE like those deployed in endpoints in clouds like AWS or Azure.

Wires-only Internet Access (SD-WAN Connect)

This Layer 3 solution has fixed IP addressing in the core of our network, designed for a partner to deploy an SD-WAN controller on a customer site without additional routing CPE.

Multiprotocol Label Switching (MPLS)

MPLS connects all of your customer's sites to create a highly secure, private network, using your choice of access technologies, from Broadband to Ethernet. This can include any combination of our On and Off Net products to deliver a seamless solution for your customer, often with segmented traffic flows, centralised security and internet break out.

HEAD IN THE CLOUDS?

We'll get along nicely



Cloud



A seamless network and cloud experience

Virtual cloud solutions are built into the heart of our network to guarantee our partner's privacy and security for their business. We deliver flexible, resilient and high-performing solutions to suit their journey away from on-premise equipment.

There's no one size fits all for these environments, so we act as an enabler of cloud connectivity and never dictate or limit our partner's options.

With our cloud solutions your customers can:

Pave a way to digital transformation at their own pace, knowing we have the stepping stones in place

Retain critical applications in private Data Centres (Colo) while taking advantage of SaaS applications and cloud infrastructure

Access multiple public and private cloud solutions

Move at your own pace with our cloud solutions

Colocation – the first step towards the cloud

Colocation gives you all the benefits of a Tier 3 Data Centre, while sweating your existing hardware investments. We deliver Colocation across 3 leading locations, each privately connected to our network.

1Cloud – our Infrastructure as a Service platform

A flexible, cost-effective and resilient alternative to the hyperscalers. Using best-of-breed, enterprise-grade hardware and hosted in the heart of our network, it's simple to deploy, monitor and manage.

Cloud Exchange – bringing it all together

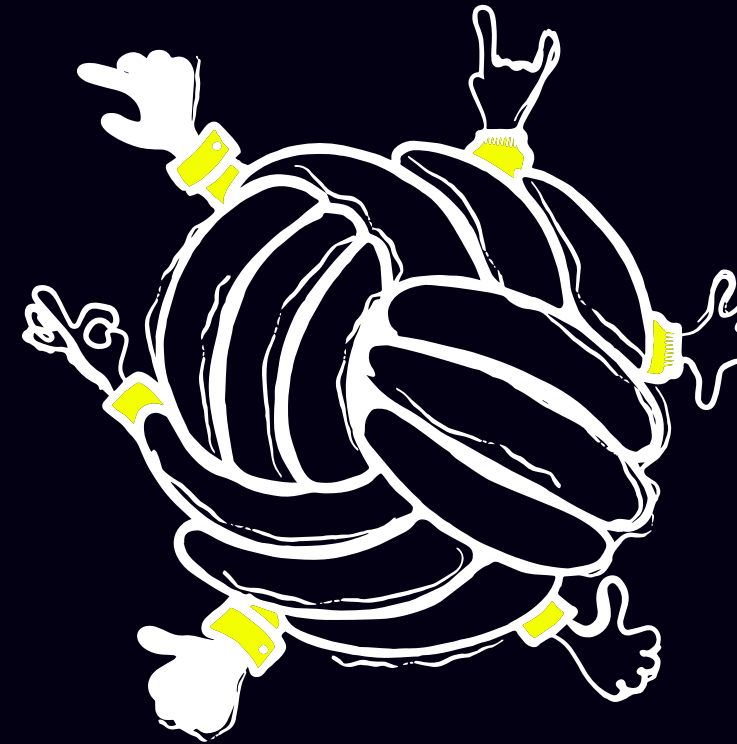
Critical business applications are located in many different locations. Cloud Exchange privately connects the leading Public Cloud and SaaS providers to deliver a high-performing and secure experience.

Acronis Cyber Cloud – for all your data security needs

We partner with Acronis, global leaders in data security, to offer a complete suite of data protection products. Including: data backup, DRaaS, AI-based malware protection, remote desktop management and security.

What if excellent
customer service

**WAS
EASY?**



1Portal



Why the best service is self-service

We put our partners at the heart of everything we do to provide them with complete ease of service at all touchpoints.

Our award-winning customer service portal and its associated API's allow our partners to quote, order and manage all their solutions in real time, providing a seamless, automated experience that drives down costs and improves the customer experience.

With 1Portal you can:



Quote Layer 2, Internet Access, MPLS & Managed SD-WAN solutions



Benefit from online ordering and automated paperwork



Get full view of Openreach's infrastructure mapping and available capacity



Gain real-time prices of Virtual1 and other major UK carriers, in under 30 seconds



Have access to our partner enablement toolkits and knowledge library to empower your sales and support teams



Get direct management and configuration of live circuits and solutions on our Software Defined Network, such as bandwidth flex and VLAN configuration



Track all your projects, with real time integration and progress updates from Openreach

Complete transparency throughout the lifecycle

We get that customers want transparency around their solutions and how they're performing at all times.

Portal gives unparalleled visibility of the connectivity and cloud options available at a location, as well as the solutions they take from us and the services provided across the connectivity – reducing time and effort in generating quotes and providing support on existing solutions.

The benefits to resellers

Have complete visibility of all carriers and solutions available at each quote location

Get clear project plans with clear lead times, milestones, and SLA's

Raise, track and interact with support cases in real-time

Receive detailed live network analytics, which can also be provided to end customers

Access your entire service inventory and drill down to individual customers



Gain true visibility of our network

1Portal also provides access to our essential network monitoring tool which gives detailed information about our partners' networks for them to see what's happening to their solutions, 24/7. You can diagnose faults, see what services are consuming the most bandwidth and make any adjustments on-the-fly to get your business back up to speed, fast.

1Portal's health check functionality also lets partners run many of the diagnostic checks our first line support team perform on a live circuit to give faster resolution of simple faults, and faster escalation of complex ones. The health check measures your service against known good criteria and its output can be converted into a support case in just one click.



Make our services, yours.

Our white label functionality lets you spruce up both 'Portal 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

Transform your customer experience with our suite of APIs

Stop time-wasting across your supply chains by integrating your products directly with Virtual1. Our suite of APIs let you enhance your speed of service delivery through automation for a better customer service experience.

We've integrated with other major suppliers, so you don't have to. Sync up your systems with ours for quoting, ordering, management and support. Plus, with our fully documented test environment, we provide all the tools you need to thoroughly test and configure your solutions.

The power of APIs

- Layer 2 and Layer 3 quoting and ordering
- Inventory and ticket Management
- SDN Features including: Bandwidth Upgrade, QoS, VLAN modification

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.

