



Wide-area networking that keeps your business moving giving you time and the confidence to focus on the future.

With Peerless Networks, you get more than the power and reliability of a future-proof MPLS connection, you get the time and confidence you need to focus on your core business.

That's because we manage and care for your network as if it were our own. Knowing we've got you covered means you can concentrate on the opportunities that deliver real value for the future.

Discover Northern Ireland's most attentive network service

Peerless Networks from eir Business NI set the standard in network services. The criticality of today's business networks leaves no room for downtime. Using advanced monitoring tools at our Belfast-based Network Operations Centre, our engineers can detect a risk to service and initiate maintenance before the service is even interrupted. But that's not all – our experts proactively monitor not just the availability but the performance of your connections to ensure they are always running at their best.

Modernise Your Network for the Future

Peerless Networks lets you converge your multisite networks into a single MPLS-enabled IPVPN, allowing you to add solutions such as voice over IP, collaboration technologies or cloud applications. Connect each of your offices to their nearest node, using a range of access technologies and

bandwidth. The result is a more efficient, cost-effective wide-area network opening new possibilities for centralising business services and ensuring performance with Quality of Service control.

Protect application performance with Quality of Service

Our Quality of Service-enabled network, using IP SLA, delivers guaranteed bandwidth for your most performance-sensitive applications, and application prioritisation to ensure critical traffic is always prioritised. By setting the QoS to match those set for your applications, we can evaluate, capture and alert on the user experience.

A cast-iron managed service like no other

Our advanced SLAs means our engineers will actively monitor per-second availability on your business network and we credit you for every second of downtime. We proactively manage any network issues to resolution, 24 hours a day and work to defined target response times, resolution times and escalation times as well as frequency of feedback. The result is the most comprehensive managed service in the industry, and better confidence in your mission-critical communications network.

Complete visibility of network performance

A secure portal gives you access to full visibility of all your devices, connections and their vital statistics. With historic capturing of data and trend analysis, you have the most in-depth look at your network to equip you with the knowledge to plan for the future.

Key benefits are:

- Eliminate inefficiencies and improve productivity with traffic prioritisation across the one network
- Improved performance of your network, devices and applications through continuous, minute-by-minute monitoring
- Reassurance and peace-of-mind knowing your network uptime is backed by the most rigorous SLA available from any network service provider
- Improve business agility by focusing IT skills on strategic projects
- Ability to plan for the future and make improvements in design, stability and performance of your network with access to more information and skilled resources



Your questions answered...

What network analytics tools are used?

Our engineers deliver advanced network performance monitoring 24-7 by utilising a range of complementary and overlapping network management tools, including Entuity Eye of the Storm; BMC BladeLogic Network Automation; Syslog; and our own Netflow analytics solution which analyses all traffic on an application and on a conversation level. We continuously poll every customer edge router for packet loss, jitter and delay and proactively manage any issues arising to resolution.

What resources are located in the eir Network Operations Centre?

Our 24-hour Network Operations Centre is located in Belfast, staffed by our own highly experienced engineers who follow ITIL-certified processes. Our Service Desk is located in the same building as the NOC and all our service desk agents are also ITIL-certified. This allows us to give you a better service experience and improving first call resolution. We commit to a very high standard of customer service, with a single point of monitoring for all your devices, interfaces, network utilisation, error and configuration management.

What equipment monitoring is provided with Peerless Networks?

We check the health, CPU utilisation, memory usage, security compliance and even temperature of your devices to identify potential risks before they become an issue. The following manufacturers and equipment can be supported :

- Cisco Routers, Switches, Security & Voice Call managers and Gateways
- Avaya Switches, Call Processors & Gateways
- HP Switches
- All SNMP manageable devices including devices supplying network connectivity, power, air conditioning, secure physical access.



Want to know more?

For more information please:

-  call 0800 039 2000
-  email enquiries@eir.co.uk
-  speak to your Account Manager
-  visit www.eir.co.uk