For over 20 years, EarthLink has embraced and harnessed changes in the ever-changing world of technology. Beginning in 1994, EarthLink became one of the first internet services providers, focusing extensively on servicing the customer. By the year 2000, known for its award-winning customer care, we became the second largest internet service provider in the United States.

In 2005, EarthLink evolved to serving the business customer. Utilizing our experienced IT work force and our 29,421 mile fiber network, we built a portfolio to help businesses evolve and grow by offering the latest in fully-managed, end-to-end communications and IT solutions.

Today, we consider ourselves Architects of Change to our more 150,000 business customers in North America. While paying strict attention to the security of their mission-critical assets, EarthLink helps businesses make changes that will increase their operation efficiency and reduce their capital so that they can concentrate on building their business.

- Founded in 1994
- Headquartered in Atlanta, GA
- IT Services and Communications Provider
- Data Centers: California, Florida, Illinois, Massachusetts, New York, South Carolina and Texas

With a fully-managed, end-to-end communications and IT services portfolio, EarthLink Business will help you architect and manage any change to your company’s infrastructure, so that you can concentrate on building your business.

Whether its data security, network connectivity or managing your IT infrastructure on premises or in the cloud, our Architects of Change will provide a solution that aims to support your unique business objectives such as increasing your operational efficiency or reducing your capital expenditures.

- Cloud & Infrastructure Solutions
- Business Continuity & Disaster Recovery
- Hosted Applications - Collaboration Services
- Endpoint Management Services
- End User Support - EarthLink TechCare
- Hosted Voice & SIP Trunking

- Comprehensive IT and Network Services
- Geographically Diverse SSAE 16 SOC2 certified data centers
- Nationwide private network with multiple access options
- 24x7 North American based help desk

- Mid-market enterprises – companies with 50-2000 employees
- Key Decision makers – IT Directors, IT VP, CIO, CTO
- If you have growing computing needs
- If you have limited capital budget
- If you need to upgrade software or hardware
- If you have compliance requirements
- If you need a backup or disaster recovery plan
- If you have a dispersed or remote workforce
- If you need to support BYOD
- If you need after hours end user support
**EARTHLINK QUALIFYING QUESTIONS**

**Discovery questions for Cloud and Infrastructure Solutions:**
- Do you need to replace or add servers to your existing infrastructure?
- Is your capital budget exhausted?
- Do you currently have any virtualization or Cloud initiatives in place? Are you considering deploying virtualization in your environment or using the Cloud?

**Discovery questions for Business Continuity & Disaster Recovery:**
- How Many Physical Servers do you have today, and are any Virtualized?
- How old are they, and what are their Resources (RAM/CPU/Storage)?
- What is your Current Backup Solution? Are you close to capacity?
- What are your Current Disaster Recovery and Business Recovery Plans and RTO/RPO?

**Discovery questions for Collaboration Services:**
- How many users are in your organization?
- What type of E-mail are you using today, what Version?
- How do your users share files today?
- Do you offer Lync or Desktop Sharing?

**Discovery questions for Endpoint Management:**
- How many employees do you have? Where are they located? Do they work from home?
- Do your employees access business applications on their mobile devices? How do you manage the security of these devices?
- Do you manage all endpoints (PCs/Macs) and mobile devices (tablets, smartphones) through a single portal for unified security policies?

**Discovery questions for End User Support - EarthLink TechCare:**
- How Many Support personnel do you have today?
- Where is your support personnel located?
- Do your employees get 24x7 Support or 9x5?
- Do you need augmentation services or VIP Services today?
- How would your Employees rate your help desk today? Do they complain?

**Discovery questions for Hosted Application**
- How is your business using your current phone system?
- What is the make/model of current phone system(s) and how old is it?
- Do you currently have a maintenance agreement?

**Discovery questions for SIP Trunking**
- What, if anything, is in place to handle call overflow?
- What type (make/model) of phone system do you have currently in place and what is the age of system? (HQ and remote locations.)
- Is your current phone system SIP compliant?
Geographically diverse data centers on a nationwide private MPLS network
Cloud Hosting Solutions is an Infrastructure as a Service, which means you can eliminate spending capital to upgrade physical hardware and software, reduce your IT operating costs and simplify your server management, while gaining flexibility and agility for IT computing resources.

EarthLink Cloud Hosting also provides the opportunity for you to customize your IT Environment and integrate your on-premises virtual and physical servers with a private cloud.

TARGET AUDIENCE

- Businesses who have growing computing needs and/or limited capital budget
- Businesses that need to implement a disaster recovery plan
- Businesses that use physical or virtual servers to run their applications
- Businesses that need to scale their resources up or down
- Businesses that have compliance needs
- Businesses looking for a secure environment to host their infrastructure

DIFFERENTIATORS

- IPS / IDS included
- CommVault, enterprise level backup and data protection
- Cisco UCS – Enterprise level cloud hosting platform
- Data Center Connect – connect your MPLS to our datacenter (cloud) resources
- All SAN based storage, fully redundant

FEATURES

- Enterprise infrastructure with VMware hypervisor, NetApp storage and Cisco UCS in an N+1 architecture
- SSAE 16 SOC2 certified data centers throughout the country
- Redundant carrier grade firewalls
- 10G NetApp SAN storage
- 99.999% uptime guarantee
- 24/7/365 support and monitoring

QUALIFYING QUESTIONS

- Do you need to replace or add servers to your existing infrastructure?
- Is your capital budget exhausted?
- What disaster recovery and data protection plans do you have in place today?
- What are your current plans around virtualization and cloud computing?
- Do you currently have any cloud initiatives in place?
- Are you currently using VMware virtualization and seeking ways to expand into the Cloud?
- Would your business benefit if you could refocus your IT staff and budget on core business initiatives?
- What happens today if a server goes down?
- What critical applications are you running?

WHAT DO I NEED TO GET A QUOTE?

- How much cloud computing capacity is required in terms of:
  - Total Number of Servers
  - Number of CPUs Per Server
  - Amount of RAM Per Server
  - Amount of SAN storage Per Server
  - Amount of SAN backup storage
  - Operating System Per Server
Be prepared to protect your business data and applications from a natural or man-made disaster that disables or destroys your on-premises servers. Choose the level of protection required based on how fast you need to restore your business systems.

The cost of downtime varies based on the type and size of business, but the average SMB experiences a cost of $6,900 per hour of down-time and the average mid-sized business has a cost of $74,000 per down-time hour.

**TARGET AUDIENCE**

- Businesses that are located in “high risk” areas for natural disasters
- Businesses that rely on their mission-critical IT applications such as Oracle, SAP or POS applications
- Businesses that do not have a disaster recovery plan
- Businesses that can’t afford extended down-time

**DIFFERENTIATORS**

- Real time data and application replication
- Minimal resource provisioning, low resource costs during ongoing replication
- 5 geographically diverse datacenters
- Cisco UCS, Enterprise grade Next Generation Cloud platform
- Managed services replication monitoring, no hands on customer involvement required

**FEATURES**

- 4 Hour RTO (Recovery Time Objective)
- Protects physical & virtual servers
- Pre-configured failover IT environment
- Disaster Recovery Managed Services
- SSAE 16 SOC2 certified data centers

**QUALIFYING QUESTIONS**

- What disaster recovery and data protection plans do you have in place today?
- How much would it cost you if your applications were down?
- Are your primary servers located in a “high risk” area for natural disasters?
- How long can your business afford to operate without access to your data, applications and operating systems?
- What is your current recovery time?
- How old are your current servers and how likely are they to fail or crash? How long would it take to replace or rebuild them?
- Do you plan to eventually move your IT environment to the Cloud, but want to delay that until absolutely necessary, to leverage the useful life of your current investments?
- What is your current back-up regimen? Are you using tape back-up?
- What critical applications are you running?

**WHAT DO I NEED TO GET A QUOTE?**

- For Cloud Server Backup:
  - How many servers to backup
  - Storage per server, from 50 GB to 50 TB
- For Cloud Disaster Recovery:
  - How many servers to support
  - Virtual CPUs required for each server
  - Amount of RAM for each server
  - Amount of SAN storage for each server
Hosted Exchange and EarthLink 365+ provide hosted communications and collaboration services.* EarthLink 365+ combines Microsoft® Exchange, SharePoint®, and Lync™. SharePoint and Lync are also available as separate hosted applications.

EarthLink 365+ delivers a cloud based enterprise class service with most of the premises based Exchange features, and 28 on-premises features of Exchange, SharePoint and Lync that are NOT available in the online version of Microsoft Office 365.

**TARGET AUDIENCE**

- Businesses that are running older Exchange versions or other outdated email services and want to upgrade (FYI Exchange Server 2003 will no longer be supported by Microsoft after 4/8/14)
- Businesses that have a dispersed workforce and need to collaborate
- Businesses that need to improve security and threat management by making sure users have appropriate authorization to access applications
- Businesses that would like to minimize time their IT staff spends on email administration, upgrades, and maintenance
- Businesses that experience poor email uptime and/or lack email disaster recovery protection
- Businesses that need to meet compliance requirement for security and retention

**DIFFERENTIATORS**

- Fully project-managed implementation service including onboarding, initial mailbox creation, and all data migration.
- Real SSO - our unique AD integration solution provides true single-sign-on with any version of active directory.
- Symantec.cloud Antivirus/Antispam Email Filtering is included.
- Includes 28 features usually only available in an on-premise solution, and not available in MS365’s hosted service. (* see EarthLink 365+ vs. MS365 document)
- More experience than anyone: CenterBeam created the very first hosted multi-tenant Exchange service 14 years ago.

**FEATURES**

- Intrusion detection
- Antispam/Antivirus
- Seamless integration into your environment
- Single vendor account-ability
- 24x7 live support
- Experienced implementation
- Real Single Sign-On™
- Optional: Email Encryption and Email Archiving

**QUALIFYING QUESTIONS**

- What email and collaboration applications are you using today? What versions are you using?
- Are you running your own email and/or collaboration applications on-premises?
- Do your employees need to share documents, calendars and improve communications?
- How much time do you spend managing your email system?
- Do you need to integrate your email platform with document sharing and enhanced collaboration (IM and conferencing)?
- Enhanced security

**WHAT DO I NEED TO GET A QUOTE?**

- How many end-users do you need to support?
- How many mailboxes do you need on each service offered?
- Do they need SharePoint?
- Do they Need E-mail Encryption?
- Do they need E-Mail Archiving?

* EarthLink 365+ requires a minimum of 200 users and Hosted Exchange requires minimum of 5 users
PCs, Macs, smartphones, tablets and other mobile devices are under constant attack from the Internet and these threats are coming faster, increasingly automated and more distributed. For an internal IT team, it’s an ongoing battle to keep up, and this likely isn’t what you want your team spending their time on.

EarthLink delivers an endpoint management and security solution that lets your team view the health of all managed endpoints including mobile devices on your network from a single pane of glass. As threats emerge, EarthLink provides rapid resolution, protection and reporting on endpoints in real-time.

**TARGET AUDIENCE**

- Businesses who have dispersed, mobile and/or remote workers
- Businesses that have increased workforce possibly through growth or acquisition
- Businesses that want to enable a BYOD strategy
- Businesses that require tight security policies and need to meet industry compliance
- Businesses that need to distribute critical operating system and software updates to all endpoints

**DIFFERENTIATORS**

- Ability to bundle in solutions like Exchange, Backup, and Data Encryption for full service product
- Ability to bundle in Help Desk services to help employees
- Leverages IBM’s Tivoli software (Leader in Gartner Magic Quadrant)
- Performance Optimization of End-points (We run Diskeeper to defrag hard drives)
- Self-healing agent technology that identifies when applications aren’t there and proactively installs them

**FEATURES**

- Anti-virus protection
- Critical OS, software updates and patch management
- Anti-malware
- Asset tracking
- Continuous configuration management
- Software distribution

**QUALIFYING QUESTIONS**

- Do your employees access business applications on their mobile devices? How do you manage the security of these devices?
- Do you manage all endpoints (PCs/Macs) and mobile devices (tablets, smartphones) through a single portal for unified security policies?
- How do you protect your end-users from accessing malicious web pages or downloading malware?
- How do you handle patch management and how quickly can you deploy new patches?
- How do you maintain an inventory of all your endpoint assets?
- How do you distribute new software to all of your endpoints?

**WHAT DO I NEED TO GET A QUOTE?**

- What is the number of end user that will need to be supported?
EarthLink TechCare is a North American based end-user Help Desk, which can integrate into your IT environment. Our team of North American based certified help desk professionals, will resolve your end-users' technology challenges, without adding additional IT resources.

**TARGET AUDIENCE**

- Businesses that currently provide end user support on an in house basis
- Businesses that have small IT budgets and staff
- Business that have multiple offices or remote workers
- Businesses that do not have after hours and weekend support
- Businesses with VIPs that require accelerated response rates

**DIFFERENTIATORS**

- North American-based technical support
- The TechCare solution is customized to the requirements of each client because every environment/situation/business operation is different.
- Level 1 or Level 2 option – contact TechCare, 24x7x365, 9x5 or can augment a help desk during off peak times – see Children’s Hospital of Wisconsin case study
- ITIL best practices for a high quality and professional experience.
- 70% calls reach a live person in less than 30 seconds, all calls on average reach a live person in less than 60 seconds, and 70% issues resolved and closed on first call.

**FEATURES**

- Level 1 or Level 2 option
- 24x7x365, 9x5 or off peak hours
- 250+ highly skilled analysts
- VIP support for executives that have priority and special handling
- Online reporting tools
- Trouble ticketing system
- ITIL best practices
- Customer Satisfaction (CSAT) reports

**QUALIFYING QUESTIONS**

- What is your internal help desk coverage period: 24x7x365, evenings, weekends, augmentation?
- How do your remote workers access your corporate systems? Do you have any Internet connectivity/VPN access issues?
- How many calls does your help desk receive monthly? What types of help desk calls? Is there a pattern?
- Do you have existing information that you can share regarding your help desk process, ticket logs, and etc.? Please describe.
- How does a person contact help desk support?

**WHAT DO I NEED TO GET A QUOTE?**

- How many end users do you have?
- Do you need 9x5 or 24x7 Coverage?
- Do you need Level 1 or Level 2 Support?
- Do you need a private 800 number?
Hosted Voice from EarthLink Business is a full-featured Hosted IP PBX solution, which eliminates the cost of purchasing and maintaining a PBX or key system. Hosted Voice is an affordable managed network solution that delivers significant advantages such as increased productivity, geographic flexibility, real time disaster recovery and reduced technology risk.

**TARGET AUDIENCE**

- Business looking to implement a new phone system
- Business looking to replace a key system or PBX
- Business with an old system greater than 7-10 years old
- Business looking to improve operations with communication features
- Multiple location company looking for an integrated solution

**DIFFERENTIATORS**

- Power over Ethernet (POE) and battery backup is included with the offer for resiliency
- Onsite training and virtual training options
- Dedicated hosted customer support group
- Multiple broadband options including DSL/T-1/Ethernet through our private nationwide network w/ Quality of Service (QOS)
- Proven enterprise class Hosted Voice Provider with a full breadth of services for multi-location businesses

**FEATURES**

- Web based call routing
- Simultaneous ring
- Voicemail to email
- Online portal
- Manage services online
- Free site-to-site calls
- Abbreviated dialing between sites
- Flexible bandwidth options

**QUALIFYING QUESTIONS**

- How is your business using your current phone system?
- What is the make/model of current phone system(s) and how old is it?
- Do you currently have a maintenance agreement?
- How do you communicate/transfer calls between locations?
- How does your remote workforce currently communicate?
- How many additional lines do you have (i.e. phone, fax, alarm, modem, etc.)?
- Do you currently use any type of unified communication?

**WHAT DO I NEED TO GET A QUOTE?**

- What phone numbers associated with business locations?
- How many users and areas at each site that require phones?
- What are your bandwidth needs for Internet and/or private networking via MPLS?
SIP Trunking is a product designed to provide network based voice services for businesses that own and operate an on-premise IP PBX at one location or across an enterprise. It is primarily focused in higher end of the SMB and Enterprise markets.

**TARGET AUDIENCE**

- Enterprises using IP-PBX on premise
- Businesses upgrading existing phone system
- Multi-location business who provide voice across an Enterprise

**DIFFERENTIATORS**

- We offer multiple failover and redundancy options to provide an extremely resilient solution
- EarthLink is a full service provider that can provide a full suite of complementary services including local, long distance, data, Internet, mobile, and IT solutions
- EarthLink offers a SIP Trunking aggregation service that generates efficiencies within customer network by collapsing complex network designs utilizing SIP Trunking
- We provide the ability to create a single dial plan across an enterprise utilizing both the customer platform and network provided dial plan integration for simplicity and cost savings

**FEATURES**

- Local phone service
- DID
- Flexible bandwidth options
- 1 Toll free number (PRI)
- 1 Voicemail box (PRI)
- Dynamic Internet
- Email accounts
- Long distance bundle
- Basic managed router
- Free calls between sites on nationwide voice products

**QUALIFYING QUESTIONS**

- Walk me through your call flow process
- What method/service type is being used for placing and receiving calls?
- How is that working today?
- How do you communicate between locations?
- What, if anything, is in place to handle call overflow?
- What type (make/model) of phone system do you have currently in place and what is the age of system? (HQ and remote locations.)
- Is your current phone system SIP compliant?

**WHAT DO I NEED TO GET A QUOTE?**

- Is your IP PBX type certified?
- http://www.earthlinkbusiness.com/products/siptrunkrefcenter.xea
- What is your physical address and phone number for each location?
- What are your bandwidth and data needs?