

# BUSINESS CLOUD INTERCONNECT

The secure high-performance connection to the cloud.



Business Cloud Interconnect ensures a secure and efficient connection to cloud service providers, so that you can use business-critical and latency-sensitive applications reliably from the cloud.

With Business Cloud Interconnect, UPC Business offers you a secure, high-performance and highly available connection to a cloud service provider. The data traffic is routed via a dedicated connection with few hops, directly between your local network and the cloud service provider. The data is not routed via the public Internet. This means more security along with better availability and performance, resulting in fewer failures or interruptions. The Business Cloud Internet Service is delivered to you at your business locations via an optical fibre connection. This ensures secure transmission for high data volumes and with minimal latency

## Cloud Service Providers

At present the most important cloud service providers are available to you: Microsoft Azure, Google and Amazon Web Services. Additional cloud service providers such as SAP will follow soon.

## Cloud Exchange Locations

The connection to the cloud service provider takes place in Zurich/Geneva (CH) for national locations and in Amsterdam (NL), Frankfurt (D) and Slough (UK) for international cloud service locations. The connection to the cloud service providers takes place at the Equinix and Interxion Cloud Exchange locations.

The cloud connections to the international cloud service locations are established through UPC's European backbone. This provides you with a scalable, reliable and economical option for running business-critical and latency-sensitive applications in the cloud. The backbone is designed with a multiple geo-redundant configuration. Based on this, Carrier Ethernet E-Line Services are used to ensure the highly available and dedicated connection to the cloud.

## Redundancy / Geo-Redundancy

UPC Business's backbone and access infrastructures provide you with a range of redundancy concepts which ensure maximum availability and meet your individual needs in an optimal way. Increased availability of the Business Cloud Interconnect Services can be achieved by using two connecting devices at the business location. Moreover, two geographically separate line routes can run to two business locations, which again increases the availability. In such a case, multiple e-line services are activated. You yourself determine the Layer 3 connectivity with the cloud service provider, as well as the data traffic control. Certain cloud service providers require redundant connections with the cloud services; others offer this as an option. For redundant connections, the bandwidth of the secondary link should be identical to that of the primary link.

## Multiple Cloud Services

Cloud service providers offer the option of using multiple services by means of a cloud interconnection. Signalling on the basis of VLAN is employed for using the various services from the cloud. A dedicated bandwidth is assigned to each of these services.

## Multiple Providers

Business Cloud Interconnect Services also offers the option of accessing multiple cloud service providers with the same access infrastructure.

## Standard features

Cloud Service Providers	Microsoft Azure Google Amazon Web Services (AWS) SAP (coming soon)
Cloud Exchange Locations	Zurich/Geneva (CH: Microsoft Azure, Google) Amsterdam (NL: Microsoft Azure, Google, AWS) Frankfurt (D: Microsoft Azure, Google, AWS) Slough (UK: Microsoft Azure, Google, AWS)
Bandwidths	100 Mbit/s to 10 Gbit/s (symmetrical: Zurich/Geneva) 100 Mbit/s to 1 Gbit/s (symmetrical: Amsterdam, Frankfurt, Slough) The selected bandwidth should be equivalent to the bandwidths of the cloud service providers
Network access	Carrier Ethernet Service (based on a fibre-optic connection)
Service and support	<b>Fault acceptance</b> 7 × 24: 365 days <b>Support times</b> 5 × 11: Monday to Friday, 7 am to 6 pm <b>Service level</b> <b>Bronze: 99.80%</b> availability per year, max. <b>8 hours'</b> downtime during the support time

## Options

Redundancy	Redundancy of transmission and connecting devices (optical fiber)
Service and support	<b>Extended support times</b> 6 × 16: Monday to Saturday, from 6.00am to 10.00 pm 7 × 24: 365 days <b>Extended service levels</b> <b>Silver: 99.90%</b> availability per year, max. <b>6 hrs</b> downtime <b>Gold: 99.95%</b> availability per year, max. <b>2 hrs</b> downtime* <b>Platinum: 99.98%</b> availability per year, max. <b>1 hr</b> downtime* The downtimes cited above apply during support hours.

\* Prerequisites: Service must be connected using path redundancy

The details in this document do not constitute a binding offer. Subject to modification without notice.  
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