



BUSINESS

**UNLEASHING
NORTHERN
IRELAND'S
DIGITAL
POTENTIAL**



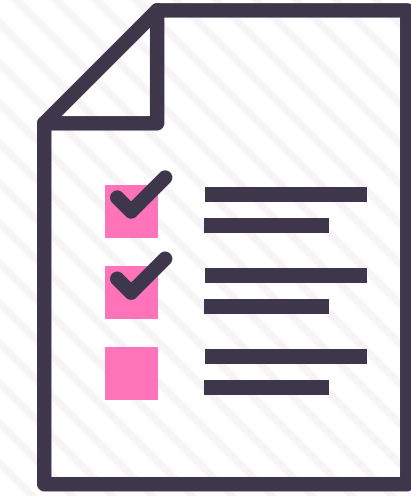
**Providing
connectivity
across
Northern
Ireland**

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SECTION 1

Our network



Network stats and facts

As one of the biggest national network providers, we continuously invest in our network infrastructure, which we build and own ourselves.

As part of Liberty Global, we've one of the largest networks on the planet

800,000km of wholly owned global fibre network

40% of the UK's mobile traffic

35% of the UK's broadband traffic

186,000km of fibre-optic cable (halfway to the moon!)

99.95% availability SLA on all products

95.5% of faults fixed within SLA

82% of our calls to us answered within 20 seconds



What we have to offer



LIBERTY GLOBAL®

Liberty Global

Virgin Media Business is part of Liberty Global, the world's largest international TV and broadband company.

Liberty Global connects over 22 million customers through operations in 12 countries across Europe subscribing to more than 46 million TV, broadband internet and telephony services.

It also serves over 6 million mobile subscribers and offers WiFi service through 10 million access points across its footprint.

Project Lightning

The single biggest private investment in the UK and Ireland's digital infrastructure for more than a decade, **Project Lightning is bringing our broadband, phone, TV and mobile services to more people than ever.**

£3bn new investment

72,000 premises passed

6,000 jobs created

Four million extra premises connected

500Tbps extra bandwidth to be installed

£8bn of economic activity generated

Our five key sustainability goals

Our long-standing promise is to bring the power of connectivity to our customers and communities.

More inclusivity

Lower impact on society

Better products

Boost for UK business

Transform lives

Our national breadth and local depth

We're a nationwide organisation with dedicated local expertise and a complete suite of connectivity solutions. Working with businesses, we support them in achieving their digital potential across all sectors.



Northern Ireland and Republic of Ireland

Five offices

11,874 business and WiFi customers in Republic of Ireland

Approximately 600 business and WiFi customers in Northern Ireland

278,000 residential premises now passed by our network in Northern Ireland

UK

Over 100 offices

58,000 business customers of all shapes and sizes

2,513 employees

1,500 people running our network

They said:

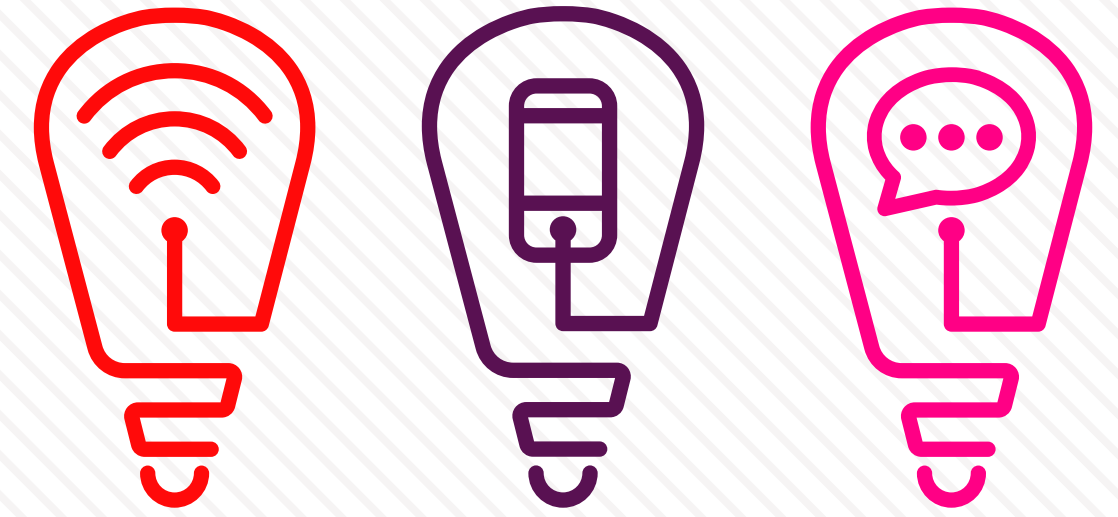
“The economy in Northern Ireland is growing and Virgin Media Business is committed to ensuring this is the case for many years to come. For local organisations looking to digitally transform, now is the time. Not only do we understand the market and infrastructure in place, we also recognise how and why organisations in Northern Ireland should make the most of today’s technology to help them outsmart tomorrow.”

Seamus McCorry, Country Head for Northern Ireland

A woman with blonde hair is shown in profile from the chest up, looking towards the right. Her right hand is raised to her chin in a thoughtful pose. She is wearing a dark blue blazer over a white collared shirt. The background is a soft-focus office environment with a window and a wooden door. A large, bright red graphic, shaped like a circle with a pointed right side, is overlaid on the left side of the image. Inside this red shape, the text 'SECTION 2' is written in white, underlined, and 'Thinking smart' is written in a larger, bold white font.

SECTION 2

**Thinking
smart**



Smart Solutions

At Virgin Media Business, we've delivered innovative solutions and offered our expertise to businesses for more than 20 years.

With our 2,513-strong workforce, we built and own our network, which helps our 58,000 business customers unleash their brilliance, both on a national level and in local regions.

Our Smart portfolio offers a complete suite of proven solutions, which can be tailored to your unique business needs.

Smart Connectivity

ETHERNET

National scalable network power to drive digital transformation

CLOUD CONNECT

Enabling a fast and secure journey to the cloud

HIGH CAPACITY SERVICES

Superfast connectivity driving the speed of business

WiFi

Exceptional user experiences

IPVPN

Reliable and resilient network driving digital transformation

DEDICATED INTERNET ACCESS

Superior dedicated internet access to optimise user experience

SOFTWARE-DEFINED WAN

Taking organisations on a journey to a Smart Network

Smart Workspace

TRADITIONAL VOICE

Crystal-clear, reliable, effective and secure voice connectivity

IP VOICE

Digital telephone for more seamless business communications

MOBILITY

Create a super-connected on-the-go business

UNIFIED COMMS

Empower your people to work flexibly – anytime, anywhere, from any device

CUSTOMER INTERACTIONS

Create a more seamless experience for customers

Smart Advisory

LAN MANAGEMENT

Unparalleled expertise from an agile, network owner

PROFESSIONAL SERVICES

Help understand, optimise and transform your digital platform

MANAGED SERVICE DESK

First-time resolution through award-winning service

MANAGED SERVICES

Dedicated, local consultants support every stage of the digital journey

HARDWARE & INSTALLATION

Free up budget and resource

CUSTOMER TRAINING

Extensive end-user and training options

We've every tool you need to transform

Whether you're looking to grow and evolve your business with ultrafast connections, empower your staff with secure mobile access to corporate data and applications, or gain the guidance you need to unleash your digital potential, our Smart portfolio provides solutions and support tailored to your business.

Smart Connectivity

Ultrafast and scalable connections to empower your business to take the steps it needs to transform.

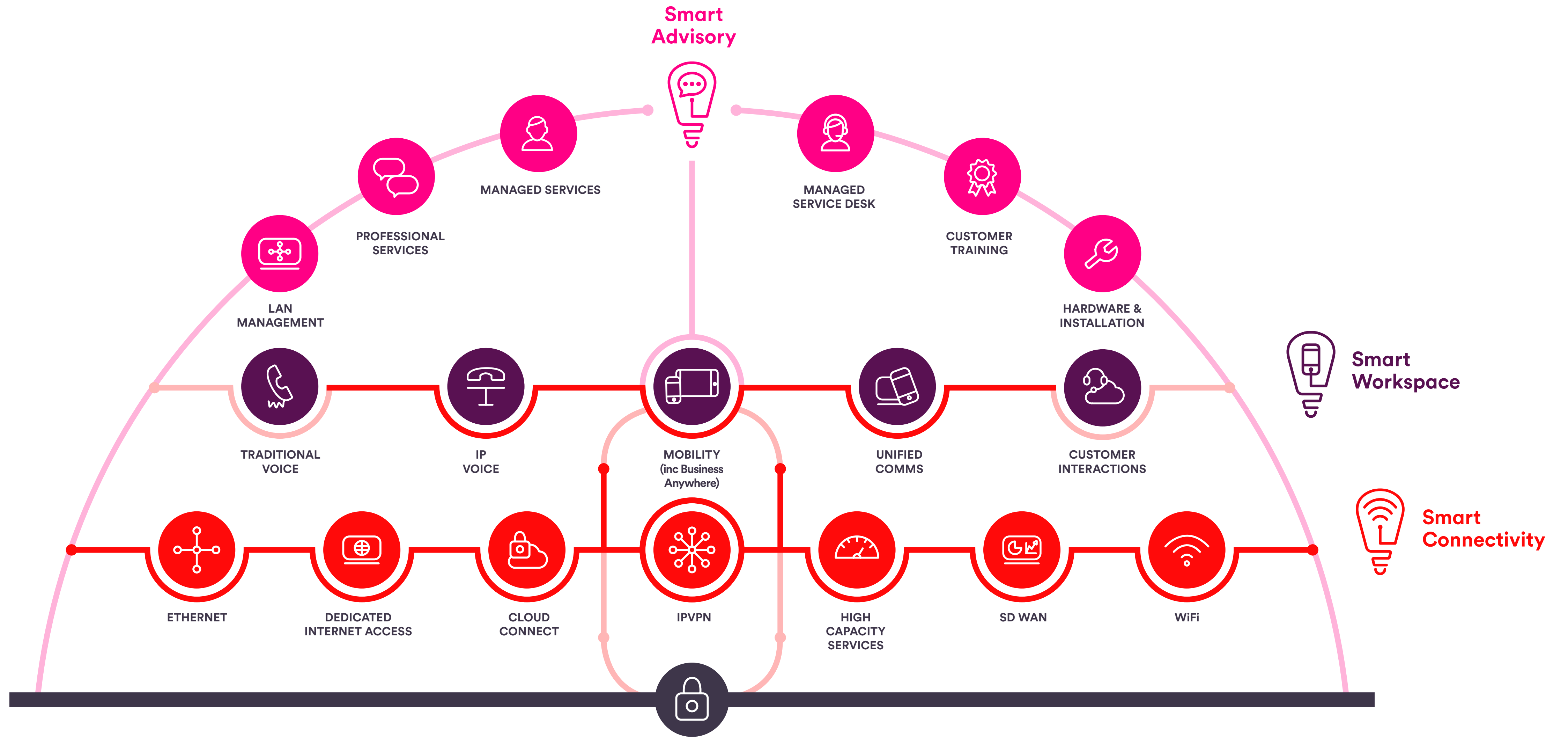
Smart Workspace

Access information on the go, on any device, giving real-time access to collaborate, work flexibly.

Smart Advisory

Become a true digital leader by taking advantage of our expertise in offering simple solutions.

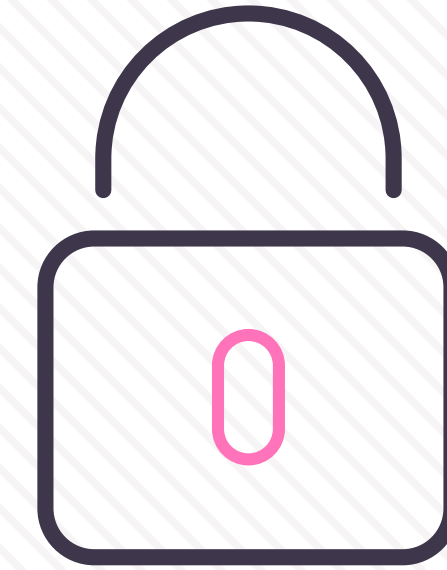






SECTION 3

Getting secure



We're clued up on security

In just a few decades, the internet has changed the world. It's now hard to remember life before email, handheld devices and Netflix.

The business world has changed beyond recognition too: supermarkets, taxis, travel agents and newspapers are just some sectors feeling the pressure as everything moves online.

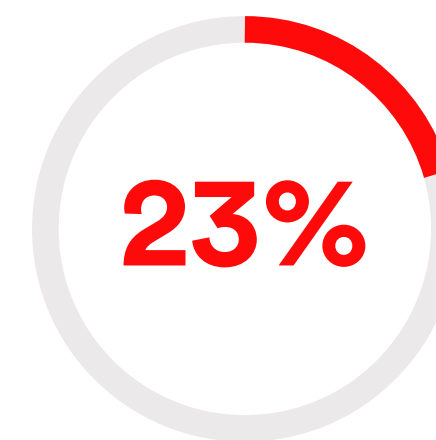
For firms that want to compete in this age of relentless disruption, security should be as much of a priority as profit. Not only can a cyber-attack bring business to a halt (impacting customers and profits), but there are punitive fines if data hasn't been safeguarded properly.

50%
of all UK businesses suffered an online breach or cyber-attack¹

70%
of large organisations suffering losses from £20,000 or more

35%
admit they changed nothing following a security incident in the previous 12 months

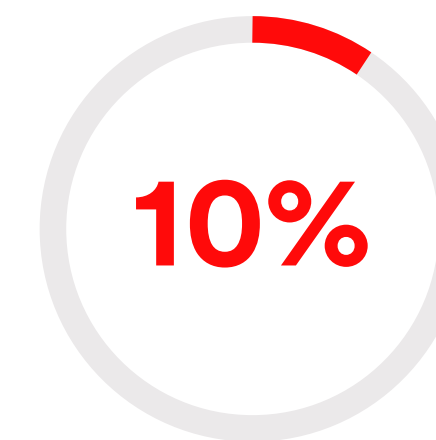
Among the 46% who identified a breach or attack:



Temporarily lost files



Suffered software and system corruptions



Permanently lost or had damaged files or data



Lost access to third-party systems they rely on



Had their website slowed or taken down



Had money, assets or property stolen

¹ <https://www.gov.uk/government/news/almost-half-of-uk-firms-hit-by-cyber-breach-or-attack-in-the-past-year>

Security by numbers

2m

Cyber-crime incidents recorded in 2016 according to the ONS

13%

SMEs that feel ready for GDPR

18%

Unsure how many incidents they have been targeted from cyber-criminals

£17.5m

The maximum amount SMEs could be fined under GDPR

£34bn

The annual cost of cyber-crime to SMEs

35%

UK business that did nothing in the 12 months after a security breach

47%

SMEs say practising crisis communications response is a high priority

57%

Businesses that have suffered a cyber-attack in the last year

82%

Have double locks, compared to only 32% who follow Government advice for safer passwords

98%

SMEs that are starting to invest or are planning to invest in digital security

£17.5m

The approximate amount that security breaches online could cost your business

27%

Companies that are safe online are more likely to suffer cyber-breaches than companies that don't

What should you be doing now?

Audit

Get a firm grasp on where you have data stored and what it includes

Remove

Delete any unnecessary records or data collection that your organisation is engaged in

Inform

Make sure sources are aware of why and how their data is being collected and processed

GDPR

Data: your hugely valuable asset that can give your business the edge over your competitors. But to beat the competition and maintain access to such data, it has to be protected.

General Data Protection Regulation (GDPR)

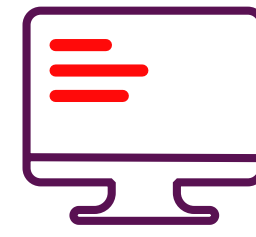
This has far-reaching consequences for SMEs holding customer data. For example, if a breach occurs and a company's security is found lacking, fines of up to £17.5m can be imposed. That's enough to cripple most SMEs.

Did you know?

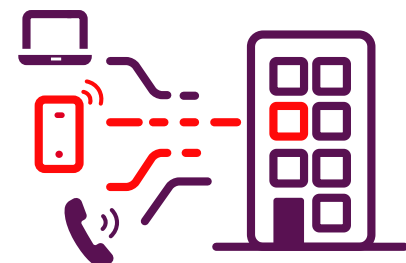
GDPR is designed to keep data safe and requires:



Resilient network



Extensive documentation



Business continuity processes



All products, applications and networks to incorporate security from the start



Robust incident response





SECTION 4

Enterprise sector

Bringing enterprise businesses up to speed with technology

What is digital transformation?
It's using digital innovation – (the kind you use in everyday life, from social media to Skype) to change the way you do business. We aim to help all our customers achieve their digital potential.

The big benefits of digital transformation:

- 1 Improved customer experience
- 2 Reduced operating costs
- 3 Ease of acquiring new customers
- 4 Greater success in finding and retaining the right staff skills
- 5 More innovation in products and services
- 6 Increased ability to manage suppliers and partners
- 7 Faster adaptation to changing regulations



Stay connected

Our working world has changed significantly over the years – and it's partly down to the rapid evolution of connectivity speed.

Back in the early 1990s, it took roughly 30 seconds to print an A4 page of paper, not to mention downloading a 3.5MB song, which took a few hours. Oh, and before Netflix, a 700MB movie downloaded after three to five days.

Thankfully, the early 2000s brought broadband, which meant faster connections that allowed us to browse easily and download faster. And it also introduced us to things like Instagram, Dropbox, LinkedIn, Skype and YouTube.

Only recently have we gone beyond broadband, where 4G has made mobiles smarter and WiFi has become the norm – making it easier to connect and collaborate. Last year, fibre-optic broadband boosted UK speeds to 300Mbps; no more download disruptions, no more storage scares.

For SMEs like yours, speed, security and scalability are essential to help you compete and grow. They make you more nimble and flexible, so you can meet customer needs.

Despite this, more than 30% of very small businesses see their current internet connectivity as an inhibitor. 45% of SMEs view IT as a necessary cost, compared with just 20% who see it as a driver of competitive advantage.

The truth is, connectivity lays the foundation for SMEs' success – improving customer experience, tightening security and delighting employees. That's why 1,500 UK corporate businesses of all shapes and sizes come to us for connectivity power: our network is accessible to 85% of all organisations in the UK!



Password

Digital capabilities

Today's leaders are disrupting their industries and getting ahead of their competitors by innovating.

Their secret? Preparing for tomorrow by developing the six most important digital capabilities...

1. Technology Infrastructure

In a recent survey 1,000 organisations were asked how they're adopting digital technologies. 63% have fast, reliable communications and 65% use cloud services.

What is it?

Future-proof networks, hardware and software

Why do you need it?

Do business better than ever before

2. Digital workforce

If we all met our digital potential, more than one million new jobs would be created over the next two years.

What is it?

Attracting and motivating digitally-skilled staff

Why do you need it?

To make the most of new market opportunities

3. Digital information

75% of organisations report a significant increase in digital content.

What is it?

Strength in gathering and analysing data

Why do you need it?

To turn bits and bytes into invaluable insight for commercial advantage

4. Digital strategy and leadership

Digital leaders achieve financial improvements that are on average 30% higher than those of other firms.

What is it?

Understanding how technology is transforming tomorrow and embracing its opportunities

Why do you need it?

To get ahead in a world where your competitors are about to innovate

5. Open and collaborative partnerships

47% of digital leaders are partnering with digital specialists.

What is it?

Effective partnerships with peers to share knowledge

Why do you need it?

To support your internal skillset and facilitate innovation

6. Digital customer engagement

93% of digital leaders said digital capabilities could improve the quality of their offering.

What is it?

The use of digital channels to create engaging customer experiences

Why do you need it?

To impress, gain insight and improve the quality of your products or services

Powering the public sector

Every business (no matter what the industry) is under pressure to do more with less – but none more so than those in the public sector, which faces rising expectations with restricted resources and budgets.



We've worked in the public sector for more than 20 years, offering our expertise, services and solutions to businesses like yours. We also helped build the Public Services Network (PSN) – the UK's most used network by public sector businesses – and we became one of the first organisations to achieve full PSN compliance certification as a Direct Network Service Provider (DNSP).

As a member of the Innopsis (the industry association that works closely with NHS Digital), we played a key role in designing and planning the new Health and Social Care Network (HSCN). We're now a certified supplier of HSCN services. We also work to the international standard for IT Service Management (ISO 20000) – from design and delivery through to control and resolution.

So it's fair to say we know the world you work in, and how you want to change it. In fact, 60% of the emergency services rely on our network 24 hours a day, and we power 22,000 public sector sites in total – including central and local governments, emergency services, health and social care, and education.

That's because our robust solutions and PSN compliance help public sector organisations store and share sensitive information and official government documentation at high speeds with a high level of encryption. And our security experts are accredited by CLAS (the government's listed advisor scheme) to provide consultancy on systems marked as secret.

By putting services such as libraries, schools and leisure centres on a single network, we can cut costs and improve communication – making it easier for people to get in touch. We work with you to provide the information, guidance and support you need to take the next step on your digital journey.



SECTION 5

Customer focus

Customer success stories: Kennedy Recruitment



On-boarding faster broadband.

Based in the heart of Belfast, Kennedy Recruitment is one of the most active recruiters in the city – placing nearly 1,000 public sector positions a week. It recently took over a fellow recruitment business and needed to support mobility and collaboration across a number of growing locations. But with just 15Mbps download and up to 1Mbps upload speeds, Kennedy Recruitment needed a serious broadband boost.

We installed a single ultrafast broadband connection that reached speeds of up to 200Mbps – a staggering 1,333% increase in download speed.

Kennedy Recruitment now has the capacity and broadband speeds it needs to empower its workforce to collaborate efficiently and effectively – logging in and working from any location.

The company also decided to replace its analogue lines and legacy telephone systems with a hosted voice solution – connecting every office for seamless business growth.

They said:

“I was introduced to the team at Virgin Media Business, and when I spoke to them, I was told that one of their cables ran down the side of my premises and, accepting the challenge, they said ‘I bet we can get that into your building. I bet we can get you ultrafast broadband’.”

Reggie Patel, Managing Director, Kennedy Recruitment



Customer success stories: Women in Business Northern Ireland



The perfect partnership.

We're extremely proud to be a partner with Women in Business in Northern Ireland – an organisation striving to encourage, empower and enlighten women.

Our partnership merges powerful thinking; it's a collaboration of creative communications solutions and the implementation of a strategic plan to facilitate the growth and education of businesswomen across Northern Ireland.

With the UK economy currently missing out on more than 1.2 million new enterprises due to the untapped business potential of women, our partnership will allow organisations to work hand in hand to strengthen the local economy.

They said:

“Together, we can facilitate best practice, offer market-leading communications and connect businesses to support growth.”

Roseann Kelly, Chief Executive, Women in Business



Customer success stories: The SHS Group



Enabling big business in Belfast.

A key driving force for the partnership is the 'Work With Me' campaign.

The SHS Group, which is headquartered in Belfast, provides a strong financial base and central resources for the food and drink industry within brand ownership and sales and marketing. Operating across nine different sites in the UK and Ireland, the company was having communication issues between multiple sites and wanted to lower travel time and cost.

To keep information flowing freely and rapidly, the SHS Group needed a new digital platform. That's when they discovered Virgin Media Business. After seeking advice, the company turned to our Internet Protocol Virtual Private Network (IPVPN) to connect each site; Dedicated Internet Access (DIA) for superfast speeds; and Session Initiation Protocol (SIP) to provide improved telephony.

Now, The SHS Group is prepared for future technology changes in its constantly evolving industry. Its new and improved platform can scale as the business grows and provides better internet access – enabling The SHS Group to use videoconferencing solutions, which reduces travel time and cost.

They said:

“Virgin Media Business listened and understood what our needs and goals were. We liked their consultative approach, and the enhanced connectivity (along with great value) has enabled us to think completely differently about our business.”

Nigel Lyons, IT Operations Manager, SHS Group



Customer success stories: Approved Food



The digital appetite of a warehouse.

Discount food retailer Approved Food is a challenger brand to the likes of Tesco and Sainsbury's.

The company sells clearance goods that are nearing their sell-by date but are still perfectly fine to eat. For founder Dan Cluderay, it's been a rollercoaster ride from market stall to a sprawling warehouse in Sheffield, from which orders are shipped all over the UK and Europe. Dan makes no secret of how Virgin Media Business helped him unleash his business.

"We rely on technology to maintain and scale, as well as ensuring we have security, resilience and backup wrapped around our operation."

The key to Approved Food's digital transformation was moving operations to the cloud, where security, backup and database space are no longer hampered by the original server. In fact, data is far safer in the cloud than in a server room, and disaster recovery is simpler. Operating securely in the cloud has transformed Approved Food, which now ships around 10 million items every year.

They said:

"We were rapidly running out of server space and I often questioned what we would do about backup – we didn't possess physical security or offer resilience in case of an outage. That was a plate I didn't want to be spinning. And that's where Virgin Media Business changed our life."

Dan Cluderay, Founder and Owner, Approved Food



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Northern Ireland

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