



Turning technology into business value

Making a difference

One of our core values is to always provide a measurable contribution to our **customers' business**.

Coming from a telecommunications and application delivery background, we know what customers are looking for, but not getting from their service providers: Quick response times, proactive service management, knowledgeable about application behavior on networks, always looking for better solutions and helping to save costs.

This is where we make the difference.

Enterprises can benefit from next-generation technologies to provide highly flexible and cost effective Cloud-ready services. However, technology itself does not deliver business value: it is how the technology is implemented, operated and used that makes the difference between success or failure.

In order to truly create value from next-generation technology, a combination of deep technical knowhow with a thorough understanding of **the enterprise's application landscape and business priorities, as well as a proactive service delivery approach** is required.

Hortium, being a specialised next-generation application and network service provider, understands this better than anyone else. We turn next-generation WAN technologies into end-to-end managed services and solutions that deliver genuine business value. Our focus, expertise and experience ensures that enterprises fully reach their company objectives and more!

Benefits

PRE-DEPLOYMENT

- Workshop
- Application Profiling
- Design Services
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IMPLEMENTATION

- Configuration and Setup
- Project Management
- Knowledge Transfer
-

OPERATION

- Service Management
- Reporting
- Forecasting
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CONSULTING

- Application Deployment
- Network Optimization
- Troubleshooting
- Analysis and Reporting

Benefits of Hortium NextGen WAN and Application Services

We help enterprises to maximise the business value of next-generation technologies and ensure they achieve their company and IT objectives.

Our services provide the following benefits

We ensure that the solution remains operational, up-to-date and fully supported at all sites and at all times.

We maximise performance by keeping application and business policies tuned to your changing application environment, at all times.

We proactively detect and diagnose application performance incidents and assist you in troubleshooting and pinpointing their root cause.

Our monthly reporting and service reviews help you to effectively:

- report on internal service KPIs and provider SLA compliance;
- improve service levels and optimise network cost;
- understand and manage new network usages;
- plan and forecast bandwidth upgrades.

We ensure the success of new application deployments by helping you to prepare for and manage their network impact.

24/7 support

Our team of experienced and certified network and application professionals is available to support your organisation 24/7 in multiple languages. Hortium is an ISO 27001 certified organisation, you can rest assured that your information is handled securely and in a professional manner.

Independence matters

Next-generation WAN services of different kinds are provided as managed services by many telcos and network service providers. Then why choose Hortium IT Services? Ask IT managers about their current network service provider and you will invariably hear these complaints: **“Long lead times, lack of pro-activeness, not service-minded, not helping us to save costs and only interested in selling bandwidth.”**

Seven reasons to choose Hortium as your independent NextGen WAN provider

Coming from a telecommunications background ourselves, we know this is where we make the difference:

Better services with exclusive focus on NextGen WAN solutions.

Easy to swap network providers or support multi-provider environments.

Flexible and easy to do business with. Service oriented rather than process oriented, fix-first mentality.

Direct and personal contact with the engineers who manage your service.

No interest in selling bandwidth services.

Proactively looking for opportunities to improve services and cost.

