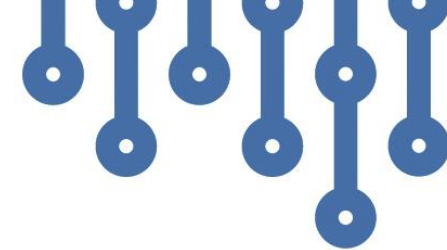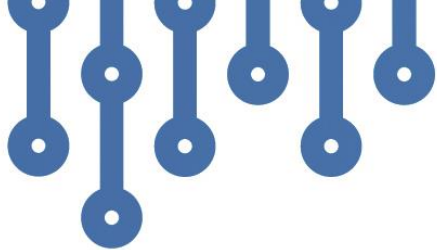# TELECOMMUNICATION SERVICES FOR BUSINESS AND HOME

DATA GROUP

Possibilities

Datagroup is all-Ukrainian communication solutions provider for business and home, the leader of the Ukrainian telecommunication market in the sphere of data transmission, international traffic transit and satellite communications.

For us there is nothing impossible in terms of organizing access to the Internet, telephony network and television, video conferencing and surveillance, satellite communications or cloud solutions.

DATA GROUP

The services we offer are designed to make your business more effective and allow you:

not to lose
any of customer requests
and increase their number

to save
costs on the equipment
and its maintenance

to gain
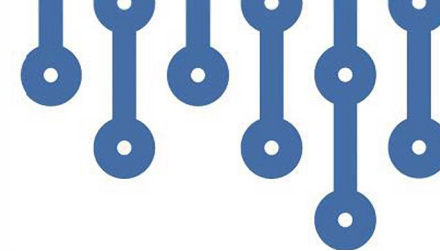loyalty of all guests and visitors
who are coming to you

to work
on your business tasks from anywhere
in the world where there is connection to the Internet

Discover new business opportunities with Datagroup comprehensive solutions!

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DATA GROUP

Achievements

20 years
of experience in the Ukrainian telecommunication market

Full spectrum of services in
more than 90
cities of Ukraine

More than 100
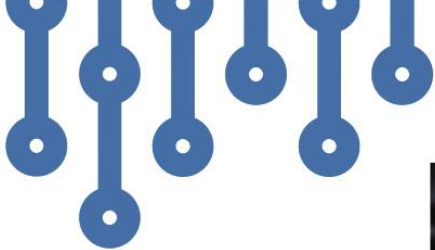telecommunication services for business and home

44 emergency
restoration brigades

More than 1600
employees
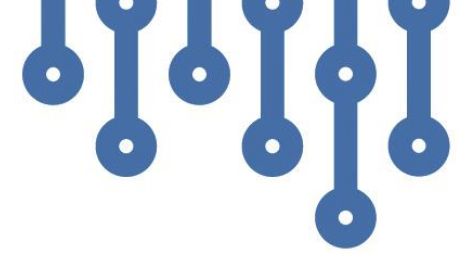
More than 40
regional offices

More than 40
telecommunication licenses

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Network

- 20 700 km of our own fiber-optic DWDM network

- More than 100 transit DWDM-hosts located in Ukraine and in the largest telecommunication centers of Europe and Asia

- 4 Tbit/s - the current bandwidth capacity of the backbone network

- Our own international transitions to Poland, Slovakia, Hungary and Russia

- Transcontinental data transmission line «Europe-Asia»

- Satellite communication system control center with 3 satellite stations (HUB)

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Advantages

For more than 19 years we have been creating a high-quality and affordable connection for our clients throughout Ukraine.

Highly qualified technicians and service managers perform technical support and network monitoring 24/7/365

Flexible pricing and optimal rates for communication services and Internet access

Individual approach to solving business issues in any sphere

A multi-level Service Level Agreement (SLA) is provided depending on your business needs

Providing telecommunication services in Ukraine and organization of international communication channels
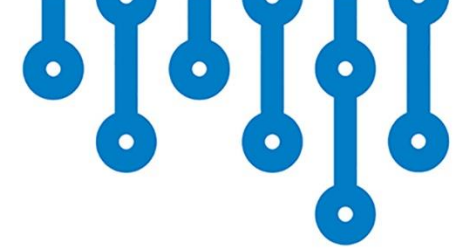
DATA GROUP

Information Protection: State Special Communications license

Datagroup specialists have the right to conduct an examination of information protection systems in built complex information protection systems (CIPS). In April 2019, Datagroup has received a license to carry out business activities to provide services in the field of cryptographic protection of information (except for electronic digital signature services) and technical protection of information: an assessment of the security of information not constituting state secrets from the State Service of Special Communications and Information Protection of Ukraine.

Datagroup is included to the list of information and telecommunication systems (networks) operators of the national system of confidential communication (NSCS) by the decision No. 275 of the State Service of Special Communications and Information Protection of Ukraine. This allows to provide secure access to the Internet to public sector enterprises.

The construction of information security systems today is in demand among commercial enterprises and in the public sector. In accordance with the requirements of the law "On the Protection of Information in Information and Telecommunication Systems" it is obligatory to build integrated information protection systems with confirmed compliance.

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DATA GROUP

Cybersecurity: ISO/IEC 27001 certificate

Datagroup has a certificate of compliance with the ISO 27001 standard. It confirms that the information security management system (ISMS) organized by the company meets all the requirements of the international standard ISO/IEC 27001: 2013 in the following areas: information asset management for providing of cloud service to clients, provision of access to the Internet and communication channels, providing contact center services, developing and maintaining of software.

Compliance with the requirements of the ISO 27001 standard guarantees effective management and confirms the high quality of the services provided to ensure the confidentiality, integrity and availability of information. This is especially important for companies that are customers of various telecommunication and IT services that work with personal data of clients, in particular for banks.

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Cybersecurity:
Certificate of compliance CSDP ITS

Datagroup has received a Certificate from the State Service for Special Communications and Information Protection of Ukraine and guarantees a high level of protection of the Internet access node for its clients.

According to the requirements of the National Security and Defense Council, state bodies, enterprises, institutions and organizations of state ownership are prohibited from contracting and purchasing services of access to the Internet from telecommunications operators (providers), which do not have documents, that confirm the compliance of the information security system with the established requirements for the protection of information.

Confirmation of the comprehensive operator information security system is the Certificate of Compliance of the CSCI ITS with a secure Internet Access Point, which complies with the requirements of regulatory documents regulating the technical protection of information in Ukraine.
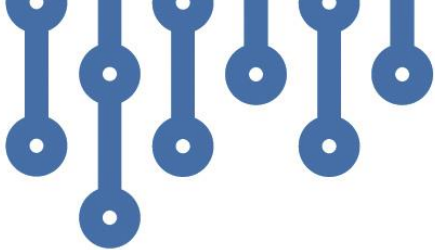
Services

Internet

- access to the Internet
- protection from DDoS-attacks
- registration of PI and AS
- online broadcasting of events
- domain name registration

Telephony

- connecting a subscriber line
- contact center
- 0-800 service
- audio conference
- IP-CENTREX service
- digital flows
- SIP-telephony services with using «0-891» national code
- additional services

Data transmission

- data transmission channels
- monitoring and dispatching systems access to bank information
- SWIFT services
- online video broadcast
- building Wi-Fi network
- surveillance systems for remote objects
- backup channels
- construction of secure communication channels

Comprehensive solutions for building a corporate telecommunication network

- Professional assessment of customer needs
- Network construction and service setup
- Supply of equipment

Cloud solutions

- Virtual server
- Office 365
- Video surveillance

Datacenter

- Outsourcing of telecommunication equipment
- Allocation of customer equipment

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Internet

Datagroup Company offers Internet connection using terrestrial, wireless and satellite channels. We provide high speed access, reliability and stability of this service.

Our specialists work individually on each and every request for providing internet access services. We take into account all the wishes and requirements of our client.

Possibilities, provided by the service:

- access to the Internet outside major populated areas where there are no local providers
- network all over Ukraine

- our own «last mile»
- service quality guarantee
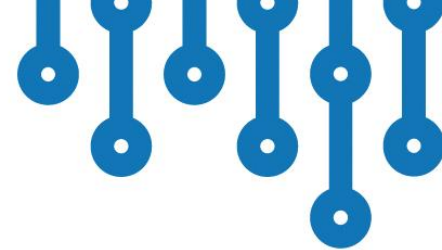- technical support 24/7/365

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DATA GROUP

Datagroup Company is constantly developing and providing innovative high-tech services. We provide the most possibly reliable and high-quality access to the Internet.

The main internet services:

- leading broadband access to the internet using Ethernet, ADSL technologies
- wireless access to the internet using WIMAX & WIPLL technologies
- satellite access to the internet

Additional internet services:

- access to financial information services
- providing static IP-address
- domain name registration
- protection from DDOS-attacks
- registration and support PI i AS

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Telephony

Fixed telephony – providing a high-quality connection for your office. The connection of traditional fixed telephony is carried out via digital or analogue channels based on our own backbone and primary networks. Our customers receive the highest quality telephony services.
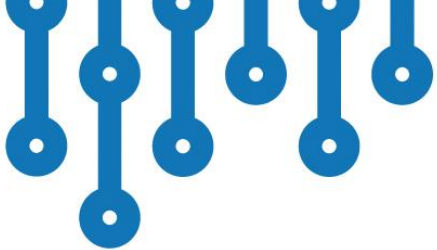
Possibilities, provided by the service:

- analog telephone line
- TDM-telephony
- IP-telephony
- telephony based on sip-protocol
- visual call-center
- 0-900 service
- 0-800 service
- rent of a virtual hall for audio conferences
- contact center per request

DATA GROUP

Telephony for your office: ISDN

ISDN - the telecommunication solution that is most often used to connect the PBX to the national telephone network of general use.

ISDN - the solution that will ensure telephone calls with the highest quality reliable connection, as well as organizing of its own Contact center.

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Advantages of the service:

- unlimited amount of numbers

- special tariff offers to optimize communication costs;

- ability to organize a corporate telephone network with short numbering and independently manage the settings and distribution of voice traffic among employees

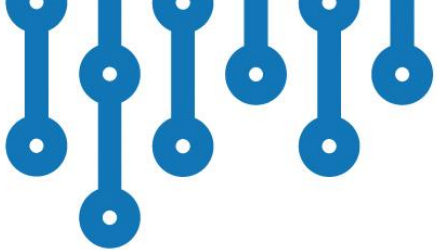- high quality and reliable connection

Features:

- 30 channels in the digital channel E1

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Telephony for your office: SIP-TRUNK

SIP-TRUNK – is the most advanced solution for deploying office telephony, which can be adapted for a company of any size. It is and ideal solution for companies with more than one office or for those often changing their offices' location. It is possible to maintain a number within the city, and the flexible expansion of the number of lines will help your business to quickly respond to the market changes and increase the efficiency of company's operations.
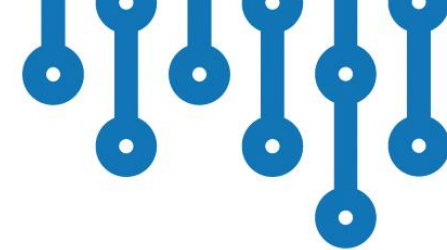
Advantages of the service:

- cost-effective way of organizing telephone calls in the office

- connection via the Internet

- easy transfer of the connection with saving the number

Features:

- available telephony wherever there is access to the Internet

- usage both with hardware and software office IP-ATC

- round-the-clock service support from Datagroup

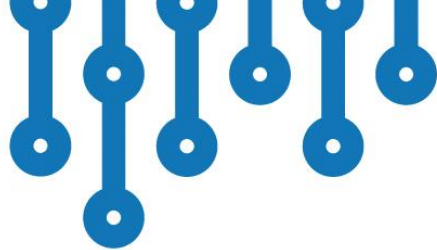- wide functionality management capabilities, monitoring, routing and communication security

DATA
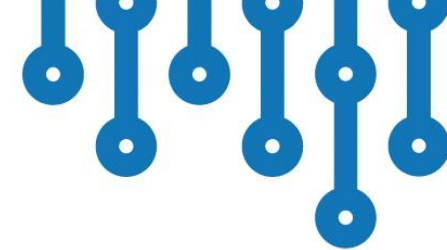GROUP

Telephony for your office: Virtual PBX

Virtual PBX – is a modern solution from Datagroup, which saves money for legal entities and is a complete replacement of the physical office automatic telephone exchange.

The core of the service is using the technologies of IP-telephony with multichannel numbering without the need to purchase and install additional equipment.

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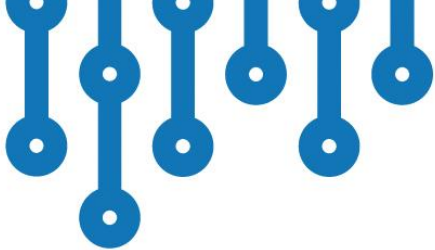DATA GROUP

Functional features

- Support for the usual functionality of a typical PBX (VAS - redirection, prohibition of determining the direction of incoming and outgoing calls, etc.)
- Single number service - multi-terminal (multi-channel possibility and use of different kinds of subscriber devices - computers, telephones and other)
- Voice menu – IVR with WEB interface
- Software Client DATAPHONE® for mobile devices on the basis of Windows, Android, IOS
- Connection of the client station (PBX) via SIP to Virtual PBX

- WEB-portal of self-service and adjustment of resource usage monitoring
- Combining of geographically distributed departments and offices into a single network
- Saving phone numbers at changing locations
- Scaling of the deployment and changing settings of the telephone network at no extra cost anywhere, where there is access to the Internet

DATA GROUP

0-800 Number

A nationwide line of free-of-charge connection all over Ukraine, where subscribers can make calls free of charge, regardless of their mobile operators or territorial affiliation within Ukraine. Each call to 0-800 is redirected to the number specified by the customer of the service.

It is an optimal solution for companies which want to be closer to their customers, which are actively promoting new products to the market or planning to deploy a national subscriber support network, as well as conducting large-scale marketing campaigns, organizing surveys, or planning to increase loyalty.

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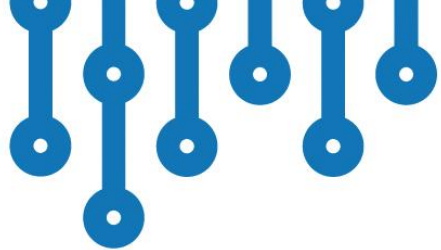
DATA
GROUP

Possibilities, provided by the service:

- free calls for your customers from all fixed and mobile networks

  organization of multichannel lines for creating a Call Center,

- technical support, «hot lines»

- single number for the whole Ukraine

- trust and loyalty of your customers

Features:

- a wide selection of easy to remember numbers

- easy to order and quick to connect

Flexible and affordable telephony for your business!
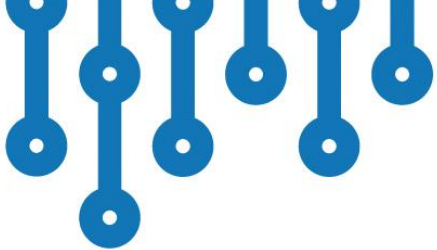
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Data transmission

The service is a comprehensive business solution. It is useful for clients with regional offices, affiliates and remote warehouses. They can be located both in Ukraine and abroad.

Datagroup organizes a single fixed-line corporate network with guaranteed quality service parameters - we offer a multi-level Service Level Agreement (SLA). It outlines the main characteristics of the channels, describes the procedures for twenty-four-hour monitoring and defines the level of service availability.

DATA GROUP

Possibilities, provided by the service:

- providing of data transfer between physically remote objects using a hardware system and software

- building corporate networks on the basis of IP MPLS

- network all over Ukraine

- our own «last mile»

- service quality guarantee

- technical support 24/7/365

Multiservice MPLS-network

- MPLS network covers 27 cities in Ukraine
- MPLS network supports TRIPLE-PLAY technology

The high-performance IP-backbone is based on the resources of its own primary network using MPLS (Multi-protocol Label Switching) technology. MPLS network of Datagroup is constantly and actively developing.

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DATA GROUP

Data-center services

The capacity of the Datagroup data-center is 3,000 units. At present, the total capacity of the equipment does not exceed 200 kW.

With the help of the monitoring system we per form the control over all engineering systems of the Data Center. Technical support is provided 365 days a year, 7 days a week, 24 hours a day.

Data Center has a reliable access control system and is protected round the clock.

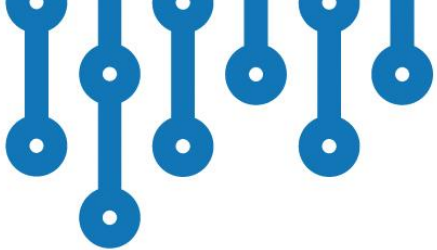## Services, ensuring safety of your business data:
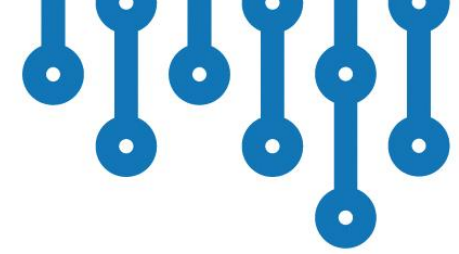
Colocation

Rent of racks

Lease of sites

Possibilities, provided by the service:

- ensuring the integrity of your equipment and safety of your data

- enhancing the reliability and efficiency of your business due

  to the stable equipment operation

- reducing the cost of supporting IT infrastructure and skilled staff

DATA GROUP

Office 365

Remote work with access to work files, e-mail messages from any device

Possibilities, provided by the service:

- ability to use the products from any device and in any area where there is Internet connection
- flexible payment system only for those Office 365 products that you use
- easy changing the number of users
- security and safety of your information
- work with new software: always up-to-date software version
- stable work of the services for 99.95% of the time

Your office is always with you!

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Round-the-clock video surveillance

Control over the real estate, personnel and visitors - security for your business.
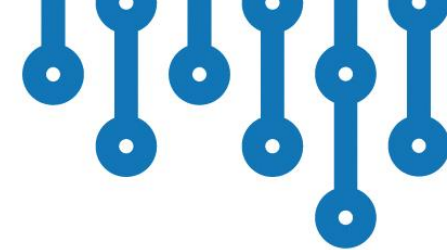
24/7 access
to your facilities

Records
archive

Minimal
equipment costs

Notification of activity
with a photo report

DATA GROUP

Interactive TV

Interesting entertainment for every taste - increasing the loyalty of your guests and visitors. New modern interactive television with the right to broadcast television programs in public places - bars, cafes, restaurants, hotels and offices (HoReCa).

The ability to connect to several hundred screens, discounts and favorable terms of providing the equipment, flexible pricing - everything to help our subscribers to do their business safely and efficiently, bring pleasure and joy to their clients.

Possibilities, provided by the service:

licensed access
to the best Ukrainian
and world TV channels

exclusive display
of football matches

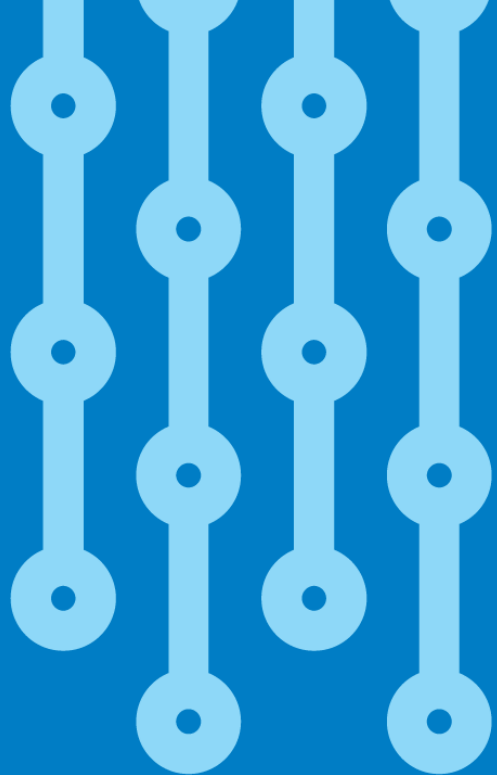up to 130 TV channels
in HD-quality

DATA GROUP

Ready solutions

Datagroup offers ready telecommunication solutions for the effectiveness of the most important business processes of its customers. This greatly reduces costs and increases business productivity. We use only advanced technologies.

Ready solutions:

- corporate video and audio conferences
- internet broadcasting of events
- building wi-fi networks
- organization of a contact-center
- preparation of documents of the project estimated costs

...and many other services and solutions based on these!

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DATA
GROUP

CONTACT
THE BEST ONES

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