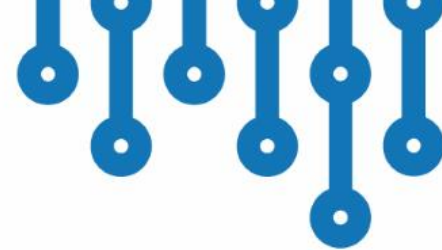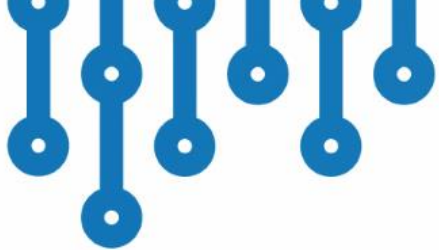# TELECOMMUNICATIONS SERVICES FOR BUSINESS AND HOME

DATA GROUP

# Opportunities

**Datagroup is an all-Ukrainian communication solutions provider for business and home. We're the Ukrainian telecommunications market leader in data transmission, international traffic transit, and satellite communications.**

**With us, everything is possible in terms of arranging access to the internet, telephony network, television, video conferencing, surveillance, satellite communications and cloud solutions.**

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

**retain customers**
by logging customer requests and increasing their number

**save costs**
on your equipment and its maintenance

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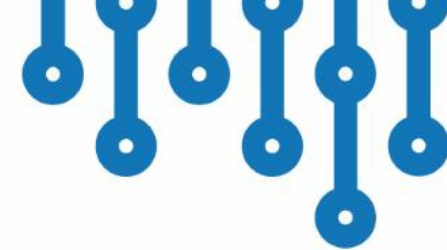of all guests and visitors who are coming to you

**work globally**
on your business from anywhere in the world where there's an internet connection

**Discover new business opportunities with Datagroup's comprehensive solutions!**

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# Highlights

**20 years**
of experience in the Ukrainian telecommunications market

**full spectrum of services in more than 90 cities in Ukraine**

**more than 100 telecommunications services for business and home**
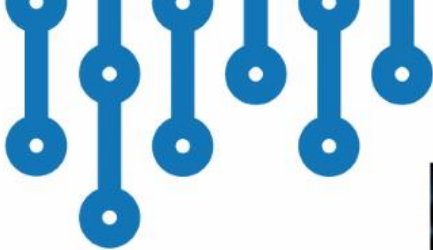
**44 emergency restoration teams**

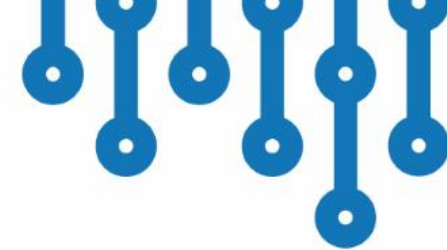**more than 1,600 employees**

**more than 40 regional offices**

**more than 40 telecommunications licenses**

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# Network

- **20,000 km of our own fiber-optic DWDM network**

- **more than 100 transit DWDM hosts located in Ukraine and in the largest telecommunications centers of Europe and Asia**

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

- **our own international transitions to Poland, Slovakia, Hungary and Russia**

- **transcontinental data transmission line from Europe to Asia**

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

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# Advantages

**We've been creating high-quality, affordable connections for our clients throughout Ukraine for over 20 years.**

**24/7** 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 needs in any sector
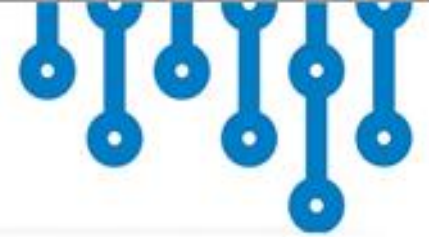
**SLA** multi-level Service Level Agreement (SLA) provided, depending on your business needs

provision of telecommunications services in Ukraine and organization of international communication channels

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# Cybersecurity





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

**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 internet access from telecommunications operators (providers), which do not have documents that confirm the compliance of the information security system with the requirements established for the protection of information.**
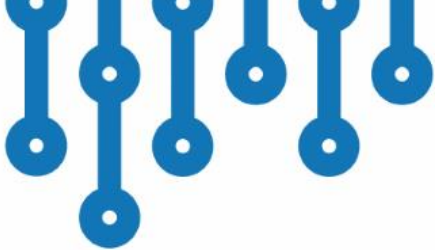
# Services

## Internet

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

## Telephony

- connecting a subscriber line
- contact center
- 0800 service
- audio conference
- IP-CENTREX service
- digital flows
- SIP-telephony services 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

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## Comprehensive solutions for building a corporate telecommunications network

- **professional assessment of customer needs**
- **network construction and service setup**
- **supply of equipment**

## Cloud solutions

- **virtual server**
- **Office 365**
- **video surveillance**

## Data center

- **outsourcing of telecommunications equipment**
  **allocation of customer equipment**

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# Internet

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

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

## Service offering:

- 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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**Datagroup is constantly evolving and developing innovative high-tech services.**
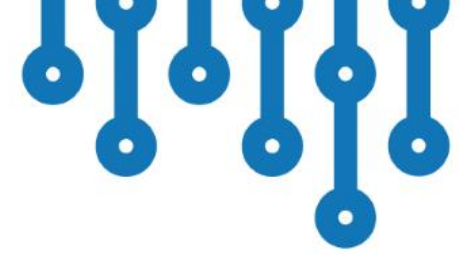
**We offer the most reliable and high-quality access to the internet.**

### Main internet services:

- leading broadband access to the internet using Ethernet and ADSL technologies
- satellite access to the internet
- 

### Additional internet services:

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

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# Telephony

Our fixed telephony service offers you 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.
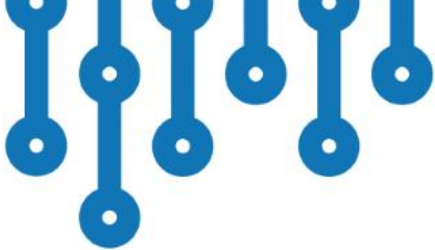
## Service offering:

- analogue telephone line
- TDM telephony
- IP telephony
- telephony based on SIP-protocol
- visual call center
- 0900 service
- 0800 service
- rental of a virtual space for audio conferences
- contact center on request

# Telephony for your office: ISDN

ISDN is the telecommunications solution that is most often used to connect the PBX to the national telephone network for general use. It ensures the highest quality telephone calls with the most reliable connection, as well as providing individual contact centers.

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## Advantages of the service:

- unlimited amount of telephone numbers

- special tariff to optimize communication costs

- possibility of a corporate telephone network with short numbering as well as independently managed settings and distribution of voice

- traffic among employees

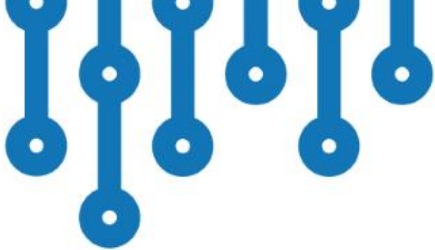  high-quality, reliable connection

## 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's an ideal solution for companies with more than one office or for those often changing their location. It's possible to maintain a number within the city, while the flexible expansion of the number of lines will help your business quickly respond to market changes, while increasing the efficiency of your company's operations.
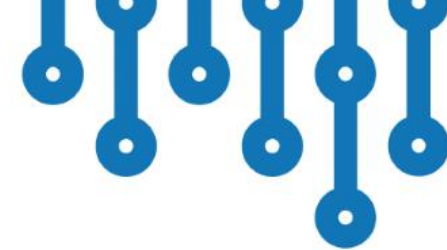
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## Advantages of the service:

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

- connection via the internet

- easy transfer of the line while keeping the same number

## Features:

- telephony available wherever there is access to the internet

- usage with both hardware and software office IP-ATC

- round-the-clock service support from Datagroup

- broad functionality management capabilities, monitoring, routing, and communication security
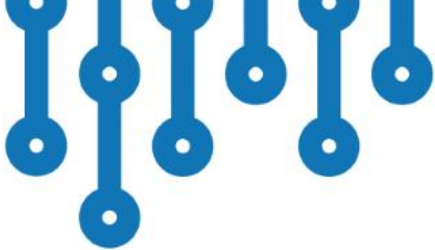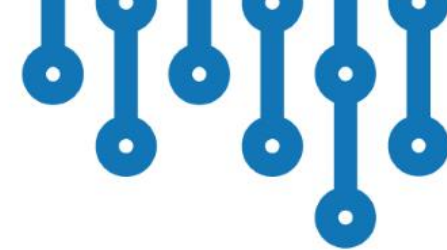
# Telephony for your office: Virtual PBX

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 uses the technologies of IP-telephony with multi-channel numbering, without the need to purchase and install additional equipment.
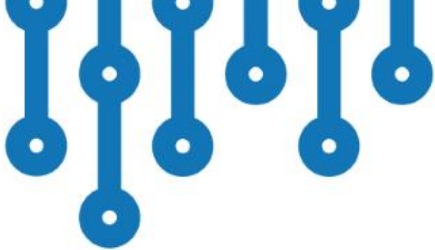
# Functionality

- support for the usual functionality of a typical PBX
- 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 based on Windows, Android, IOS
- connection of the client station (PBX) via SIP to Virtual PBX

- WEB portal for self-service and adjustment of resource usage monitoring
- combination of geographically distributed departments and offices into a single network
- saving of phone numbers at changing locations
- scaling up of deployment, and changing settings of telephone network at no extra cost, anywhere there is access to the internet

# 0800 Number

A nationwide, free-of-charge line throughout Ukraine, where subscribers can make calls for free, regardless of their mobile operators or region within the country. Each call to 0800 is redirected to the number specified by the customer of the service.

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

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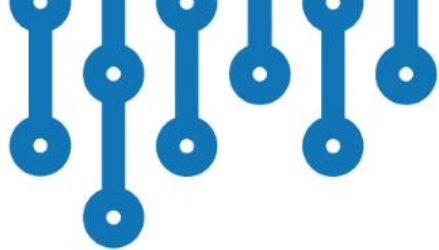DATA GROUP

## Service offering:

- free calls for your customers from all fixed and mobile
- networks
- multi-channel lines for creating a call center, technical
- support, or hotlines

  single number for the whole of Ukraine

  customer loyalty and trust

## Features:

- wide selection of easy-to-remember numbers
- easy to order and quick to connect

**Flexible and affordable telephony for your business!**
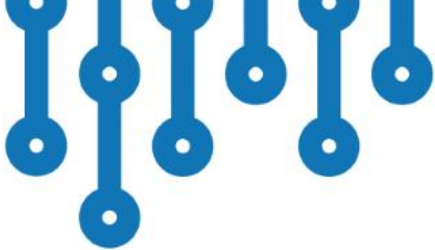
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# Data transmission



Data transmission is a comprehensive business solution. It's useful for clients with regional offices, affiliates and remote warehouses that may be located both in Ukraine and abroad.

Datagroup offers a single, fixed-line, corporate network with guaranteed quality service parameters via a multi-level Service Level Agreement (SLA). The SLA outlines the main characteristics of the channels, describes the procedures for 24-hour monitoring, and defines the level of service availability.

## Service offering:

- provision of data transfer between physically remote objects using
- a hardware system as well as software
- building corporate networks based on IP MPLS
- network throughout Ukraine
- our own "last mile"
- service quality guarantee

  technical support 24/7/365

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GROUP

# Multi-service 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. Datagroup's MPLS network is constantly and actively evolving.**

# Data center services

Datagroup's data center corresponds to the international norms of the Tier-III of TIA 942 standard. Its capacity 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 control all engineering systems of the data center. Technical support is provided 365 days a year, 7 days a week, 24 hours a day.

The data center has a reliable access control system and is protected round the clock.

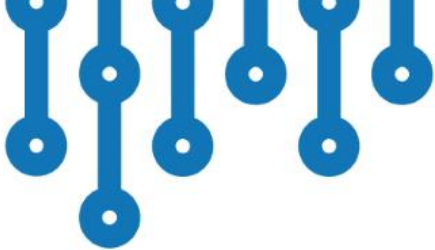## Services to ensure the safety of your business data:
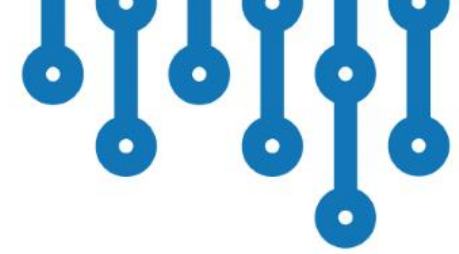
co-location

rental of racks

lease of sites

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## Service offering:

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

  enhancing the reliability and efficiency of your business through

  stable equipment operation

  reducing the cost of IT support infrastructure and skilled staff

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# Office 365

**Remote working with access to files and email from any device**

## Service offering:

- ability to use the products from any device and in any area where there
- is an internet connection
- flexible payment system only for those Office 365 products that you use
- easy to change the number of users
- security and safety of your information
- working with the latest, most up-to-date software version
- stable functioning of services 99.95% of the time

**Your office is always with you!**

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# Round-the-clock video surveillance

## Control over real estate, staff and visitors – security for your business
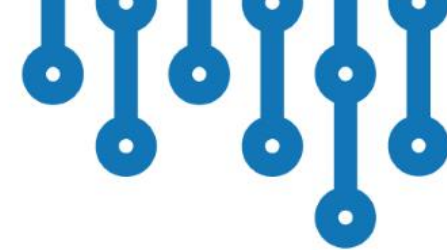
**24/7 access to your facilities**

**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. We provide new, modern, interactive television with the right to broadcast in public places – bars, cafes, restaurants, hotels and offices.

We offer the ability to connect to several hundred screens, with discounts, flexible pricing and favorable terms of providing the equipment. We do everything to help our subscribers carry out business safely and efficiently, bringing pleasure and joy to their customers.

## Service offering:

licensed access
to the best Ukrainian
and global TV channels

exclusive display
of football matches

**HD**

up to 130 TV channels
in HD quality

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# Ready-made solutions

Datagroup offers ready-made telecommunications solutions to ensure the effectiveness of the most important business processes of our customers. This greatly reduces costs and increases business productivity. We use only the most advanced technologies.

Ready-made solutions:

- corporate video and audio conferences
- internet broadcasting of events
- building WiFi networks
- organization of contact centers
- preparation of estimated project costs

...and many other services and solutions!

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# CONTACT
# THE BEST

**31-33 Smolenska str., Kyiv, Ukraine, 03005**
**+38 (044) 538-00-08, info@datagroup.ua**