

# **Eurofiber & Partners**

Guide to integrated telecom,  
cloud and ICT solutions



**Eurofiber**

Belgicastaat 5 bus 7  
Building Fountainplaza 504  
1930 Zaventem

t +32 (0)2 307 12 00  
info@eurofiber.be  
www.eurofiber.be

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# Lifeline for the digital society

Now that the digital transformation also entered your sector, broadband connectivity becomes really vital for your company. A major part of your data and applications will no longer be stored on your local servers but in data centers miles away. However, you still need instant and reliable access to all of it, for your collaborators as for your clients. The key to all this is your connection to the outside world.

## Open fiber network and a solid partner ecosystem as a base

Eurofiber has a 33,000 km hyper-performant fiber network with the lowest possible latency, extending throughout the Benelux, Germany and Northern France. What sets us apart is **our open network vision**. You choose your own solution partners and organize your ICT environment according to your needs. We are connected to **all almost public data centers**, as well as to our own data centers in the Netherlands and France. This network vision results in a state-of-the-art **partner ecosystem**, with a strong footprint in the local ISP's, Cloud Service Providers, ICT-integrators and other telecom operators. Our partners are allowed to offer their end-client solutions on our network, we just provide the connectivity and don't lock in the customers.

## From small and medium-sized enterprises to large corporations

Eurofiber is the **fiber specialist in the Benelux** you are looking for. We focus on the **B2B market** and companies just like yours. Our product portfolio focuses on redundant (ethernet) solutions, internet access, dark fiber, access to Microsoft Azure™ / Google Cloud Platform™ / Amazon Web Services™ and connections ranging from 10 Mb/s to 100 Gb/s (WDM and VPN). We provide you with genuinely **flexible solutions** at the most competitive prices. And above all, together with **our partners** we can offer you an **one-stop-shop solution** to answer your future ICT-needs.



Read all about our solutions and partners in this guide.

Happy Reading.

Hans Witdouck,  
CEO Eurofiber Belgium



# Eurofiber Group

The Eurofiber Group is a corporation consisting of five subsidiaries, making the group a fiber specialist as well as a data center connectivity provider.



**Eurofiber Belgium / The Netherlands** have been a **provider of industry-leading digital infrastructure** since 2000. Relying on our own fiber optic network and data centers, we provide smart, future-proof solutions for companies, government bodies and non-profit organizations. Customers have complete **freedom to choose the services, applications and providers** they need, allowing them to tap into the full potential of digital innovation.



**Dataplace** manages **six modern TIER III data centers** in the Netherlands, located in the areas of Rotterdam, Utrecht, Arnhem, Waalwijk, Amsterdam and Steenbergen. Each houses large and small IT environments for a variety of customers. All data centers are interconnected, supporting options for a twin data center solution.



**Eurafibre** is a telecom infrastructure operator with its own **2 data centers** and its own fiberoptic network covering over **2,000 km in the north of France**. It offers high-speed internet access solutions, LAN-to-LAN and dark fiber connectivity, wavelength and inter-datacenter solutions. With its modular range of connectivity services, service providers can also provide their customers with powerful value-added telecom solutions. Eurafibre's strengths include proximity, quality of service and excellent responsiveness.



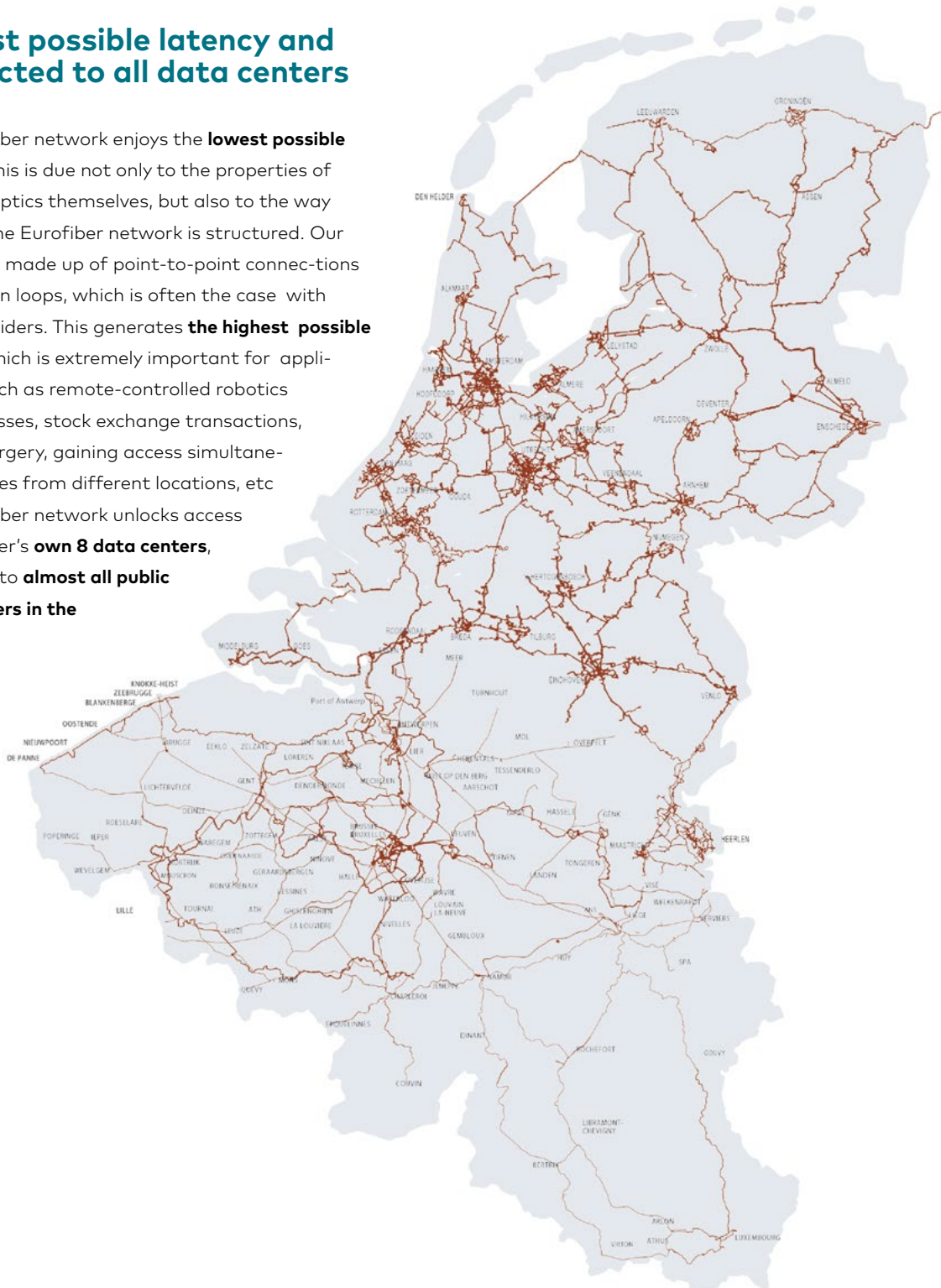
**DCspine** is a fully automated, **high-capacity data center interconnection platform**. It offers online products that are provided 24/7 via the online portal through flexible contracts, making it possible to order, scale, change and terminate at any time.

# Eurofiber network

An extensive network of more than 33,000 km. Eurofiber has the most wide-ranging fiber optic network covering the whole of Benelux and Nord-Pas-de-Calais in France. In Belgium alone our network covers 7,000 km (including our concession for the fiber optic network of the railways).

## Lowest possible latency and connected to all data centers

The Eurofiber network enjoys the **lowest possible latency**. This is due not only to the properties of the fiber optics themselves, but also to the way in which the Eurofiber network is structured. Our network is made up of point-to-point connections rather than loops, which is often the case with other providers. This generates **the highest possible speeds**, which is extremely important for applications such as remote-controlled robotics and processes, stock exchange transactions, remote surgery, gaining access simultaneously to files from different locations, etc. The Eurofiber network unlocks access to Eurofiber's **own 8 data centers**, as well as to **almost all public data centers in the Benelux**.









# Managed Dark Fiber

- Fully managed nationwide fiber optic network
- High quality, low attenuation and latency
- Fully underground and spliced
- Available in most datacenters in the Netherlands and Belgium
- Virtually unlimited bandwidth
- Fastest repair times in the market (guaranteed < 8 hours)

Running your business critical IT systems at multiple locations guarantees the continuity of your organisation and enables you to ensure your employees and other users can continue working in the event of a system failure at any of your locations. To do this successfully requires connections with very high bandwidths that are easily scalable to grow with your organisation's needs. Eurofiber's Managed Dark Fiber service is the optimal solution for this and other demanding applications.

## Use cases

"Managed Dark Fiber" is ideal in case the client wants complete control over the network infrastructure (e.g. in case of key critical data transmission). Typical environments are: key site data center connectivity, hospitals, schools, authorities, ... .

## Service Level

The availability of our fiber optic network is a minimum of 99.9%. By opting for a fully separated second fiber optic route, you can boost your availability to 99.99%. Additionally, you can rely on 24/7 support from our expert Network Monitoring Center (NMC).

# WDM

## Wavelength Division Multiplexing

- Very high bandwidths up to 100 Gb/s
- Low latency: < 1 msec. per 100 km
- Supports protocols: SDH, Ethernet, Fiber Channel and SDI video
- Encryption enabled
- Connects to your data center network and hardware
- Very high availability due to fully separated routes

Your organisation is increasingly dependent on data and applications. You can guarantee the essential accessibility, availability and security of mission-critical information and systems by mirroring your IT environments or physically locating them in one or more data centers. Eurofiber's WDM service provides you with the high-quality connectivity you need to connect your internal and external IT environments.

### High bandwidth connectivity

Our WDM (Wavelength Division Multiplexing) services enable you to link your data centers, large office environments or Internet/Cloud Exchanges. These connections have very high bandwidths, low latency and support multiple protocols, making WDM ideal for enabling access to your IT environments with realtime data and server replication or for distributed IT environments (Cloud).

| Bandwidth and services |      |      |      |      |      |      |      |
|------------------------|------|------|------|------|------|------|------|
|                        | Gb/s | Gb/s | Gb/s | Gb/s | Gb/s | Gb/s | Gb/s |
| Ethernet               | 1    | 10   | 40   | 100  |      |      |      |
| Fiber channel          | 1    | 2    | 4    | 8    | 10   | 16   | 32   |
| Transparent            | 1    | 2,5  | 10   | 100  |      |      |      |

### Service Level

The availability of WDM depends on our underlying fiber optic network and is a minimum of 99.9%. Additionally, you can rely on 24/7 support from our expert Customer Operations Support department.

# WDM Encrypted

Encrypted data, the ultimate protection against cybercrime

- Encryption in the optical layer
- Available at excellent speeds up to 100 Gb/s
- Low latency: < 1 msec. per 100 km
- Encryption is protocol-independent
- Certified FIPS 197 for AES-256 encryption
- Certified FIPS 140-2 Level 2 for hardware encryption
- Separated encryption for authentication and encryption based on X.509

Over half of all organizations face a security incident at least once a year, and cybercrime continues to rise steadily. As a result, data protection is a growing concern for most organizations. Governments respond by introducing tougher legislation which ensures that European organizations process as well as protect their data with all due care. You can minimize these security risks with Eurofiber's WDM Encrypted, which provides intrinsic protection for your data transport.

## Three types of encryption

Encryption on the network is possible in various ways:

### 1. Hardware-based encryption

If you share a large amount of privacy-sensitive and confidential information, then this is a good method. This solution uses specific hardware to provide the encryption key. If a hacker tries to get into this hardware and opens it, then the key is automatically erased.

### 2. Software-based encryption

This solution makes it possible to make a specify which data needs to be encrypted and which can be left unencrypted. A downside is that it generates more latency, which will have a negative impact on the speed of the connection.

### 3. Encryption via the physical network

This encryption solution on the optical layer does not affect speed or performance. In addition, the data is also protected from intercepts during transport.

## Service Level Agreement

Depending on the configuration, WDM Encrypted has a minimum availability of 99.9% per year. If the service is unexpectedly unavailable, you can contact the Eurofiber Network Monitoring Center 24/7 to report the problem. In the event of a business-critical failure, we guarantee that the problem will be solved within 4 hours.



# Ethernet VPN

## Ethernet Virtual Private Network

- Secure closed network
- Easily scalable
- Suitable for multiple applications
- Custom organisation network
- Very high symmetrical bandwidths up to 10 Gb/s

Guaranteeing optimum access to business applications and data is vitally important for your organisation. Eurofiber's Ethernet VPN service enables you to connect your head office, subsidiaries and data centers in a reliable, secure and flexible manner over a custom private network. This network provides the capabilities you need to ensure the transmission of multiple services, such as internet, telephony and video. And by extending this network to also include your data centers, you can offer applications and platforms from a secure, centralised facility.

### Unlimited bandwidth

You can decide how much bandwidth you need for each connection in your network, choosing to configure Ethernet VPN in bandwidths varying from 10 Mb/s to 10 Gb/s. The bandwidth is always symmetrical, meaning that the upload and download speeds are identical. And if you need higher bandwidths, we can also offer you a range of other connectivity services.

### Service level

You can rely on 24/7 support from our expert Network Monitoring Center (NMC) for Eurofiber's Ethernet VPN service.

| Interface (Gb/s) | EVC-bandwidth (Mb/s) |
|------------------|----------------------|
| 1                | 10                   |
|                  | 20                   |
|                  | 50                   |
|                  | 100                  |
|                  | 200                  |
|                  | 500                  |
|                  | 900                  |
|                  | 1,000                |
| 10               | 2,000                |
|                  | 5,000                |

# Secure Cloud Connect

Permanent, fast, secure access to the cloud via a private network

- Direct connection to market-leading cloud platforms
- Secure and trustworthy private networks
- Guaranteed availability and low latency
- End-to-end services including various redundancy options

More and more organizations are working in the cloud. Secure Cloud Connect ensures that you always have secure and immediate access to multiple cloud platforms. This comprehensive end-to-end solution provides direct access to the platforms you prefer, routed through a secure private network.

Secure Cloud Connect provides a comprehensive solution. We connect your organization to your cloud service provider through a private network, keeping the network completely separate from the public internet. Eurofiber provides end-to-end services from your offices and/or datacenter locations to public

cloud service providers such as: Microsoft Azure, Microsoft Office 365, Amazon Web Services (AWS) and Google Cloud Platform. Other cloud platforms are available on request. To use Secure Cloud Connect, all you have to do arrange the cloud service with your provider, and we'll take care of the rest.



# Business internet



- Available in 7 variants
- Symmetrical bandwidth up to 10 Gb/s
- Standard Anti-DDoS
- Freedom of choice to use own IP addresses or Eurofiber IP addresses
- Redundancy on the infrastructure (fibre optic) & diverse protocols
- Provided over the most reliable fibre optic connections
- Network monitoring centre available 24x7

Do you want to do business reliably online? And always be accessible with high internet speeds? Eurofiber business internet offers your employees fast and reliable internet via our fibre optic infrastructure. So they can browse efficiently, use e-mail and work with cloud applications, such as CRM, office or financial software without long upload times, buffering and slow downloads. In addition, our internet solution is ideal to make your software, platforms or infrastructure accessible for customers and partners.

## From standard access to complex redundancy

Eurofiber internet comes in 7 different variants: from simple access to a complex redundant transit solution. With this solution Eurofiber is responding to the current market demand for scalability, redundancy and freedom of choice:

- scalability, you can easily add more bandwidth
- redundancy on the (fibre optic) infrastructure & various redundancy protocols
- freedom of choice to use own IP addresses or Eurofiber IP addresses.

## Service

The Eurofiber business internet service has a very high availability of minimum 99.9% on the fibre optic infrastructure. In addition, you can rely on the 24x7 support of our expert Customer Operations Support department.



|                        | Config #1               | Config #2               | Config #3                | Config #4               |
|------------------------|-------------------------|-------------------------|--------------------------|-------------------------|
| Name                   | IP Access Basic         | IP Access Basic PI      | IP Access Redundant VRRP | IP Access Redundant BGP |
| Bandwidth Mb/s         | 10 - 5.000              | 10 - 5.000              | 10 - 5.000               | 10 - 5.000              |
| Ownership IP addresses | PA                      | PI                      | PA or PI                 | PA or PI                |
| Connection             | 1x CPE                  | 1x CPE                  | 2x CPE                   | 2x CPE                  |
| IPv6 options           | /48 PA                  | PI                      | /48 PA or PI             | /48 PA or PI            |
| Redundancy protocol    | NA                      | NA                      | VRRP on CPE              | BGP                     |
| Managed Router         | optional                | optional                | NA                       | optional                |
| Anti DDoS mitigation   | Basic, Premium optional | Basic, Premium optional | Basic, Premium optional  | Basic, Premium optional |
| Location               | Client or Pop           | Client or Pop           | Client or Pop            | Client or Pop           |

|                        | Config #5        | Config #6                   | Config #7            |
|------------------------|------------------|-----------------------------|----------------------|
| Name                   | IP Transit Basic | IP Transit Redundant DC     | IP Transit Redundant |
| Bandwidth Mb/s         | 50 - 5.000       | 50 - 5.000                  | 50 - 5.000           |
| Ownership IP addresses | PA or PI         | PA or PI                    | PA or PI             |
| Connection             | 1x CPE           | 2x ODF / POP (CPE optional) | 2x CPE               |
| IPv6 options           | /48 PA or PI     | /48 PA or PI                | /48 PA or PI         |
| Redundancy protocol    | BGP              | BGP                         | BGP                  |
| Managed Router         | NA               | NA                          | NA                   |
| Anti-DDoS mitigation   | Premium          | Premium                     | Premium              |
| Location               | Client or Pop    | Datacenter                  | Client or Pop        |



# Why (partner with) Eurofiber?

Eurofiber solutions enable you to respond to your changing connectivity and business needs. Our partner ecosystem and product range allow us to recommend you the right partners and solutions, based upon your personal needs.

We implement a solution that enables you to **react quickly** to change and gives your business scalability to **embrace new opportunities**. We follow a proven process from specification to implementation and offer project management expertise to reduce risk during plan and build stages.

## Our characteristics:

- Our deployed fiber infrastructure is our **primary asset**.
- **Open and accessible at several levels** in any dimension: technically, operationally and commercially.
- We focus on a scalable business case; our partners build their value propositions with our assets "inside". **Powered by Eurofiber**.
- We are in constant cooperation and interaction with our partners. Together we **perform as your one stop shop solution**, responding to your connectivity and business needs.





# Arxus - Business first cloud solutions

Ensure your business doesn't come in second.



## About Arxus

We are a Managed Service Provider made up of 45+ cloud experts who really understand the challenges businesses face in the fast-paced market. We offer tailored Private, Public or Hybrid Cloud and Microsoft 365 solutions to boost productivity, efficiency and innovation. We do this by relieving companies in their IT Business Processes so they can focus on their core business. As an IT service provider, we understand the importance of working with new technologies. Since the need for capacity and therefore the demand for data centers, private or public cloud is increasing, our customers more often opt for Eurofiber for their stability and high-performance network. With our Productive Workplace solution, we enable businesses to do more with the same workforce. With our Scale With Cloud Innovation solution, we enable you to modernize your business apps with the latest infrastructure.



## Productive Workplace Microsoft 365

We transform your business into a modern, secure and productive workplace that makes everyone work even better together. Our Productive Workplace Solution includes a wide-variety of tools, including Office 365 (OneDrive, Teams, Skype For Business, Outlook), Windows 10, enterprise mobility & security, etc. We understand that building a truly productive workplace is complex, so we focus on building and then managing that solution for you, freeing your people to focus on your business.

## Scale With Cloud Innovation Microsoft Azure

We take your applications on a step-by-step journey to rearchitect, containerize and transform them, before migrating them to a Microsoft Azure setup that has been tailored to best fit your needs. With Azure, we guarantee faster time to market when building, testing and deploying new applications. On top of that, our managed services enable our clients to focus on continuous application innovation and improvement.

# Quendra, Telecom consulting company

Quendra is a telecom consulting company, operating in Europe. We deliver telecommunications expertise to large and small companies from all industries.



The telecommunications industry is a dynamic marketplace. Not only technologies are always evolving, but so are major (and minor) players in the game. Quendra helps you to have a clear understanding of what the market can offer and what the solutions are which best fit your business needs.

One of our main commitments is being independent from any single vendor. However, we have established partnerships with some Telecom companies for the high quality of their services. That's the reason we are glad to work with Eurofiber in Belgium.



We believe a strong partnership is important to deliver and support the solution during the whole contract duration. By knowing the strengths and

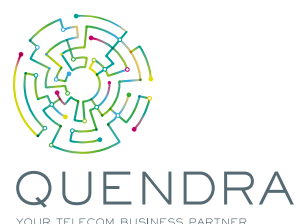
weaknesses of the partnered operator, we are able to advise you the best match between your organizational needs and the real operator capabilities.

The consultancy service we deliver does not stop after having chosen the right solution.

We continue to support the choice you made, based on our advices, by playing your Single Point Of Contact for your telecom solution during the whole contract duration.

By focusing solely on areas where we excel, we aim to provide first-class service to our customers, producing measurable results and cost savings.

Since 2010, Quendra helped hundreds of demanding enterprises across Europe, with a special focus in Belgium, France, The Netherlands and Luxembourg.



# The challenger on the B2B Cloud Telecom market

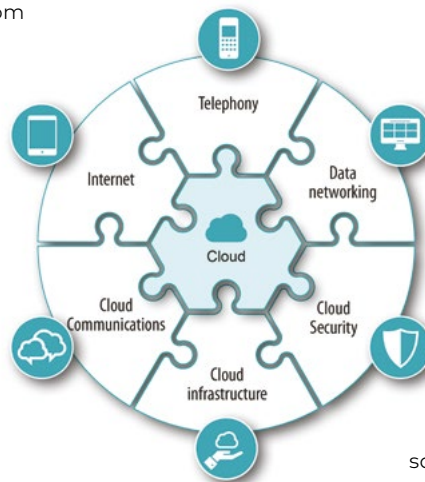
Destiny is a provider of secure cloud communications solutions and mainly focuses on small and medium-sized innovative companies. Destiny has transformed itself from a 4 million to a 80 million turnover company in only 5 years! With more than 300 employees across Belgium, the Netherlands and France, the telecom company became the fastest growing B2B cloud and telecom player in the BeNeLux.

In 2008, Destiny was founded by two brothers (Samuel and Daan De Wever). In only 10 years, the start-up has become a scale-up and is a full-fledged competitor of the big giants in the Belgium environment.

With the Destiny cloud interaction platform, companies are able to communicate more efficiently with any device and from any location. By listening to their customers and understanding their needs, Telecom, IT and Security flow together seamlessly. This allows Destiny to offer highly flexible and scalable solutions that are a perfect fit for the customer's current and future needs. Destiny tackles the digital challenges of these customers by using three solutions : Integra, SmartFit and SmartMobile.

**Integra** services innovative and more complex organizations above 50 employees. It is a cost-effective integrated telecom solution that simultaneously connects voice, mobile, data and cloud services. By combining 6 building blocks, the customer gets a custom solution and only pays for what he or she needs. Furthermore, Destiny is always the single point of contact and a proactive, accessible and flexible partner.

With **SmartFit**, Destiny offers a combination of services for innovative companies up to 50 employees. The package of internet, fix and mobile telephony and cloud communication (UC) creates cost-efficient business communication for this segment. The result is a solution that is Smart regarding costs and a Fit for each business.



**SmartMobile** can be combined with both Integra and SmartFit and is Destiny's perfect fixed-mobile integrated solution. With SmartMobile, everyone in an organization can be available on one fixed business number, wherever they are, using any device they like. The customer only pays what he needs. Furthermore, SmartMobile creates higher customer satisfaction through reachability and a better work life balance within the company.

Together with the infrastructure of Eurofiber, Destiny's network guarantees speed and thorough service for more than 13,000 professional customers, including renowned companies like DPD, Cevora, Ecover, Gabriëls, Katoen Natie, McDonald's, Standaard Boekhandel, Würth and ZEB.

Destiny believes that IT managers should not only focus on the technical aspects in a company, definitely not in SMEs. They should scale their company to a more future-proof and digital organization. Destiny helps them by offering flexible, easy to manage and tailored made solutions. In this way Destiny's customers are ready for the digital challenges of tomorrow.

And that is Cloud Telecom as it should be.



# Future proof data centers with dark fiber

Level27 is an independent Belgian hosting company that utilizes Eurofiber's fiberglass to interconnect its data centers, as well as the ones of its customers, to be able to ensure the best hosting service. The partnership started when Level27 announced their desire to expand its infrastructure.



## Highspeed multi data center solutions

Level27 is an ISO 27001 and ISO 9001 certified hosting partner that delivers secure, reliable and customized hosting solutions. With a professional and qualitative approach and a stable infrastructure, spread over multiple data centers, Level27 strives to be the best hosting partner.

The partnership between Eurofiber and Level27 started at the end of 2017, when Level27 decided to further expand its infrastructure to multiple data centers. To support further growth, a complete network redesign and massive capacity upgrade was needed, which was very challenging for both parties. Luckily, Eurofiber was able to provide a reliable and future proof solution based on dark fiber, amongst all the Level27 data center locations.

"Fast forward to today, Eurofiber is not only helping us interconnect our own data center locations, it's also our preferred partner when it comes to connecting customer locations to one of our own network locations.", explains Thomas Woidt, CTO. In that way, Level27 can deliver a high speed, low latency and reliable network link between the customer and the provided data center and/or cloud services.

Level27 takes a critical stance towards the evolving IT landscape and works closely together with their customers to find new and innovative solutions. At the beginning of 2019, Level27 introduced their 'SAP HANA' solution in Belgium, in order to provide a worthy alternative to on-premise or out of country cloud solutions, for their customers. The partnership and infrastructure, set up by Eurofiber, was a critical element in the rollout of this new solution.

## A different approach on hosting

Level27 takes a different approach on hosting. "The relation with our customers is of utmost importance for us", says Peter Fastré, CEO. "We love to be deeply involved in their projects, so we really can make a difference, together, as one team". Collaboration is key and creating a motivating atmosphere to work on projects that exceed the comfort zone is one of Level27's core values.



# Trustteam as one-stop-shop for IT for SME's



## WHO IS TRUSTTEAM?

Trustteam is an all-round IT partner for SMEs, focusing on cloud solutions, hardware and networks, software, VoIP telephony and support. We work with specialized partners: Eurofiber is our preferred partner for connectivity.

Trustteam has two in-house managed data centers which are also ISO 27 001 certified. This means that Trustteam meets the most stringent information security requirements.

The organization has been in operation since 2002, with offices in Belgium (Kortrijk and Heusden-Zolder), France (Paris) and Romania (Iasi). With 120 employees and 1,500 customers, Trustteam is a major player in the Belgian IT market.

## PRODUCTS AND SERVICES



Cloud



Security



Connectivity  
by Eurofiber



VoIP



Hardware



Software



GDPR



Audit



Support

## FACTS & FIGURES

- 3,000 happy customers
- 160 enthusiast employees
- 2 in-house managed data centers
- 120 help desk questions per day
- 60 service requests per day
- ISO 27 001 certified
- One-stop-shop for IT







## e-BO enterprises:

### An authority in secure smart content

e-BO Enterprises, located in Ypres, specializes in establishing secure information platforms. This expertise is used in the offshore sector and the public safety sector (police, fire departments and prisons). International companies also integrate this model, to operate more efficiently and cheaper, and to be able to easily extend their IT platform.



e-BO Enterprises uses Eurofiber's connectivity and support services to help companies to build scalable and reliable networks. "Eurofiber supports our needs with its expertise in the field of connectivity services. This clearly distinguishes them from other providers. Customers entrust us with important information. By relying on Eurofiber's technology we don't have to worry about disturbances in connectivity. We are delighted to work together with Eurofiber in order to realize future growth." says **Christophe Dhaene, CEO of EBO**.

EBO is a company with a mission. The Belgian company is expanding abroad because of the

increasing demand for an international data, telephony and distribution platform. Customers entrust the complete management of the underlying infrastructure and security to e-BO Enterprises. EBO helps multinational companies in their expansion to other countries in continental Europe. These customers want access to private telecommunication networks for operational purposes in countries such as Belgium, France, Denmark, Sweden, the Netherlands, Germany and the United Kingdom.

This means that EBO supports these firms by buying leased lines and infrastructure. That is where the partnership between Eurofiber and e-BO Enterprises comes in.

Thanks to the reliability, speed and cost-efficiency of Eurofiber's fiber optic networks, EBO can offer platforms for safe data and voice distribution in the public and private sector to large organizations.





# Win - your ICT partner

Win has the expertise to design telecommunication solutions for professionals. Its goal is to set companies and institutions free from technological constraints by providing a single point of contact for all their communication needs.



Win occupies a unique position on the B2B market, as it now owns and operates its own network. It also integrates a wide range of ICT solutions, works with different technologies and operates its own Cloud. In addition, Win is one of the very few operator-integrators to have its own Data Center - the Wallonie Data Center (WDC) in Villers-le-Bouillet. This enables its users to host their systems and ICT activities under optimum conditions, which is especially important when it comes to confidentiality. Win has 20 years' experience and over 1,500 references in the business, institutional and healthcare sectors.

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We listen to  
our customers and  
design the most  
appropriate solutions  
for their needs

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## From network to Cloud – a comprehensive range

Win offers a wide variety of services, which meet all the connectivity and communication needs of professionals. From connectivity to unified communications, mobility, security and Cloud - Win helps its customers to implement global telecommunication architectures, which can support their development strategies. In addition, Win has developed high value-added services, which meet the very specific needs of different sectors.

As a 'multi-operator' (with partners including Eurofiber) that works with a wide range of technologies, Win is well known for having the widest connectivity range on the market.

## Our range of services:

- **NETWORKS AND INTERNET:** Linking your organisation's various sites, developing your local networks and Internet access.
- **COMMUNICATION AND MOBILITY:** Integrating your telephony, collaboration, video-surveillance and mobility solutions to create a single infrastructure.
- **SECURITY:** Protecting your network and strategic/ business data against the latest attacks.
- **CLOUD AND DATA CENTER:** Making your infrastructures, platforms and services accessible via a private Cloud, with all the necessary confidentiality and security guarantees.
- **SERVICES:** Personalised support, from designing and implementing to monitoring your project



Votre partenaire TIC

# Edpnet, your telco partner

Edpnet offers connectivity, VoIP and mobile solutions for both the professional and consumer market in Belgium and the Netherlands. Since 1999 we are doing our own thing and we established our name in the Belgian telecom market. We offer our customers a great price, ditto quality and fast, personal service. Edpnet is your 'clever' alternative for the large telco players. No weighty words, we speak clearly and have clear objectives. Just the way we are.

Our team consists of more than 120 full time employees, all working closely together to provide the best user experience possible for our customers. It is not a coincidence that edpnet scores very high on customer satisfaction according to Trustpilot.

On connectivity level, we have offers going from low cost broadband connections, to high quality fiber solutions, but also M2M mobile data solutions.

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Edpnet is your 'clever' alternative for the large telco players

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We maintain tens of thousands customers internet connections, and hundreds of them use high-grade fiber connections.

As Eurofiber is a long-term partner from edpnet and we successfully worked together on dozens of projects, we see Eurofiber as our preferred solution provider concerning high-grade fiber connections. On one of these projects, edpnet is servicing the internet connections of more than 50 hotels through the Eurofiber network. Both execution as in life management has always been top notch and this already for several years.



## But why should you choose for edpnet?

You do not have to, but you should see what our aims and objectives are and draw your own conclusions. We always use our healthy intellect. Do not expect some empty mission statement here, with lots of weighty words - instead we speak clearly and have clear objectives.



## QUALITY & SERVICE

We strive for excellent customer service. We take the time to get to know your business and network. We can offer you tailor-made products and services.

## SPECIALIZED COMPETENCE

We manage our own redundant international fiber network. Our technical team is highly competent and available 24/7/365.

## FLEXIBILITY

Because of our flat management structure we can easily communicate with all necessary levels and take decisions in a faster way.

## COST EFFICIENCY

We are constantly reducing costs in order to guarantee you the best prices.

# Create lasting connections with Citymesh

Citymesh is an expert in wireless connectivity. We offer a high-quality service and customized solutions based on the specific needs of our clients. Our networks are used in cities, at events and industrial settings such as (air)ports, industrial facilities and warehouses. We also specialize in private 5G-ready networks.

## Your partner in wireless connectivity

Citymesh was established in 2006 with the aim of providing **reliable, large-scale WiFi networks**. Through years of experience and company growth, our range of solutions has grown to include **smart solutions, 5G-ready networks and a variety of wireless networks**.

These solutions can be customized to the specific needs of the client. Our service includes hardware as well as in-house developed software that is easy to use. With impeccable service, we aim to unburden our clients, supplying them with a reliable connection and the smooth Citymesh Experience.

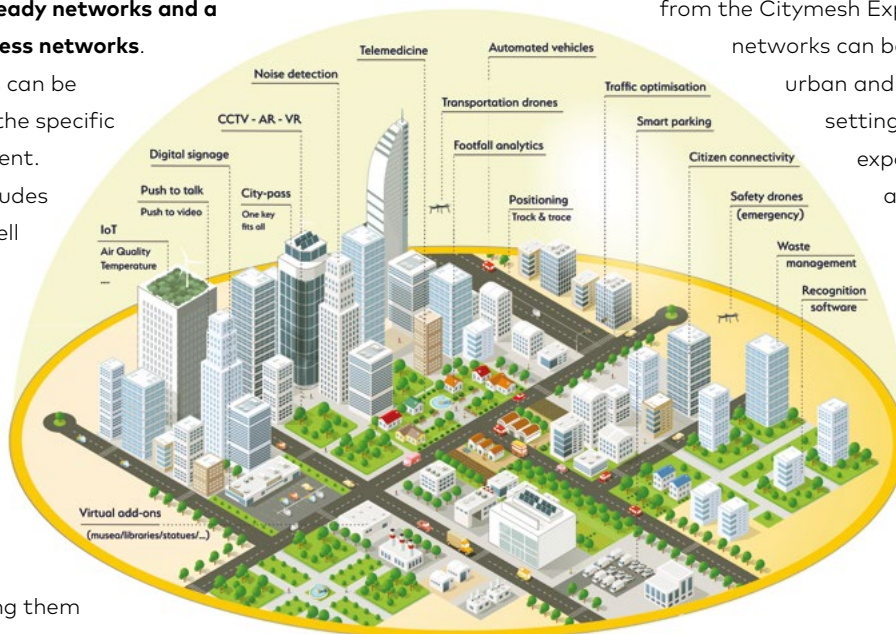
Eurofiber has been our trusted partner for over five years and delivers a reliable backbone for our projects. Their fiber helps us guarantee a stable connection, the flexibility to scale-up any project and high bandwidth.

## The Citymesh Experience

Citymesh takes you on a journey and **unburdens you every step of the way**. This journey always starts the same: we listen. Every client has their own unique case. We offer advice and plan out the wireless network, customized to your needs. The project is monitored closely by an experienced project manager. This manager ensures the project is delivered within the agreed time, budget and scope.

Our team installs the network for you and monitors the network over time. If a problem arises, our standby support team can quickly and easily solve it.

Clients such as MBZ, the city of Ostend, Brussels Airport Company and Artexis Group already benefit from the Citymesh Experience. Our networks can be found in urban and industrial settings as well as expo halls, events and holiday resorts.



## Are you 5G-ready?

Citymesh is the only Belgian telecom provider who specializes in **private 5G-ready networks**. Our 5G-ready network at MBZ and Brussels Airport is already beyond the proof-of-concept phase and increases the operational efficiency and reliability of their systems.



# Signet / Custom-made connectivity

Eurofiber and Signet have shared a strategic partnership for more than a decade, providing many businesses with the internet services of Signet combined with the reliability of Eurofiber's infrastructure.

## We enable your organization to grow

There is excellent chemistry between Eurofiber and Signet, and it shows in the way we find solutions that fit the needs of our clients. We are big enough to get the job done, while at the same time flexible enough to deliver tailor-made solutions.



## 100% coverage

With 100% coverage on business networks, Signet provides connectivity in virtually all of Europe. We achieve this through intensive cooperation with 100 fiber-optic, DSL and wireless providers. Our connections to the internet are all set up redundantly in geographically separate locations and our network is actively managed 24/7 to catch and repair any service disruption the moment it happens.

## Connectivity – The most important part of your ICT

A reliable, high-availability connection is not a luxury: it is a necessity. All your important and business-critical applications should be available 24/7 to keep up with the demand of today's economy. No matter what service you want to connect to, Signet is the right partner for you if you are serious about your internet connection.

## Continuity – more than just technology

Signet offers (managed) connectivity solutions that are set up with your business as its starting point. Our solutions are based on proven technologies, clear arrangements and firm guarantees of availability, with technology as the means to this end and the continuity of your business as the goal.

Signet's connectivity promises you a connection uptime of 99.9%, or even 99.95% with a Fiber Care solution. In addition, Signet also provides high-end network services, such as:

- Managed Networking Solutions
- Cloud Connect
- Anti-DDoS
- Fiber Care backup

These solutions can be applied to all networks, no matter the size.

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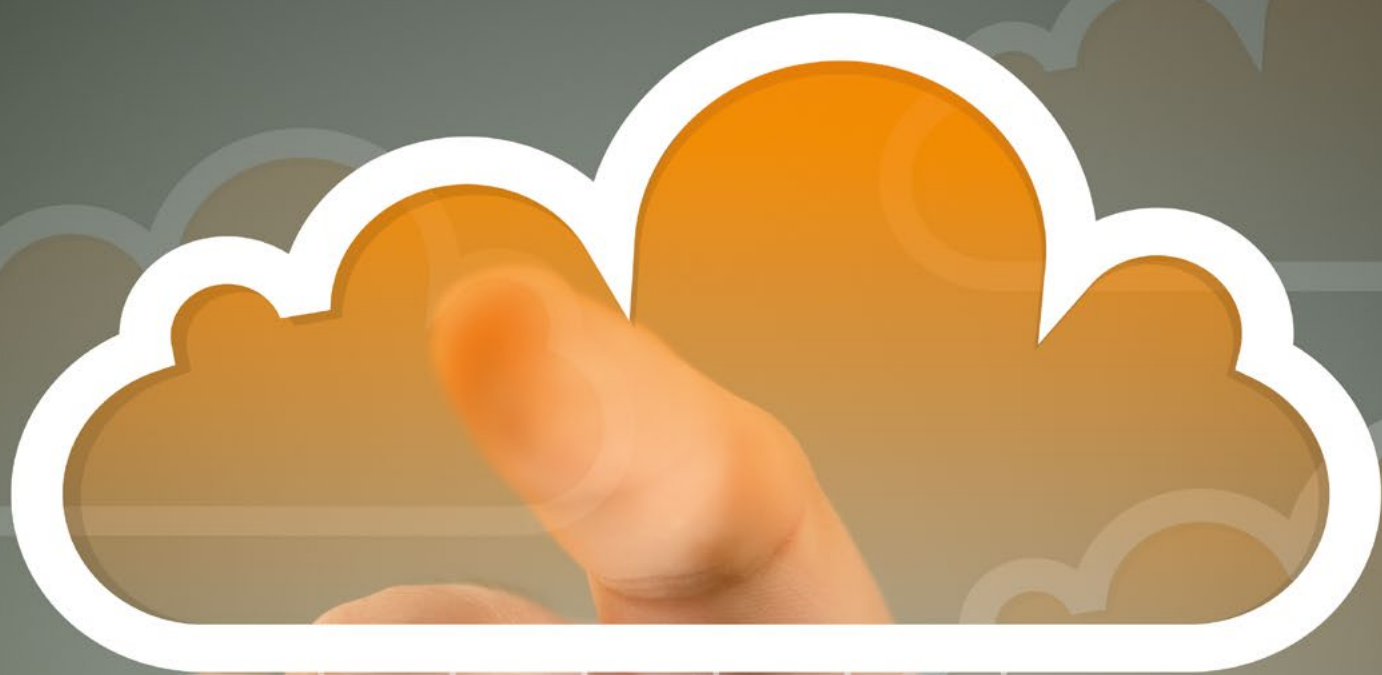
Signet manages a customized network.  
This resulted in a flexible and significant cost saving solution compared to a traditional network.

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Founded in 1996, Signet is one of Europe's leading business Internet Service Providers for the B2B market. Signet is part of team.blue (merger of Combell Group and TransIP Group in 2019), a leading digital enabler for companies and entrepreneurs created by the collaboration of Europe's best IT brands. team.blue serves over 2 million customers in Europe and has more than 1,000 experts to support them.

# signet





# Connectis Group : Just keep it simple

Every day, our professional world relies more and more on exchanges. Those exchanges make us grow. Sadly, the ever-growing technological complexity of those exchanges is working against efficiency.



Based on this, we created CONNECTIS GROUP, an organization packed with IT and Telecom experts in all the technologies needed by today's small and medium businesses: infrastructure, firewalling, switching, cloud computing, GDPR data storage, backup, wifi, collaborative tools, internet access, VOIP, software development, printing...

For more than 15 years, our goal has been to simplify technological complexity, in order for our clients to focus on their business, not their tools.

Our centralized helpdesk takes care of all the technological issues of our clients 24/7 : IT or Telecom, hardware or software, cloud or server-based...

As a proud Member of Connectis Group, Nao-Telecom offers, in collaboration with Eurofiber, the most efficient and stress-free telecom experience for Small and Medium Business. Together, we deliver high speed internet access and VOIP to your location. At the right price.



Being SMBs, we live in the same world than our clients, we tackle the same challenges, we just understand each other.

From there, it's easier for us to provide solutions perfectly tailored for our clients 'needs : simple VDSL access for a small law-firm or tailored private WAN for a national retail brand.

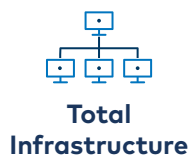


# Effix makes it work

Trusted, strategic partner for your IT-architecture of today, tomorrow and the day after tomorrow!



## We are your sparring partner in:



**Total  
Infrastructure**



**Cloud**



**Managed  
Services**



**Communication  
and Connectivity**



**Security**



**Service  
Desk**



**Consultancy**



**Hosting and  
domains**

Nowadays, a well secured and performant IT-architecture is indispensable for every company. Therefore, EFFIX strives to assist companies in setting up an IT-architecture that is not only valid for the company's current configuration but takes into account the company's objectives towards the future.

As the IT-architecture is the heart of a company, we take responsibility to unburden companies in following critical lifelines: data security and availability, business continuity and support. The first step to IT-success is an interview and thorough audit of your current IT-infrastructure. In a second step we develop an intelligent configuration and set up a plan corresponding to your business objectives of today, tomorrow and the day after tomorrow. Once this

plan is integrated, we guarantee you that, with our IT-solutions, your computer and server infrastructure will answer to all your needs. But it doesn't have to stop here, we offer 24/7 monitoring of your system so our technical service center can intervene when a problem occurs even before you notice it.

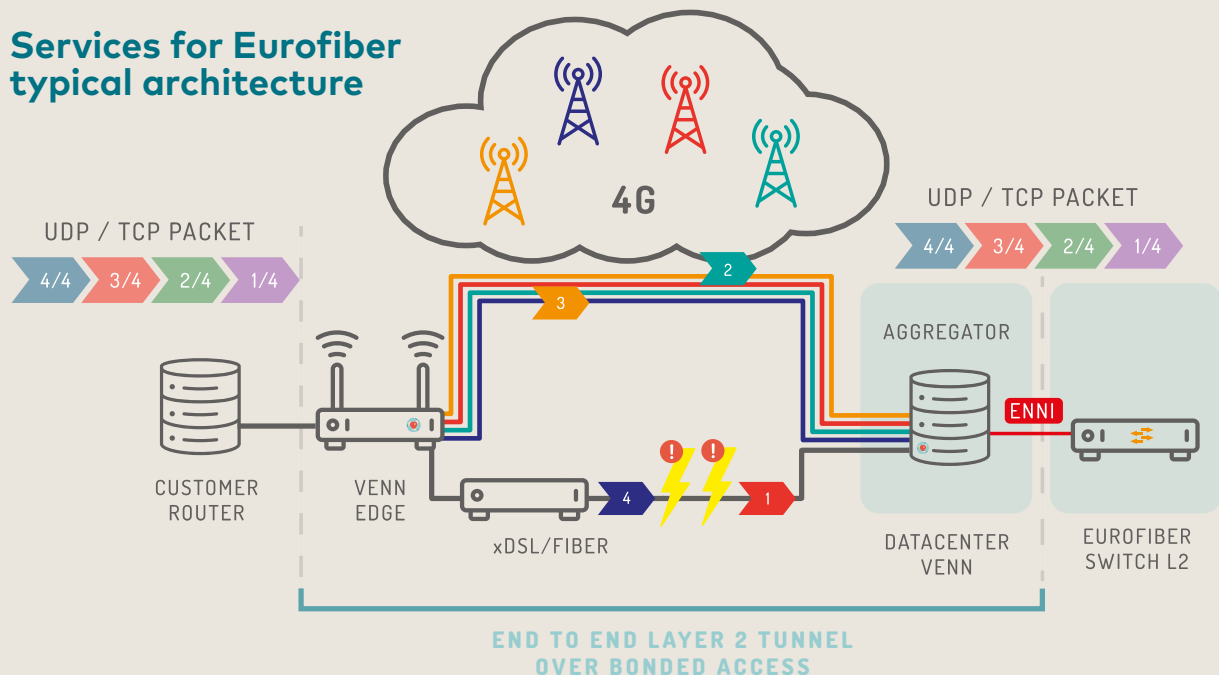
All the above implies that we are very strict when it comes to selecting partners from our side as well. Therefore, we choose to work with Eurofiber as they ensure a stable connectivity anywhere anytime from, to and between datacenters and on-premises.

**EFFIX<sup>®</sup>**  
**MAKES IT WORK**

# Venn Telecom

Plug & work. Because your business must always be connected.

## Services for Eurofiber typical architecture



Venn telecom is a network as a service provider based on wireless SDWAN. We deploy professional grade connectivity worldwide in a matter of days. using latest generation bonding technology, we aggregate all available data signals (mobile, fixed, satellite). Our multi-operator mobile data connectivity can be used as primary connection or instantaneous backup.

Venn provides a single performant, redundant and secure WAN access, fully integrated in our customer's network. We deliver industry specific solutions for critical communication in construction, dredging, retail, international manufacturing, emergency help NGO's broadcasting and events.

Venn can provide Eurofiber's clients a **complete managed network service** including **backup** or **fast** deployment capability through **4G** and/or **fixed lines**.

## Venn provides:

### BRANCH NETWORK - MULTI-CELLULAR SDWAN ROUTER:

- Up to 18 4G connections
- Multiple WAN accesses for fixed line redundancy
- Local internet breakout and routing capabilities

### HQ / DATACENTER LOCATION - AGGREGATION ROUTER:

- Virtual or physical router
- Provides failover, bonding and smoothing capabilities

### MULTIPLE WAN ACCESS POSSIBILITIES, AS BACKUP OR MAIN:

- 4G mobile access tariffs worldwide, multi-operator, no capping, no throttling, no over consumption
- DSL lines in more than 130 countries

### COMPLETE NETWORK MANAGEMENT PLATFORM INCONTROL:

- WAN visibility and monitoring
- Network Management and control
- Alerting and integration through API's
- Data consumption management





# Belcenter

## One telecom partner for tailor-made solutions

Belcenter is a B2B telecommunications player providing dedicated fiber connectivity, voice and cloud products to PME and Corporates in Brussels & Wallonia. Our technical expertise is unrivalled in the telecommunications sector in Belgium.

Our customers are our #1 priority. So, choosing Belcenter gives you a single provider for all your telecom needs, plus a personalized 'sur-mesure' service for all your connectivity, telephony and security needs.

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An internet connection  
is an essential  
component of our  
business. With  
Belcenter, we found  
the ideal partner  
to connect all of  
our offices with a  
tailor-made solution.

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### Connectivity

The right connectivity, quality of services and support for your enterprise – allowing you to concentrate on your business and create your value. The only service of its kind in Belgium.

### Telephony

Based on cloud or PBX on-premises, our SIP service allows you to connect your enterprise to the voice world. HD-Voice calls are supported and, as a plus, we cover all European countries for SIP Inbound & Outbound traffic. With our Cloud platform as an option, you get lots of added features like Web-Meeting, Telephony & CRM Integrations.

### Security

In view of the constantly increasing threats, Belcenter places great importance on security. We protect your domain name, your mailboxes, and your end-devices (like your computers, servers and phones). Any threat is stopped before it reaches you.

As your single point of contact, we guide and support you throughout your project's implementation. And thanks to the very latest technologies, we tailor our solutions to your company's specific needs.

### Dedicated fiber

We have chosen Eurofiber as a strategic partner and we use their fiber network to propose our solutions to our customers. With Eurofiber, we offer dedicated fiber: a fiber connection dedicated to just one company – yours – with no sharing.

So, the full bandwidth is reserved just for you – with best-in-class quality of service. Guaranteeing consistently high quality, regardless of the number of users in your company.

With Eurofiber as our partner, we provide the cream of the crop in terms of coverage, pricing, and Service Level Agreements!

And one more thing to keep in mind: We install our services in the shortest possible timeframes. In case of urgency, our tried-and-tested processes can ensure temporary connectivity within 24 hours with the help of our expert technicians.



# The integrated connectivity platform of Europe

Comsave is Europe's fastest growing network intel and connectivity platform for carriers, wholesalers and service providers to efficiently source, quote and connect. Offering realtime and instant availability details, directly from the online Comsave portal or through our API, you will simplify your order workflow and procure through one simple order process.



## We believe connectivity should be easy and fun

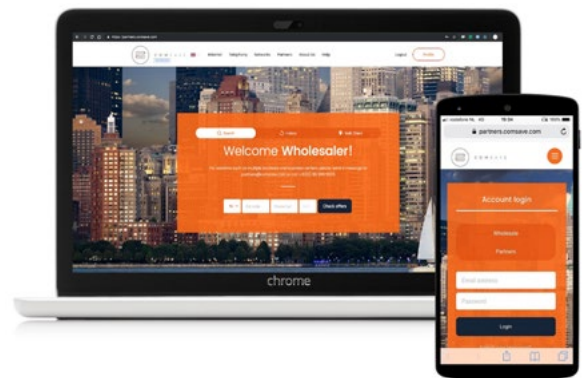
About 5 years ago we started building a connectivity platform to ensure that while the connectivity market gets more complex and integrated, transactions will be handled fast and clean. Since then, we have evolved to become a trusted, integrated solution partner for carriers, wholesalers and service providers to help them efficiently source and connect.

We're on a mission to connect all European networks on a powerful, state-of-the-art platform to provide instant firm quoting and connectivity.

Comsave loves to work together with network carriers like Eurofiber, with a great footprint and their high availability premium fiber network. A significant part of our transactions are handled on the Eurofiber network. The bigger and better the Eurofiber network, the more transactions we can handle.



C O M S A V E



## Source quoting

Transparent and time-saving connectivity solution quoting, directly from the online Comsave portal or through our API.



## Instant connectivity

Scalable L2 connectivity through 75+ interconnected carriers across Europe - instantly available and ordered online.



## Management

Real-time management of quotes, orders and delivery of connectivity solutions - reducing costs of service and operation.





## LIFELINE FOR THE DIGITAL SOCIETY

For more info about our partners' solutions, contact us at **[strategic.partners@eurofiber.be](mailto:strategic.partners@eurofiber.be)**

For all other Eurofiber information, mail us at **[info@eurofiber.be](mailto:info@eurofiber.be)**

Visit **[www.eurofiber.be](http://www.eurofiber.be)**

### **Eurofiber**

Belgicastraat 5 bus 7  
Building Fountainplaza 504  
1930 Zaventem

t +32 (0)2 307 12 00  
[info@eurofiber.be](mailto:info@eurofiber.be)  
[www.eurofiber.be](http://www.eurofiber.be)