

# Servcorp Technology Guide



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## Why Servcorp Leads in Technology

When it comes to technology in the flexible workspace industry, Servcorp stands in a league of its own. As the pioneer in workspace IT innovation since 1987, Servcorp has consistently delivered enterprise-grade technology that empowers businesses of all sizes to operate smarter, faster, and more securely.

At the heart of Servcorp's vision is a commitment to giving clients a true competitive edge through world-class Information and Communication Technology (ICT). What sets Servcorp apart?

- **Relentless innovation:** Our purpose-built technology evolves constantly to meet the demands of modern business.
- **Unmatched support:** A global IT team is available 24/7, ensuring your operations are always stable, secure, and running smoothly.
- **Tailored solutions:** We don't just offer technology — we offer the right technology for your business, wherever you are in the world.
- **Future-ready infrastructure:** We expose our clients to the latest innovations, helping you stay ahead of the curve.

This guide showcases the full suite of Servcorp's technology offerings — each designed to help your business thrive:

- High-performance Internet
- Advanced Telephony
- Secure Co-locational Hosting
- Expert IT Support & Services
- Enterprise-grade Security
- Professional Imaging Solutions

## 1. Internet Connectivity

### 1.1. Global Network – Your ability to work anywhere

When your business depends on fast, secure, and reliable internet, Servcorp delivers. With over **USD \$100 million invested** in building a **privately owned, cloud-based global network**, Servcorp gives you something most workspace providers can't: total control.

Unlike competitors who rely on third-party providers, Servcorp manages its **entire end-to-end infrastructure** across more than **150 locations worldwide**. That means **carrier-grade connectivity, enterprise-level security, and performance you can count on**, no matter where you are.

This network is powered by cutting-edge technologies like:

- Point to Point Dark fibre
- Point to Multipoint Fibre in Ring topology
- Virtual Private LAN service (VPLS)
- Multi-protocol Label Switching (MPLS)
- Software Defined Wide Area networks (SDWAN)
- Virtual Local Area Networks (VLAN)

All of which contribute to exceptional speed, redundancy, and scalability.

What truly sets Servcorp apart? **Strategic peering with major global Internet Exchanges** (like JPIX, NSW-IX, UAE-IX, Equinix Ashburn, and Singapore). This means **lower latency, faster access to cloud platforms, and smarter routing**, giving your business a seamless digital experience whether you're in Servcorp's Sydney, London, New York, or Dubai locations. In addition to this, it is all backed by the operational excellence and expertise of Servcorp's global IT and network operations teams, working 24/7 to ensure your business stays protected, connected, and ahead of the competition.



## 1.2 Fiber-based Tier-1 Managed Service you can rely on

Servcorp delivers more than just fast internet, it delivers **enterprise-level performance and reliability** that modern businesses demand. Every Servcorp location is equipped with **redundant high-speed fibre-optic connections**, intelligently integrated into a global network that connects directly to Tier-1 carriers and major content providers.

This direct backbone access ensures **exceptional speed, low latency, and consistent performance**, even during peak usage. Whether you're hosting video conferences, transferring large files, or running cloud-based applications, your connection is built to keep up. Behind the scenes, Servcorp's **global IT operations team monitors network performance 24/7**, proactively maintaining **99.99% uptime** and ensuring your business stays online and uninterrupted.

With Servcorp, you're not just connected - you're empowered with a **resilient, high-performance digital foundation** that supports your business wherever it grows.



## 1.3 Total control, total confidence: Servcorp as your ISP

Servcorp doesn't just deliver internet - we own it. As a fully licensed **Internet Service Provider (ISP)**, Servcorp maintains complete control over its global network infrastructure. This unique capability allows us to offer tailored, high-performance internet solutions that are designed around your business needs, not limited by third-party constraints.

By managing the entire network end-to-end, we ensure faster response times, streamlined troubleshooting, and greater flexibility in how your services are delivered. It's a level of control and accountability that few workspace providers can match, and one more reason why businesses around the world choose Servcorp.

## 1.4 Security

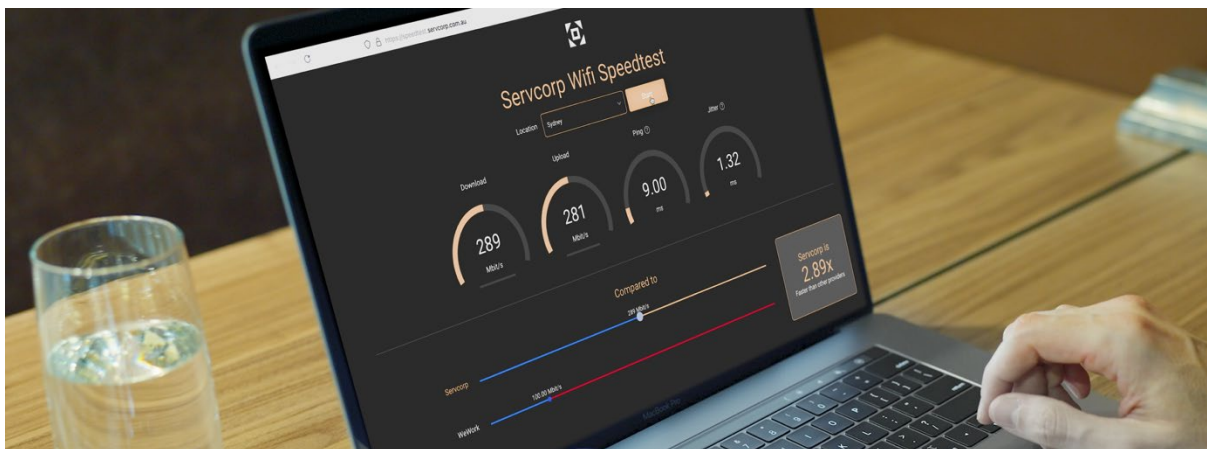
Feature	Description
<b>Private Network</b>	Servcorp operates a private network that is isolated from public networks. This significantly reduces the risk of data breaches and unauthorized access, providing an additional layer of security for clients' sensitive information.
<b>Custom Wi-Fi Security</b>	Each client is provided with custom Wi-Fi security settings. This ensures that every user has a unique and secure connection, preventing unauthorized access and protecting sensitive data from potential threats.
<b>VPN (Virtual Private Network)</b>	Servcorp offers VPN services that encrypt data and create secure connections between devices. This is particularly important for remote workers and those using public Wi-Fi, as it ensures that data remains confidential and protected from interception.
<b>Firewall Protection</b>	Robust firewall systems are in place to monitor and control incoming and outgoing network traffic based on predetermined security rules. This helps block unauthorized access and potential threats, ensuring the integrity of the network.
<b>Regular Security Audits</b>	Servcorp conducts ongoing security audits and deploys updates to ensure that their network infrastructure remains secure and up-to-date with the latest security protocols and technologies. This proactive approach helps identify and address potential vulnerabilities.
<b>In-House IT Support</b>	A global dedicated team of IT professionals is available 24/7 to provide support and address any security concerns. This team ensures that any potential security issues are promptly identified and resolved, maintaining the overall security of the network.
<b>Data Encryption</b>	Data transmitted over Servcorp's network is encrypted to protect it from unauthorized access. This includes both data at rest (stored data) and data in transit (data being transmitted), ensuring comprehensive protection for clients' sensitive information.

## 1.5 WiFi – Wireless Access

### 1.5.1 High-Speed Wireless Access:

At Servcorp, wireless connectivity is engineered for performance, security, and scalability. By leveraging **Cisco's enterprise-grade Wi-Fi infrastructure**, we deliver a wireless experience that's not only fast, but also intelligently optimized and deeply secure. Our network integrates **AI-driven performance tuning**, seamless integration with wired infrastructure, and support for the **latest Wi-Fi standards**, ensuring your business is equipped with a **future-ready solution** that performs in even the most demanding environments.

With wireless speeds of up to **1 Gbps**, Servcorp's Wi-Fi supports everything from high-definition video conferencing to large-scale file transfers — all with the reliability and consistency your business expects. Whether you're working from a private office or a coworking space, you can count on **secure, high-speed access** that keeps your operations running smoothly.



- **Latest Supported Standards:**

#### Wi-Fi 5 (802.11ac)

Key Features:

- Operates on 5 GHz only
- MU-MIMO (downlink only)
- Maximum theoretical speed: ~3.5 Gbps

Cisco Access Points:

- Aironet 2800 and 3800 Series

#### Wi-Fi 6 (802.11ax)

Key Features:

- Operates on 2.4 GHz and 5 GHz
- Introduces OFDMA and MU-MIMO (uplink & downlink)
- Up to 9.6 Gbps total speed

Cisco Access Points:

- Catalyst 9105, 9115, 9120, 9130

### 1.5.2 Over 150+ Hotspots Globally:

- **Global Coverage:** Servcorp has established over **150+ wireless hotspots** around the world. These hotspots ensure that clients have access to reliable and high-speed internet no matter where they are working
- **Convenience:** These hotspots are strategically located in Servcorp's offices and coworking spaces, providing seamless connectivity for clients who travel frequently or work from multiple locations

## 1.6 Service Offerings

### 1.6.1. Wired

- Up to 1 Gbps Ethernet connection
- Network throughput of up to 10Gbps
- Full duplex
- Secured by using virtual local area networks
- MAC Address Security
- Firewalling
- Access Control Lists

### 1.6.2. WiFi

#### 1.6.2.1 Coworking WiFi

- **Fast and Simple:** Provides quick and easy access to the internet.
- **24/7 Monitoring:** Managed by an in-house support team to ensure reliability.
- **Device Limit:** Allows up to two additional devices to connect.

#### 1.6.2.2 Secure WiFi

- **High-Speed Access:** Provides fast and reliable internet connectivity.
- **Secure User Access:** Ensures that only authorized users can connect, enhancing security.
- **Encryption:** Uses advanced encryption protocols to protect data transmission.
- **Network Monitoring:** Continuous monitoring to detect and prevent unauthorized access or threats.



### 1.6.2.3. Custom WiFi

- Tailored Experience: Custom network name (SSID) and personalized data allowance.
- Higher Bandwidth: Supports higher internet speeds and unlimited devices.
- Enhanced Security: Encrypted data and two-point authentication for added security
- Flexibility: Offers the ability to customize according to specific business needs

### 1.6.2.4. IP Addresses

Servcorp goes beyond standard connectivity by operating its own **Autonomous System (AS 17978)** managing over 18,000 public IPv4 addresses across 22 countries. This level of infrastructure ownership gives Servcorp full control over routing policies, network performance, and global IP address allocation, ensuring clients benefit from reliable, scalable, and optimized internet connectivity wherever they operate.

Whether your business requires secure remote access, public-facing services, or inter-office connectivity, Servcorp can provide tailored IP solutions to meet your needs:

- Static IP Address

Servcorp can provide a one-to-one mapping with a public IP address to support requirements such as:

- Remote VPN access
- Security (whitelisting of IP address-based access)
- Hosting of public internet services

- Routed IP Address

Servcorp can provide a range of public IP addresses from a subnet of /26 and above, dependant on requirements. This also supports the following:

- Co-location of equipment in Servcorp communication rooms and data centres;
- Hosting of public internet facing services at any Servcorp location worldwide; and
- Secured, whitelisted interconnectivity with other locations on the internet.

## 1.7 Speedtest

Servcorp uniquely provides its own Internet Speedtest service, purpose-built for clients to measure performance directly from their own devices within our network. Unlike generic third-party tools, Servcorp's Speedtest is integrated across our global ISP backbone and datacentre footprint, delivering an accurate, transparent view of actual connection quality in every office. This capability, exclusive to Servcorp, empowers our clients with confidence in reliability and speed, a service no other competitor currently offers.

[Australia](#) | [Japan](#) | [Singapore](#) | [United Arab Emirates](#) | [United Kingdom](#) | [United States of America](#)

## 2 Video and Voice Communications

Servcorp's global video and telephony platform is powered by Cisco's industry-leading, end-to-end technology, delivering crystal-clear voice and video communications with enterprise-grade reliability at a fraction of the typical cost. As a pioneer in adopting Cisco IP Telephony and VoIP platform, Servcorp has built a cloud-based system that gives clients access to powerful communication features previously reserved for large corporations. With seamless connectivity to over 45,000 Direct Inward Dialling (DID) numbers across 22 countries, the platform enables global number portability and intelligent call routing through both domestic and international carriers. Clients benefit from advanced tools such as "Find me, Follow me," unified voicemail, call screening, and conferencing with HD video, screen sharing, and dedicated Zoom or Microsoft Teams meeting rooms, ensuring they stay connected, professional, and agile anywhere in the world.



### 2.1. Cisco End-to-End Voice/Video Network:

#### 2.1.1 Advanced VoIP (Voice over Internet Protocol):

- Servcorp uses Cisco's VoIP technology to transmit voice and video communications over the Servcorp global network. This allows for high-quality cost-effective communications, particularly when compared to traditional phone lines
- VoIP also supports features like call forwarding, voicemail, and caller ID, enhancing the overall communication experience
- Servcorp has established integration with multiple Tier 1 telecommunication providers to provide clients with a selection of public switched telephone networks (PSTN) numbers for clients to consume, including unique premium, location-based numbers which are not easily obtainable
- Given Servcorp has developed this platform, clients are able to manage and control in real time their telephony services and features, via Servcorp's client portal – Servcorp Home.

### 2.1.2 Conferencing Capabilities:

When it comes to professional communication, Servcorp delivers a conferencing experience that's seamless, reliable, and built for business. Powered by **Cisco's industry-leading technology**, our audio and video conferencing solutions are designed to support everything from one-on-one calls to high-stakes virtual meetings with features like screen sharing, virtual meeting rooms, and integration with your preferred collaboration tools.

Servcorp's dedicated Zoom and Microsoft Teams Rooms are equipped with the latest in audio-visual technology, ensuring every meeting is clear, professional, and uninterrupted.

Whether you're using a Cisco video handset for individual calls or hosting a team session in one of our fully equipped video conferencing rooms (supporting up to 12 attendees), you'll experience the same high standard of quality and performance.

And with premium high-speed internet and a 99.99% uptime guarantee at every Servcorp location, you can trust that your meetings will run smoothly - every time, everywhere.



## 2.2 Global Number Mobility:

### 2.2.1 Number Mobility:

With Servcorp, your business number travels with you. Whether you're working from Sydney, Singapore, or San Francisco, your **Servcorp phone number remains the same**, ensuring continuity, professionalism, and convenience. This **global number portability** allows you to maintain a consistent presence across markets and even expand into new regions by acquiring **local Direct Inward Dialling (DID) numbers**, without the need for a physical office.

### 2.2.2 Least Cost Routing (LCR)

**Servcorp's Least Cost Routing (LCR)** system benefits clients by intelligently routing outbound calls through the most cost-effective carrier or path available, minimising telecommunication expenses without compromising call quality. By leveraging its global telecommunication provider partnerships and network infrastructure, Servcorp

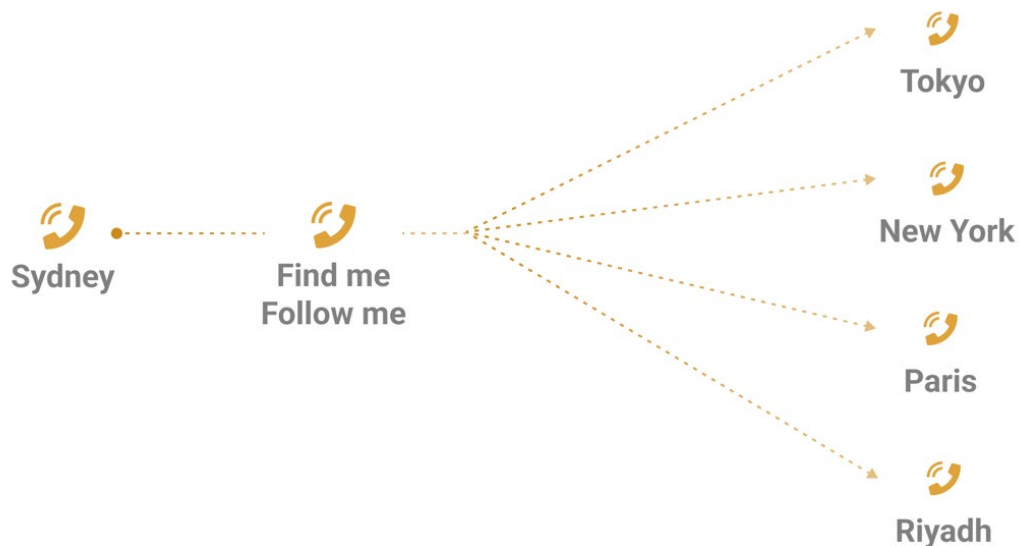
ensures clients receive optimal international and domestic call rates, particularly for high-volume or cross-border communications. This not only results in significant cost savings but also enhances overall efficiency and reliability for businesses using Servcorp's phone services.

### 2.2.3 Subscription Call Plans:

To help you manage your communication expenses with confidence, Servcorp offers subscription-based call plans through **Servcorp Connect**. These plans include generous call allowances across local, mobile, and international destinations, giving you cost certainty and control over your monthly spend.

### 2.2.3 Find me, Follow me:

Never miss a call again. Servcorp's **Find Me, Follow Me** feature ensures that incoming calls reach you wherever you are - whether at your desk, on your mobile, or working remotely. Calls can be routed in sequence or simultaneously to multiple devices, so you stay accessible, responsive, and professional at all times. Fully integrated into Servcorp's global Cisco-powered platform, this feature is ideal for today's mobile, fast-moving professionals ensuring you stay connected and in control no matter where business takes you.



## 2.3. Unified IP Phones and Features

### 2.3.1 Cisco Unified IP Phones

Servcorp provides various models of Cisco unified IP phones to support our client's communication needs.

#### 2.3.1.1 Cisco 8865 IP Phone

The **Cisco 8865 IP Phone** is a cornerstone of Servcorp's premium communications suite, delivering **enterprise-grade** voice and video capabilities directly to your desk. With a high-resolution colour display, HD audio, and a built-in 720p HD video camera, it enables seamless face-to-face collaboration across Servcorp's global network. Integrated Bluetooth, USB headset support, and dual Gigabit Ethernet ports ensure maximum convenience and high-speed connectivity. Fully integrated with Servcorp's Cisco-powered cloud telephony platform, it supports advanced features like voicemail-to-email, call forwarding, and global number portability, helping you stay connected and professional, wherever business takes you.



### 2.3.1.2 Cisco 8845 IP Phone



The **Cisco 8845 IP Phone** offers a reliable and secure voice and video experience, making it an essential tool for professionals who value clarity and consistency. With a 5-inch colour display, HD audio, and a 720p HD camera, it supports high-quality video conferencing within and beyond Servcorp's global office network. Features like unified voicemail, call forwarding, and seamless integration with Servcorp's cloud telephony platform ensure enhanced productivity and connectivity. Dual Gigabit Ethernet ports and wired headset support make the 8845 a versatile, enterprise-ready solution for any business environment.


### 2.3.1.3 Cisco 8945 IP Phone

Designed for everyday business use, the **Cisco 8945 IP Phone** delivers a robust and professional communication experience. With a high-resolution colour display, wideband audio, and a built-in VGA-quality video camera, it enables clear, face-to-face collaboration across Servcorp's global network. Fully integrated with Servcorp's Cisco-powered platform, it supports essential features such as voicemail-to-email, call forwarding, and direct inward dialling, ensuring seamless communication across offices worldwide. Its ergonomic design and energy efficiency make it a smart, sustainable choice for professionals who demand performance and reliability.

### 2.3.2 Cisco Unified IP Phones Features




In addition to the Cisco Unified IP Phone, the Servcorp communications platform has also been designed and extended to provide the following capabilities to support any client communication requirement:

<p><b>Audio Conferencing</b></p> 	<p>Cisco IP handsets support high-quality <b>audio conferencing</b> with full-duplex wideband audio and echo cancellation, ensuring clear and natural conversation for all participants. With support for <b>built-in conferencing features</b>, users can easily initiate multi-party calls directly from the handset without requiring external conferencing systems.</p>
<p><b>Call Diversion</b></p> 	<p>Call Diversion allows clients to utilise a Servcorp phone number that you can automatically transfer your calls to your mobile number, home number, and in any specific order you decide.</p>

<p><b>Intercept</b></p> 	<p>Servcorp's Intercept service provides businesses with a dedicated receptionist who professionally answers incoming calls in your company name. This service ensures that calls are handled according to your instructions, reducing interruptions and maintaining a professional image.</p> <p>This service is particularly beneficial for businesses aiming to project a professional image, manage communications efficiently, and focus on core operations without the distraction of handling incoming calls.</p>
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#### 2.4. Unified Voicemail

Servcorp utilise Cisco unified unity connection to extend voicemail capabilities to clients. The voicemail services are designed to ensure clients maintain seamless communication, most importantly, never miss those important calls. In addition to providing voicemail, the platform also provides various other capabilities as listed below.

<p><b>Automated Attendant</b></p> 	<p>Automated attendant is a Servcorp voicemail feature that allows clients to customise their call routing and provide callers with the ability to select the destination of their call. For example, clients can establish a <i>Press 1 for Accounts, Press 2 for Sales, Press 3 for Support, etc.</i></p> <p>Clients may select any call destination with inputs 1 to 9 supported.</p>
<p><b>Voicemail to Email</b></p> 	<p>Voicemail to email is a Servcorp voicemail feature that allows clients to have their voicemail sent as an email to a designated email address. This feature is advantageous for those clients that are typically mobile but are dependent on receiving voicemail messages.</p>
<p><b>Message Notifications</b></p> 	<p>The Message notification feature allows Servcorp clients to stay informed of new voicemail messages through various channels. These include</p> <ul style="list-style-type: none"> <li>- Email notification:</li> <li>- SMS notification; and</li> <li>- Unified messaging which triggers the system to contact the designated client phone number and to both notify and play the recorded voicemail message. Unified messaging will continue to retry until the voicemail message has been received.</li> </ul>

#### 2.5 Onefax

Servcorp Onefax is more than just an e-fax solution, it's a secure, sophisticated technology designed to streamline your communications and elevate your professional image.

As a Servcorp client, you gain exclusive access to the Onefax platform, allowing you to send faxes to any destination worldwide with ease and confidence. Whether you're working from your office, home, or on the go, Onefax ensures your documents are delivered securely and efficiently.

What sets Onefax apart is your own **dedicated E.164 fax telephone number**. Incoming faxes are instantly converted to a digital format and delivered straight to your inbox - no paper, no delays, no hassle.

### Features:

- Storage of your faxes in the cloud
- Secure fax transmission and communication
- Incoming Fax to Email Conversion
- Incoming Fax attachments in PDF or TIF formats
- Online fax transmission supporting all standard file formats

## 2.6 Onefone

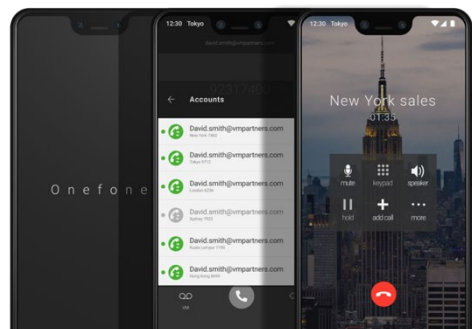
Servcorp Onefone is your gateway to seamless, secure global communication wherever business takes you.

This cutting-edge mobile **Voice over IP** application connects you directly to Servcorp's world-class telephony network, giving you the power to make and receive calls using your Servcorp-allocated E.164 telephone number, no matter where you are in the world.

Whether you're travelling, working remotely, or simply away from your desk, Onefone ensures you stay connected with the professionalism and reliability your business demands.

### Features:

- Supported on devices with Apple IOS and MAC OS, Google Android, and Microsoft Windows operating systems
- Market leading call rates
- High quality voice calling
- Support for up to 10 phone numbers internationally
- Ad hoc audio conferencing
- Conferencing links to mobile device favorites
- Support for video calling
- Call Recording



## 2.7 Global Dial

Servcorp Global Dial is the premium choice for businesses that demand crystal-clear international communication without the international price tag.

This powerful feature leverages Servcorp's private global voice network, seamlessly routing your calls through interconnected data centres across 22 countries. The result? Exceptional audio quality, minimal latency, and substantial cost savings compared to traditional telephony.

Fully integrated with Servcorp's IP handsets and unified communications platform, Global Dial empowers you to make high-quality international calls at local rates, all from your existing setup, wherever you are.

**Real-World Impact:**

- A law firm in Sydney conducts daily calls with clients in Singapore and Tokyo without incurring international call charges.
- A tech startup in New York connects its support team to customers in London and Dubai using local DID numbers.
- A consulting firm in Paris holds weekly project calls with stakeholders in London and Riyadh, all at a fixed call rate.
- A global e-commerce company uses a single inbound sales number across all markets. Servcorp's Global Dial intelligently routes calls based on time zone and availability, ensuring 24/7 responsiveness via teams in Sydney, Singapore, London, and New York - without needing a physical presence in each location.

**Included in your Global Dial service:**

- Global Dial is fully customizable to suit your communication needs
- Has a high-quality voice transmission with minimal latency
- Fixed monthly subscription between Servcorp locations with unlimited usage
- Local call costs when dialling out from any Servcorp location
- Seamless call diversion between Servcorp offices worldwide



### 3. Secure Data Centre

At Servcorp, your infrastructure is supported by enterprise-grade data centre and communication room facilities, available across our global network of premium locations. Each facility is designed with security, reliability, and performance in mind. With 24/7 monitoring by Servcorp's Global Operations Centre, our environments are equipped with advanced features including video surveillance, precision air conditioning, structured cabling, and redundant uninterruptible power supplies, all working together to ensure maximum uptime and peace of mind.

#### 3.1 Co-location Hosting

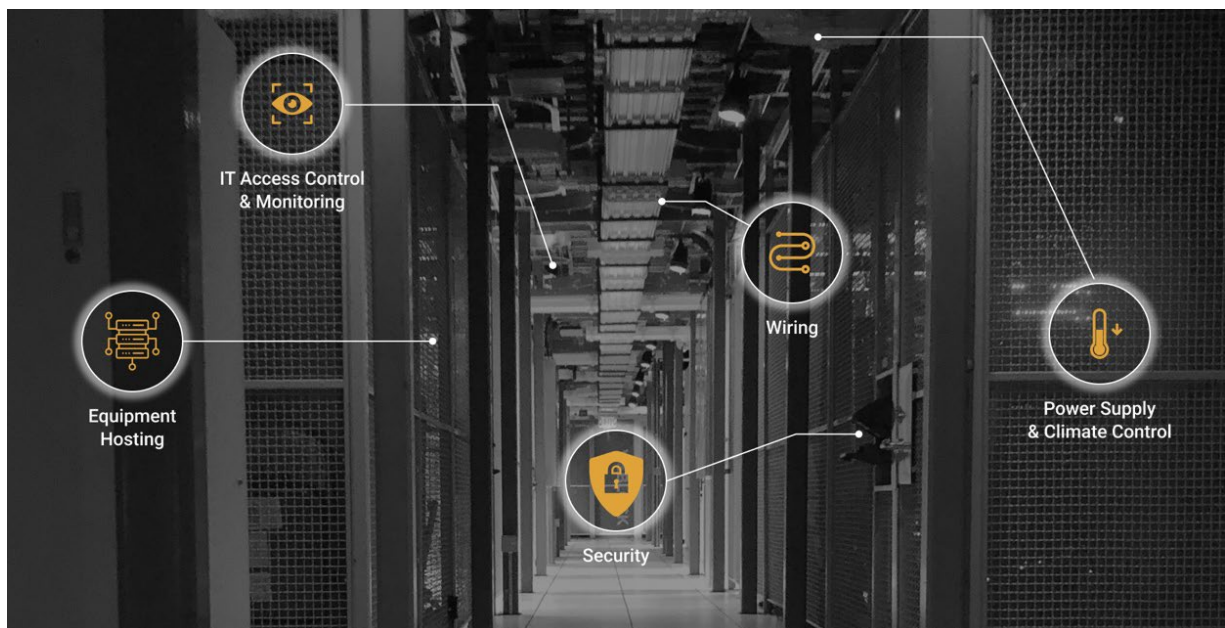
Servcorp's co-location hosting offers the flexibility and control your business needs to grow. Whether you're a startup needing a single rack unit or an enterprise requiring a full rack, we provide scalable rack hire options tailored to your infrastructure requirements. Our co-location services are fully supported by Servcorp's expert IT team, offering managed services for monitoring, maintenance, and technical support, so you can focus on your business while we take care of the rest.

##### Rack Space Features:

- Servcorp provide 800x600 racks with L-band ....
- Businesses can rent rack space within Servcorp's data centres to house their servers and networking equipment
- This service includes power supply, cooling, and network connectivity, ensuring optimal performance and reliability.

##### Servcorp's Server Room Features:

- IT Access control and monitoring
- IT Power supply and climate control
- Wiring
- Equipment hosting
- Security



### 3.2 High Speed Connectivity

Servcorp's data centres are directly integrated with its **fibre-based Tier-1 managed internet backbone**, delivering ultra-fast, enterprise-grade connectivity designed to support mission-critical applications and hosted infrastructure. Unlike standard data centre providers, Servcorp operates its own **global IP network and Autonomous System (AS17978)**, ensuring low-latency routing, optimal bandwidth, and exceptional uptime across all hosted environments. This direct connection to Tier-1 carriers guarantees that your co-located servers, storage, and networking equipment benefit from **high-speed, low-jitter, and highly reliable internet access**, essential for seamless business operations, real-time data transfers, and latency-sensitive services such as VoIP, video conferencing, and SaaS platforms. With Servcorp, clients gain the added advantage of secure, scalable connectivity backed by global reach and end-to-end performance control.

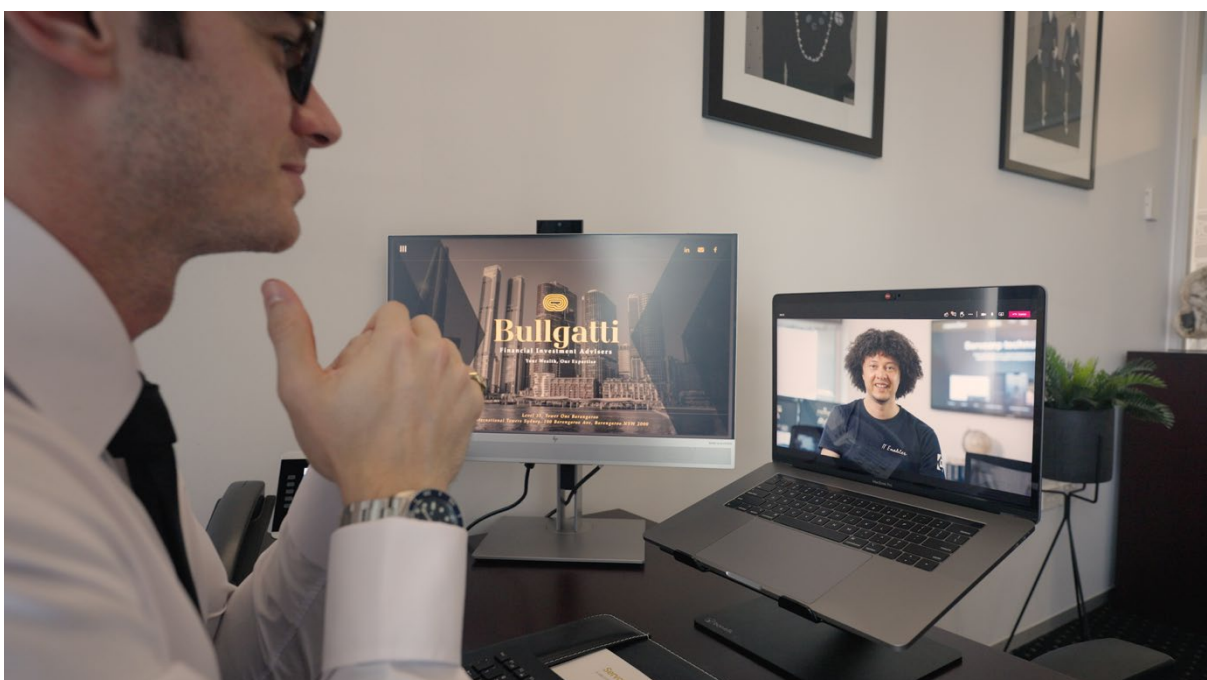
### 3.3 Remote Hands

Servcorp's Remote Hands service gives you expert, on-demand technical support, right where your infrastructure lives. Available across our secure global data centre facilities, Remote Hands ensures your co-located equipment is professionally maintained without the need for you to be onsite. Whether it's rebooting hardware, replacing cables, managing network connections, or performing visual inspections, Servcorp's trained engineers are ready to act swiftly and precisely. This service is ideal for businesses seeking operational continuity, reduced travel costs, and immediate response to technical issues, all while maintaining full control from anywhere in the world.

#### Included in your Remote Hands service:

- On-demand technical support by certified engineers
- Hardware reboots, cable replacements, and network management
- Visual inspections and diagnostics
- 24/7 availability within Servcorp's secure data centre environments

With Servcorp Remote Hands, you gain peace of mind knowing your infrastructure is in expert hands, ensuring uptime, responsiveness, and business continuity, no matter where you are.



## 4 IT Support & Services

Servcorp's dedicated IT Support and Services team offers clients a premium, enterprise-grade technology experience backed by global reach and local responsiveness. With expert engineers and technicians available onsite at every Servcorp location, you gain immediate access to professional support for everything from device setup and network configuration to advanced troubleshooting and systems integration. Our multilingual IT professionals are highly skilled across Windows, macOS, VoIP, networking, and cloud environments, ensuring your business stays connected, productive, and secure. In addition to onsite support, clients benefit from centralized Tier-2 and Tier-3 escalation, proactive monitoring, and rapid response times, all backed by Servcorp's secure infrastructure and global service standards. Whether you're a startup or a multinational firm, Servcorp's IT team acts as an extension of your business, delivering tailored solutions, expert advice, and peace of mind wherever your team is located.

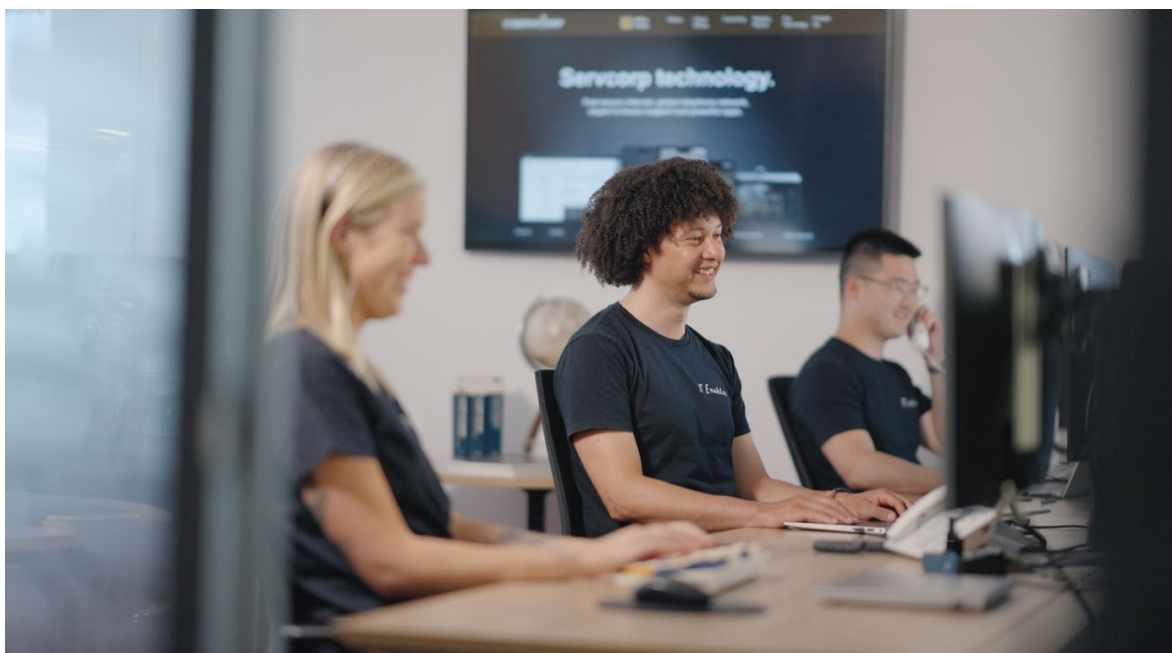
### 4.1 IT Support

Why hire a full-time IT staff member when you can access expert support only when you need it? Servcorp's IT support service gives you on-demand access to a global team of experienced IT professionals ready to assist with any technical issue. Simply dial \*1 from your Servcorp handset or Oneworld to use our convenient **pay-per-use** service, or choose the **IT Support Pack subscription** for proactive, ongoing maintenance and support ensuring your IT systems run smoothly and efficiently with maximum uptime.

#### 4.1.1 Dial \*1

##### Features:

- Expert IT support and advice on demand
- Charged per 10 minutes
- 2-hour response time
- 24x7 Access to the Servcorp Global IT Operations Centre



## 4.1.2 IT Support Pack

### Features:

- Fully managed desktop support including operating system and application updates
- Monthly back-up schedule
- Charged at a flat fee per office, per month
- 2-hour response time
- Price upon application depending on number of devices and infrastructure managed

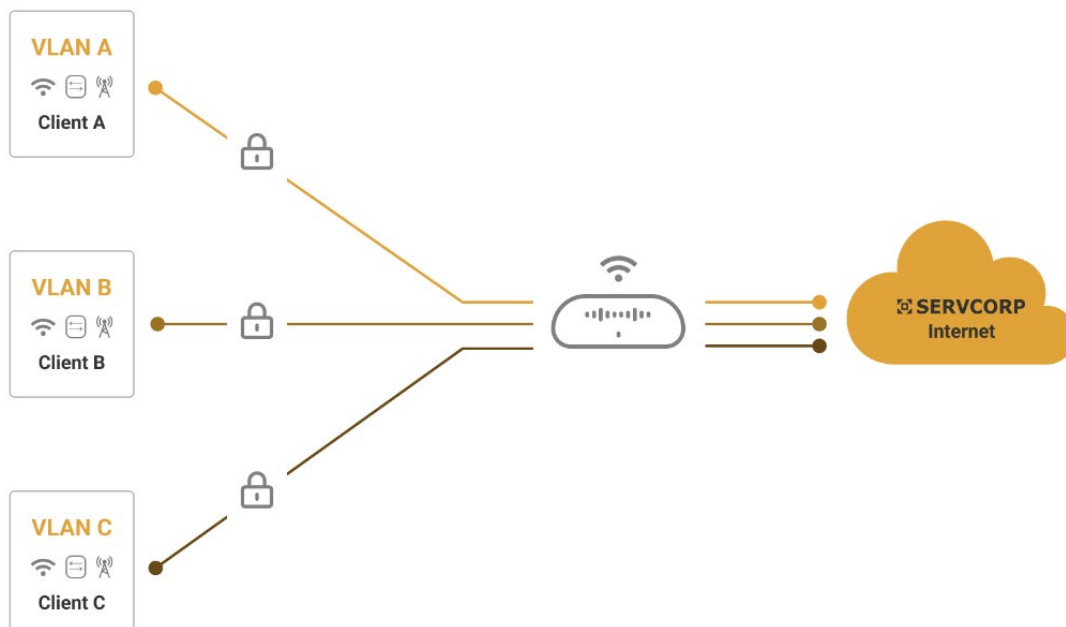
## 4.2. IT Services

Servcorp is a trusted managed IT service provider offering a comprehensive range of IT services that are tailored to support all primary IT requirements. These services are designed for your convenience to help your business operate efficiently and cost effectively, allowing you to focus on your core business. Servcorp's IT services include designing, configuring, and implementing custom networks, IT infrastructure, and cloud applications. Contact your Servcorp IT representative for your obligation free consultancy.

### 4.2.1 Design and implement your custom network

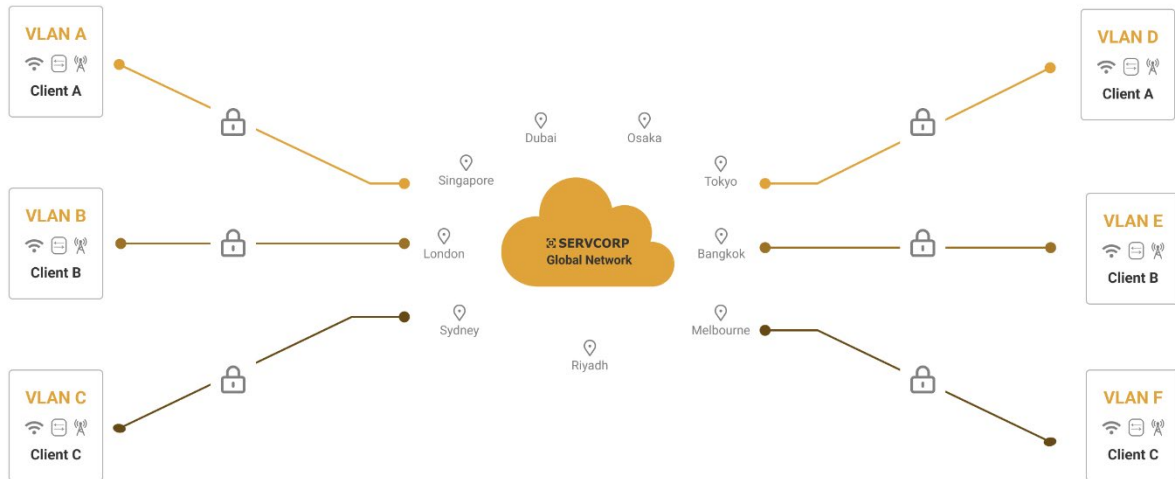
#### 4.2.1.1 VLAN (Virtual Local Area Network)

VLANs allow you to segment your network into different sub-networks. Servcorp can implement and manage your VLANs to ensure the security and performance of your local network. This includes establishing connectivity between end user devices and any shared services, such as printers, and file servers.



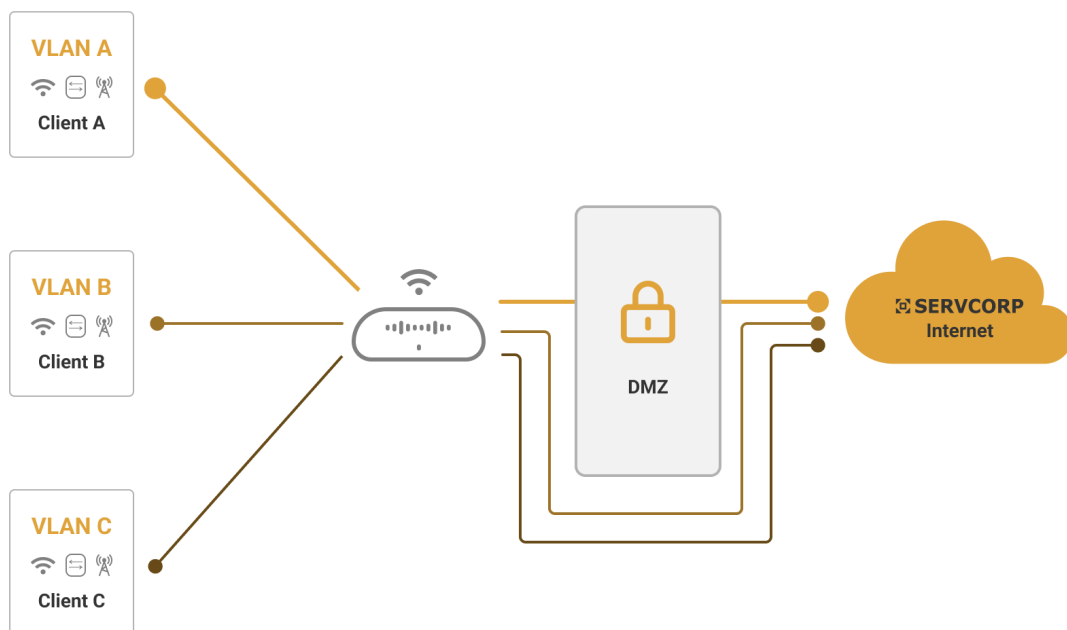
#### 4.2.1.2 VPN (Virtual Private Network):

VPNs provide a secure connection over the internet to your private network. This is essential for remote workers who need to access company resources securely. Servcorp can set up and manage VPNs to ensure secure and encrypted communication between your devices and the remote office network.



#### 4.2.1.3 DMZ (Demilitarized Zone):

A DMZ is a separate network that sits between an internal network and the external internet. It adds an extra layer of security by isolating public-facing services (like web servers) from your internal network. Servcorp can set up your DMZ to help protect the internal network from external threats, whilst allowing external access to public facing services strictly to the relevant IP addresses and ports.



#### 4.2.1.4 Dedicated Bandwidth:

When performance matters, **Servcorp's Dedicated Bandwidth** delivers.

Unlike shared internet connections, dedicated bandwidth ensures a specific amount of internet capacity is reserved exclusively for your business, guaranteeing consistent, high-speed performance for your most critical applications.

Whether you're running cloud platforms, video conferencing, VoIP, or large data transfers, Servcorp can allocate and manage dedicated internet tailored to your operational needs ensuring reliability, speed, and peace of mind.

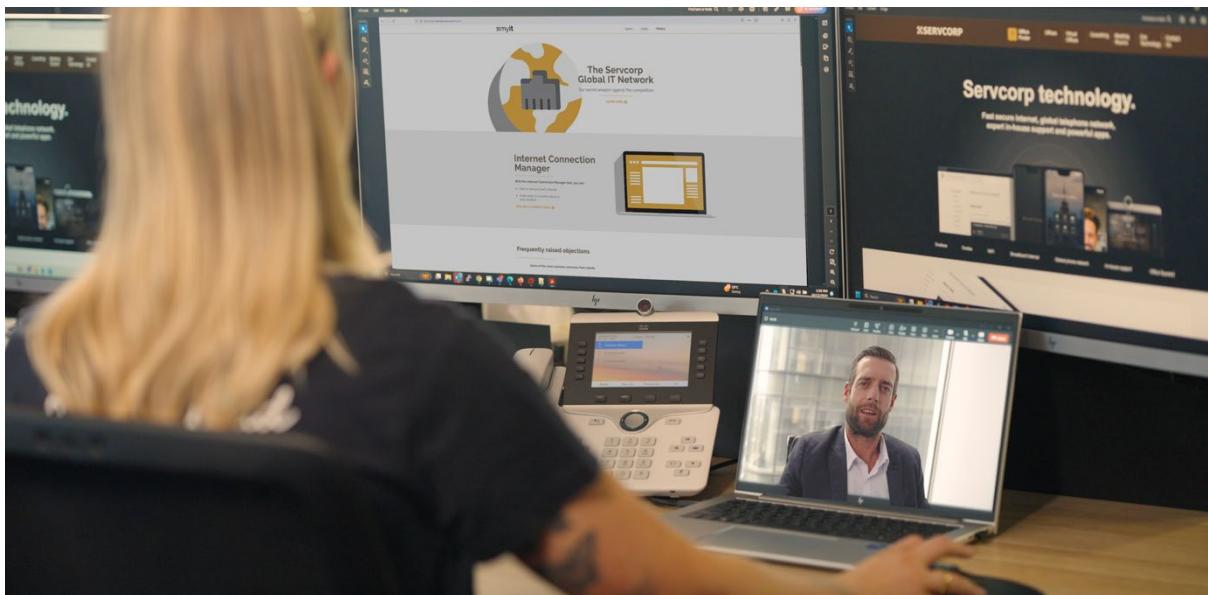
Dedicated internet is available in the following speeds: 10mbps, 20mbps, 50mbps, 100mbps. For speeds greater than 100mbps, your Servcorp IT representative can provide both pricing and options on application.

#### 4.2.2 Setup your IT infrastructure

Servcorp globally partners with Cisco, Meraki, and Hewlett Packard Enterprise (HPE) to offer competitive pricing on IT infrastructure such as laptops, desktops, servers and networking equipment. Servcorp offers convenience by procuring, receipting, configuring and implementing your IT infrastructure at any one of the locations worldwide. Please consult your local Servcorp IT representative who will assist in establishing your requirements and will provide you with a proposal.

#### 4.2.3 Setup your Cloud applications

Servcorp globally partners with Microsoft and Amazon to offer the configuration and delivery of cloud-based applications and services to support your businesses. As an early adopter and major consumer of cloud services, Servcorp has over 15 years of experience in deploying cloud applications utilising various providers. Please consult your local Servcorp IT representative who will assist in establishing your applications requirements and will provide you with a proposal.



## 5. Imaging

Servcorp offers comprehensive printing, scanning, and photocopying services with secure user access. Clients can print, scan, or photocopy in black and white or colour, and in A3 or A4 sizes. These services are available on a **pay-per-use basis**, with added flexibility such as the ability to print to any Servcorp location and scan directly to email, giving you the freedom to work seamlessly, wherever you are.

### 5.1 Printing

#### Features:

- Secure user access
- Print to any Servcorp Location
- Pay per print
- Supports Black and White & Color
- Supports A3 & A4

### 5.2 Scanning

#### Features:

- Secure User Access
- Pay per scan
- Supports Black and White & Color
- Supports A3 & A4
- Scan to Email

### 5.3 Photocopying

#### Features:

- Secure User Access
- Pay per print
- Supports Black and White & Color
- Supports A3 & A4
- Scan to Email

## Glossary of Terms

Term	Explanation
<b>Fiber-based Connection</b>	Fiber-optic technology used to deliver high-speed internet. Fiber-optic cables transmit data as light, allowing for faster and more reliable internet connections compared to traditional copper cables.
<b>Tier-1 Internet Service Provider (ISP)</b>	A network that can reach every other network on the internet without having to pay for transit. Servcorp's internet service is directly connected to the backbone of the internet, ensuring high-speed and low-latency connections.
<b>99.99% Uptime</b>	Refers to the amount of time the internet service is operational and available. A 99.99% uptime means the internet service is guaranteed to be available almost all the time, with minimal downtime (less than an hour per year).
<b>Point to Point Dark Fiber</b>	A dedicated fiber-optic connection between two points, providing high-speed and secure data transmission.
<b>Point to Multipoint Fiber in Ring Topology</b>	A network configuration where multiple points are connected in a ring, providing redundancy and improved reliability.
<b>Virtual Private LAN Service (VPLS)</b>	A technology that allows multiple sites to connect over a shared network as if they were on the same local area network (LAN).
<b>Multi-protocol Label Switching (MPLS)</b>	A technique for routing data in a network that directs data from one network node to the next based on short path labels rather than long network addresses.
<b>Software Defined Wide Area Networks (SDWAN)</b>	A virtual WAN architecture that allows enterprises to leverage any combination of transport services, including MPLS, LTE, and broadband internet services, to securely connect users to applications.
<b>Virtual Local Area Networks (VLAN)</b>	A network configuration that allows devices on separate physical LANs to communicate as if they were on the same LAN.
<b>Private Network</b>	A network isolated from public networks, reducing the risk of data breaches and unauthorized access.
<b>Custom Wi-Fi Security</b>	Security settings tailored for each client, ensuring unique and secure connections.
<b>VPN (Virtual Private Network):</b>	A service that encrypts data and creates secure connections between devices, essential for remote workers and those using public Wi-Fi.
<b>Firewall Protection</b>	Systems that monitor and control incoming and outgoing network traffic based on predetermined security rules, blocking unauthorized access and potential threats.
<b>Unified IP Phones</b>	Cisco IP phones provided by Servcorp to support various communication needs, including features like call forwarding, voicemail, and caller ID.
<b>Unified Voicemail</b>	A voicemail service that includes features like automated attendant, voicemail to email, and message notifications.



<b>Onefax</b>	A secure e-fax technology solution that allows clients to send and receive faxes digitally.
<b>Onefone</b>	A mobile VoIP application that allows clients to make and receive calls on their Servcorp allocated telephone number from any location.
<b>Global Dial</b>	A telephony platform that allows clients to use Servcorp allocated telephone numbers across various geographies without incurring additional call-related fees.
<b>Co-location Hosting</b>	A service that provides rentable rack space for clients' servers and networking equipment within Servcorp's data centres.
<b>Remote Hands</b>	Managed services that include support, monitoring, and maintenance of IT infrastructure.
<b>DMZ (Demilitarized Zone)</b>	A separate network that sits between an internal network and the external internet, adding an extra layer of security.
<b>Dedicated Bandwidth</b>	Internet bandwidth reserved exclusively for a specific user, ensuring consistent and high-speed access for critical applications.