Say hello to the IT and Communications keeping your business connected

Be connected

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Today's business workplace is about being connected and reliant on having the right technology and communications in place. But it's sometimes easy to take for granted this technology – the clever behind the scenes 'stuff' that powers your business and makes sure that everything - from your website, phone lines, ordering system and emails - keeps working.

It's like the best kept secret, the business engine that you hope just 'works'. It's only often when it fails that you realise the importance it holds.

After a roller-coaster of a year, that technology now has become even more critial.

Let's think about it. You've got customers who expect an amazing experience on their channel of choice – may that be through your website, in person or on the phone. You've invested in technology and training your team so they can work just the same whether in the office or remotely. More and more of your business has become dependent on the internet and so a fast and reliable network has become critical, and with cyber crime on the increase - keeping data and systems safe and secure is no longer a nice to have.

And you need to manage all this whilst running a business. So whilst it's easy to just hope that your connection or technology will work, why take the chance?

We can help. Here's how. We specialise in providing the IT and communications that will keep your business connected.

- **A super-fast internet connection, the one thing your entire business depends on.**
- **A business phone system to seamlessly support office and remote workers.**
- **A contact centre for a highly personalised customer experience across all channels.**
- **Collaboration & Reporting Software to chat, call and meet in real time.**
- **Cyber security and back-up for business systems, data and devices.**
- **And expert help when you need it with business IT support services.**

We are a team of experts with solutions that are easy to scale, have clear monthly costs and guarantee best in class SLAs.

STL help over 1200 business just like yours and we'd love to help you too.

Connecting business
Connecting people

Be connected

Say hello to the IT & Communications keeping your business connected.

How people work has changed

- ✓ the future of work is success from anywhere
- ✓ increase in remote working and flexible workforce
- ✓ spotlight on employee engagement: productivity, efficiency, collaboration

Network connectivity is critical

- ✓ increased business dependency on a reliable and fast connection
- ✓ speed, security and scalability are essential
- ✓ presents opportunity for cloud technology and digital transformation

Need for flexibilty and security

- ✓ complex IT landscape with multiple products, contracts and suppliers
- ✓ need for peace of mind through industry leading solutions and SLAs
- ✓ volume and value of data has increased cyber-attacks and security breaches

**Connecting business
Connecting people**

STL

Work anywhere

Stay connected anywhere with our integrated communication system that's secure, scalable and designed for remote working

Always on

A super fast, reliable network connection that every part of your business can depend on

Complete support

Fully managed IT support for all your IT and cyber security needs

Be connected

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STL

Why change

Business goal	Opportunity	Solution	Outcome
Work anywhere			
Collaborate with your remote team	Stay connected anytime, anywhere	**Cloud Voice**: Hosted business phone system	Business telephony: same experience on any device, any location. caller ID, call transfer, call recording
Single view of the customer	Pesonalised customer experience	**Cloud Contact**: Contact centre capability	Inbound & outbound voice channels, web-chat & email
Manage workflows and productivity	Effective employee experience	**Collaboration & Reporting** software: M365	Chat, call & meet and collaborate in real time
Always on			
	Dedicated supported business grade connection	**Fibre**: business grade connection	Superfast uncontended fibre connection available on 10Mb, 1Gb, 10Gb
Connectivity to suit your business needs	Extra bandwidth capacity when you need it	**Fibre Flex**: boost business bandwidth	Flexibility to boost from standard 200Mbps to 1Gbps when needed at no extra cost
	Affordable broadband connectivity	**Broadband**: FTTC/P/SoGEA	Contended connection perfect for the smaller business
Complete support			
Expert IT help when needed	Gain peace of mind that your data, devices and IT are taken care of	**Business IT Support**: professional IT services	Fully managed IT support for all technical support needs
Safe and secure from cyber attacks	Keep busines systems, data and devices secure from cyber attacks	**Cyber Security**: Data backup anti-virus, firewall, DR	Tools and support to keep your business protected

Why now

Why STL are different and why act now

1 in 5 are dissatisfied with their internet

72% of the UKs workforce use the internet

76mbps vs. 1000mbps
To download 150GB Remote backup

4 hours and 23 minutes   **23 minutes**

1200+ STL customers

1 in 3 will leave a brand after just one bad experience

COST £3.2K per security breach

38 HOURS A YEAR is lost due to slow or dropped connections

36% of UK workforce will work from home permanently or occasionally

37% of businesses have had a cyber security breach in the last 12 months

Silver Microsoft Partner   shawgibbs

HARWOODS group   CACI

BLENHEIM PALACE

CPL INDUSTRIES   oxford bus company

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Business IT Services

Why now

IT Help

Expert help when you need it

Technology plays a crucial role in the running of your business from infrastructure to security. For it to work successfully it requires regular monitoring, reviews, maintenance and upgrades to stay aligned with the changing needs of your business.

Managing this can be challenging with limited resource, knowledge and budget. STL can provide IT help and support

- ✓ IT Break Fix Support
- ✓ Virtual IT Team
- ✓ Procurement of New Technology

From £15.00 per user per month.

T&C's apply

Staying Secure

Safe and secure from cyber attacks

No business can afford to ignore security. IT infrastructure and data needs to be strong, secure and compliant so that your business is protected against potential cyber threats, data breaches and disasters. Get this wrong and your business stops running.

STL can help by ensuring you have the tools and support in place to keep your business protected.

- ✓ Cyber Security
- ✓ Antivirus & Firewall
- ✓ Data Backup & Disaster Recovery

From £19.95 per user per month.

T&C's apply

Managing the Workplace

Increasing efficiency

Today's workplace is evolving at pace with a flexible workforce, new business models and digital tools that allows teams to connect and collaborate. Most businesses are looking for secure, scalable and flexible cloud-based solutions.

STL can provide your end-users with the latest devices, software and services on subscription.

- ✓ Workplace Productivity Tools: 365
- ✓ Connectivity
- ✓ Hardware

From £19.50 per user per month.

T&C's apply

Online collaboration tools help to facilitate up to a 30% increase in productivity

7 in 10

malware payloads were ransomware

43% of cyber attacks target small to medium businesses

£8,820 vs £39,094

Cost of outsourced IT support vs average salary for a SME - per annum

92% of all malware is delivered by email

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STL

Business Communication Services

Cloud Voice

Work the same anywhere

Hosted business phone system providing same information and features regardless of device or location: caller ID, call transfer, extension dial and call recording.

- ✓ Hosted business phone system
- ✓ Fixed and mobile capabilities
- ✓ Portal access via any device

From £14.95 per user per month

T&Cs apply

Cloud Contact

Deliver a seamless customer experience

Contact centre capability supporting inbound and outbound voice channels, webchat and email, enabling a highly personalised customer experience and providing a single view of the customer

- ✓ Single view of the customer
- ✓ Supports voice, web-chat & email
- ✓ Scalable per user pricing

From £24.99 per user per month.

T&C's apply

Collaboration & Reporting

Be productive anywhere

Get work done and stay connected whether you're working remotely or onsite. Empower your employees to work from anywhere by using collaboration tools such as M365 and Microsoft Teams

- ✓ Chat, call, meet and collaborate
- ✓ Manage workflows and productivity
- ✓ Secure and scalable

From £17.99 per user per month.

T&C's apply

Why now

68% use more than three channels to interact with customer service

62% average saving on communication costs

90 seconds average time callers hold before hanging up phones

increase in productivity from employees enabled to work remotely 20%

32 mins per day saved by using unified communications

71% recommend a product or service because they received a great experience

52% would pay more for a speedy and efficient customer experience

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Business Connectivity Solutions

STL Fibre

Business grade connectivity solution

Business class connectivity that's dedicated, secure, fast and always on

- ✓ Dedicated, symmetrical bandwidths
- ✓ Delivered on uncontended fibre
- ✓ Available on 100Mb, 1Gb and 10Gb.
- ✓ 100% Service Level Agreement
- ✓ Guarantee Return to Service
- ✓ Backup available for added resilience
- ✓ Fully managed & supported 24/7/365

From £325 per month

T&Cs apply

STL Fibre Flex

Boost your business bandwidth

Our ultra-fast, reliable connectivity give your business extra capacity whenever you need it

- ✓ Blisteringly fast 1Gbps maximum speed, with 200Mbps as standard
- ✓ Flexible option to 'boost' to 1Gbps as and when needed at no extra cost
- ✓ Unlimited usage and no extra bandwidth costs
- ✓ 100% Service Level Agreement
- ✓ Guarantee Return to Service
- ✓ Backup available for added resilience
- ✓ Fully managed & supported 24/7/365

From £295 per month
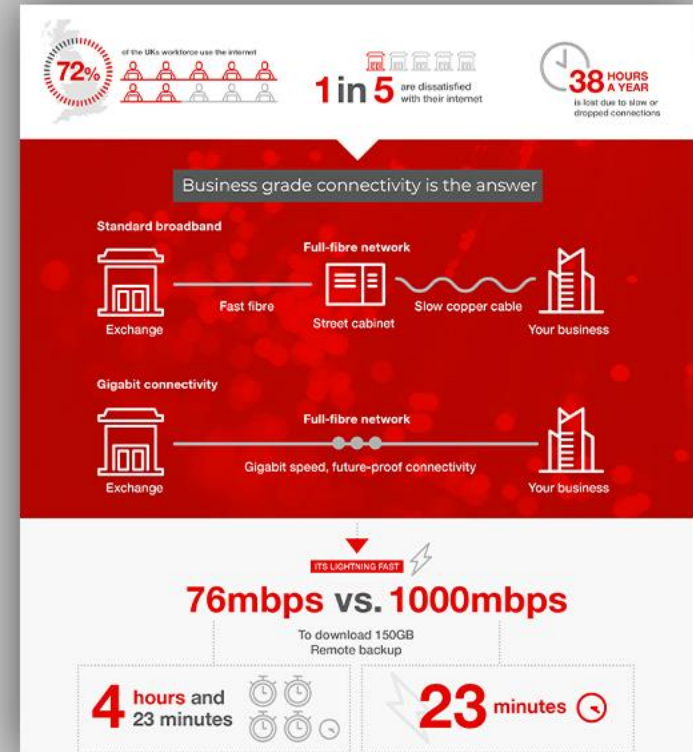
T&C's apply

STL Broadband

FTTC/FTTP/SoGEA

Affordable broadband connectivity for your small businesss

- ✓ Download speeds of 80Mb
- ✓ Upload speeds of up to 20Mb
- ✓ Excellent coverage
- ✓ Contended connection
- ✓ Limited SLA

From £32.95 per month

T&C's apply

Why now

72% of the UKs workforce use the internet

1 in 5 are dissatisfied with their internet

38 HOURS A YEAR is lost due to slow or dropped connections

Business grade connectivity is the answer

Standard broadband
Exchange — Fast fibre — Street cabinet — Slow copper cable — Your business
Full-fibre network

Gigabit connectivity
Exchange — Gigabit speed, future-proof connectivity — Your business
Full-fibre network

ITS LIGHTNING FAST

76mbps vs. 1000mbps

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Say hello to the IT & Communications keeping your business connected.

Proven experience in helping businesses just like yours

25+ years in industry experience

Pride ourselves on delivering exceptional customer service

1200 + customers

Professionals who work as an extension of your business

24/7/365

Connecting business
Connecting people

Provided services and tools for the office and remote workforce to work the same from anywhere

Longacres
BLENHEIM PALACE
Shurtape TECHNOLOGIES
mce insurance
MORLEYS FURNITURE
shawcity

Removed the complexity of managing IT & Communications by having a trusted supplier

FELDON VALLEY
shawgibbs
Cotswold Wildlife Park & Gardens
ila
ASTON MARTIN
Cognizant FORMULA ONE™ TEAM

Enabled businesses to quickly adapt to change with a fast, secure and scalable solution

CHERWELL COLLEGE OXFORD
GREENE'S TUTORIAL COLLEGE Oxford
ANTECH
iGO4 Intelligent Insurance
HARWOODS group