



Say hello to the IT and Communications
keeping your business connected



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What **STL** do

We deliver business IT, connectivity and communications to keep your business connected.



Business IT Support

- ✓ Expert IT Team on demand
- ✓ Cyber security, backup & DR
- ✓ IT audit, remediation and refresh

Peace of mind that your IT is taken care of and your data, devices and systems are secure



Business Connectivity

- ✓ Broadband
- ✓ Super-fast Fibre
- ✓ Wi-Fi Solutions

A super-fast internet connection – the one thing your entire business depends on



Business Communications

- ✓ Hosted Phone Systems
- ✓ Lines, Calls & Mobiles
- ✓ Contact Centre & Reporting Software

A hosted business communications solution to seamlessly support office and remote workers



How **STL** can help

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.
- ✓ Collaboration & Reporting Software to chat, call and meet in real time.
- ✓ Cyber security and back-up for business systems, data and devices.
- ✓ Expert help when you need it with business IT support services.



Complete support

Always on

Work anywhere

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 business systems, data and devices secure from cyber attacks

Cyber Security: Data backup anti-virus, firewall, DR

Tools and support to keep your business protected

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

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

Personalised 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



STL IT Support provides fully managed business IT security and support. IT experts work as an extension of your business who not only provide IT support and remediation when needed, but will aim to fix before fail through proactive monitoring and management.

Features



Expert team on demand

STL IT support will provide your business with a single point of contact for any IT issues with competitive and timely SLAs for remediation. Any IT issues will be logged, assigned and taken care of quickly, focusing entirely on getting you back up and running.



Complete IT Audit

An IT audit will provide clear visibility of the business landscape:

- Network audit - are you secure, backed-up and have the appropriate cyber security essentials in place
- Equipment audit - review of hardware and software by user and device
- IT landscape audit - identification of any red flags, remediation recommendations and established recommended IT baseline



IT Security

Complete 360 Security support:

- Anti-virus end point security
- Firewall: anti-spam, VPN, internal detection systems, web filtering
- Employee monitoring and management for both office and remote workers
- Equipment/systems/software/back-up monitoring and management
- IT security standards - cyber essentials



IT Refresh

Once the IT audit has taken place, immediate red flags have been remediated and IT managed support is in place, an IT refresh could improve efficiencies and productivity both for office and remote workers and on premise and the cloud.

Benefits



Removing IT Risk

Every business is now dependent on their IT systems and internet connection working, data being backed up and regular software and security updates taking place. A managed IT support service ensures that all of this is taken care of.



Peace of Mind

When technology goes wrong it needs to be fixed quickly by a team of experts rather than relying on a DIY approach. A managed IT support service will proactively aim to fix before fail - meaning any red flags identified are fixed before they impact the business.



Disaster Recovery

Worst case scenario for every business is having a security breach, realising they don't have data back-up or their internet connection failing. By having fully managed IT security and support in place you are protecting your business from potential disaster.



Cost Saving

There is a misconception that IT support is expensive and that it is an unnecessary budgeting expense that could be covered in house. However, the cost of managed IT support for a business of 50 people can be 75% less when compared to the cost of a FTE.



Improved Productivity

Having IT that is fully supported and fit for purpose can deliver a much better end user experience and drive improved productivity by reducing user down time and disruption due to either legacy equipment, failing systems or needing to manage an update.



Today's business workplace is about being connected and making sure that everything from your website, phone lines, ordering system and emails keeps working. IT and communications have become the 'engine' of every business, and whilst it's easy to just hope that your connection will work, why take the chance?

STL Fibre: Business grade connectivity solution

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

Fully managed & supported 24/7/365



Dedicated, symmetrical bandwidths



100% Service Level Agreement



Delivered on uncontended fibre



Guarantee Return to Service



Available on 100Mb, 1Gb and 10Gb



Backup available for added resilience

STL Fibre Flex: Boost your business bandwidth

Our ultra-fast, reliable connectivity give your business extra capacity whenever you need it. Fully managed & supported 24/7/365



Blisteringly fast 1Gbps maximum speed with 200Mbps as standard



100% Service Level Agreement



Flexible option to 'boost' to 1Gbps as and when needed at no extra cost



Guarantee Return to Service



Unlimited usage and no extra bandwidth costs



Backup available for added resilience



of the UK's 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

Full-fibre network



Street cabinet

Slow copper cable



Your business

Gigabit connectivity



Exchange

Full-fibre network

Gigabit speed, future-proof connectivity



Your business

ITS LIGHTNING FAST



76mbps vs. 1000mbps

To download 150GB
Remote backup

4 hours and
23 minutes



23 minutes



STL Broadband: FTTC / FTTP / SoGEA

Affordable broadband connectivity for your small business. Limited SLA



Download speeds of 80Mb



Excellent coverage



Upload speeds of up to 20Mb



Contented connection



Complete business communications for the modern workplace. STL Cloud Voice is a cloud-based hosted business telephone solution that provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web.

Features



Complete unified communications

STL Cloud Voice delivers telephony, screen sharing, video and audio conferencing, IM, collaboration, contact centre and native integrations seamlessly and reliably.



Stay connected from anywhere, on any device

Seamless experience between devices so users can swap back and forth.



Features you can easily control

Complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.



One number anywhere

Integrates your fixed and mobile capabilities so that you never miss a call. Callers need only dial one number to reach your desk phone and mobile phone simultaneously; ongoing calls can be moved seamlessly from one device to another without hanging up and a single voicemail box can be accessed from any device.



On demand service with no hidden costs

Hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no hardware investment or financing costs to consider.



Enables flexible working

Supports flexible work environments through hot-desking, home working and extending the service to mobile devices.



A business continuity solution

Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business because STL Cloud Voice sits in the cloud providing business continuity.

Benefits



Work From Anywhere

Smarter working on any device with improved collaboration, agility, security and efficiency whether in the office or working remotely. Drives efficiency and productivity and delivers a seamless customer experience across all channels.



Modern User Experience

STL Cloud Voice delivers one screen for call control, IM, audio and video conferencing, screen sharing, events and more so users can work faster and with less hassle. Designed for the modern, on-the-go worker, users benefit from a consistent user experience across devices - PCs, Macs, iOS and Android.



Complete Business Communications Solution

STL Cloud Voice combines cloud-based telephony, collaboration and contact centre to deliver a complete businesses communications solution. It is designed to address the needs of every department, so businesses don't need multiple vendors for voice, collaboration, SMS, screen sharing, video, devices and more. Everything is purpose-built, in-house to deliver a seamless, integrated experience across endpoints and services.



Reliability & Scalability

STL Cloud Voice comes with built-in redundancy and on-demand scalability so you don't have to worry about a thing. It is deployed out of highly secure data centres to deliver security and availability you can count on.



Some businesses **STL** help



Why **STL**?



STL specialise in delivering business IT, connectivity and communications.

We provide the clever behind the scenes technology that powers your business and makes sure that everything, from your website and phone lines to your ordering system and emails, keep working and are cyber secure.

“For over 25 years STL have been helping businesses of all sizes across the UK use technology to better their business and make sure that they’re able to connect, communicate and collaborate with their customers and people.”

Paul Ballinger, Managing Director

STL, connecting business connecting people





1200



BLenheim PALACE



**STL help over 1200 business customers just like you
and we'd love to help you too**

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