



COLT TELECOM B.V. — THE NETHERLANDS

SUNTONESM CERTIFIED SERVICE SUCCESS STORY

KEY HIGHLIGHTS

Company

COLT Telecom B.V., The Netherlands

Industry/Market

Hosting Service Provider

Key Business Issues

- Educate the European market about benefits of outsourcing services
- Minimize perceived risks to customers by proving use of industry best practices
- Leverage certification to engage Sun sales force and jointly go to market
- Become the number one provider of Internet hosting services in the Netherlands

Business Results

- Careful examination of procedures resulted in better documentation and communication policies
- Disaster recovery procedures enhanced
- Data management tools and policies found to be of extremely high quality
- First service provider in the Netherlands with a SunTone Certified service

Configuration Specifics

- Sun Enterprise™ servers
- Sun Netra™ Servers
- Sun Midframe Servers
- Solaris™ Operating Environment

“COLT Telecom B.V., The Netherlands is striving to be a leader in the Internet hosting space. This takes significant investments in great people, strong process and high end technology. The SunTone certification process provides us with significant value by its exacting and high standards for operating a high quality service delivery company.”

*Hugh Wilson,
Regional Director,
COLT Telecom Group plc*

COLT Telecom B.V., Netherlands is a subsidiary of COLT Telecom Group plc, a leading provider of high bandwidth data, voice and advanced telecommunications services to European customers. COLT provides high-end hosting services through its Internet Solution Centres. Broadband fiber connections link COLT to its pan-European network, allowing for a greater degree of control over the quality of service delivered. This is one of COLT's unique value propositions.

COLT interHOSTING: A Complete Solution

COLT Telecom B.V. began providing its interHOSTING service in April 2000 in the Netherlands with a singular vision: to become the number one provider of Internet managed hosting services in the Netherlands by providing high quality solutions and the best customer service. To prove to the world that it “walks its talk”, COLT pursued SunTone™ certification for its hosting services—a demanding, industry-defined assessment process to ensure operations and infrastructure meet industry best practices.

COLT Telecom B.V. recently became the first service provider in the Netherlands to have a service SunTone certified.

Educating the Market

Doing business as a service provider (SP) in Europe is challenging. Even though more businesses are embracing the Internet in Europe, as throughout the rest of the world, the outsourced services model is still not yet well understood. COLT believes that its history and widespread presence as a major telecommunications player in the region and its recent SunTone certification status, which demonstrates high quality service delivery capabilities, will enable it to face these challenges.

As Ruud de Kooter, Manager of Operations for COLT Telecom B.V., puts it, “SunTone certification is an incredibly rigorous and thorough process which looks at the whole gamut of our value chain, including process, technology, security, etc. A customer can take comfort in the fact that any SunTone certified SP will meet industry standards and provide very high quality services. We at COLT are proud to be part of this club of quality”.



Backed by Sun Technology

COLT Telecom B.V. relies on Sun technology at the core of its service delivery through its Internet Solution Centers. In addition, Sun is the preferred choice for all its UNIX® system solutions. “We find that Sun systems offer the highest value for us and our customers. They have high return on investment, and coupled with the Solaris™ Operating Environment, we can provide high quality solutions for even the most highly demanding situations,” says de Kooter.

“COLT Telecom B.V. looks at the industry from a telecom focus. We needed a significant relationship to complement our strengths and help us make our mark in the service provider space. Sun is definitely the most recognized brand in this arena, not only because of its great technology but its vision and leadership as one can see through its SunTone program. Sun and SunTone bring credibility and validity to this market and will go a long way in educating the industry.”

*Hugh Wilson,
Regional Director,
COLT Telecom Group plc,
Netherlands*

www.sun.com/suntone



Benefits of the Certification Process

COLT found the comprehensive review process associated with SunTone certification to be instrumental in helping it fine tune its internal processes. “We had a chance to look carefully at the procedures and address some of the issues head on. We tightened our documentation and our communication policies and enhanced our disaster recovery procedures. By going through the comprehensive process, we were also pleased to note that our data management tools and policies were of extremely high quality,” says Ruud de Kooter, Manager of Operations for COLT.

The Whole is Greater than its Parts

SunTone certification for COLT Telecom B.V. seems clearly to be a win-win, for both COLT and Sun:

“The service provider arena is all about having the best partners to jointly provide solutions. We strongly believe that our solution is only as good as the solutions in our value chain. This is why Sun and the SunTone program are so important for us—the best technologies and also the best programs in terms of co-selling and co-marketing,” says Joanne Bredero, Partnership and Alliance Manager, COLT Telecom B.V.

Bredero continues, “We view this certification as a significant step. We look forward to engaging with the Sun sales force to jointly go to market. Sun has great relationships with many companies in numerous vertical markets. We would like to take advantage of our new status to provide value added solutions to those segments.”

The SunTone Certification and Branding Program (www.sun.com/suntone) is a collaborative industry effort, led by Sun Microsystems, Inc., to promote high-quality Internet-based services.

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