



Implementing Solutions with RECOL DSL Services
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REDBACK Networks, an industry leader in providing equipment to support broadband subscriber management systems, SMS, is an author of the PPPoE protocol that drives RECOL DSL Solutions. They have also engineered several other services that can assist RECOL customers and business partners implement flexible and affordable connectivity solutions.

Key benefits of working with RECOL are scalability and expansion. Customers can take comfort knowing that as needs grow, RECOL can supply solutions tailored to need and budget. The following is a list of value added services available to RECOL customers.

Standard DSL

RECOL standard DSL services have gained a reputation for providing affordable, supported and high performance solutions. Each subscriber circuit is configured with a static IP address and additional blocks of routable IP addresses can be added and expanded as needed depending on application. Industry leading DNS, WEB and mail services supplement customer applications and RECOL technicians and associated business partners are available to assist in designing advanced networking and security architectures. Finally RECOL has purchased, implemented via open source or built custom applications to manage subscribers, monitor bandwidth utilization and perform traffic analysis to assist customers and their business partners troubleshoot problems and maintain their Internet connections.

Private DSL

Using a router within the router technology named Contexts, RECOL technicians can configure private networks for customers. Although DSL lines are the most commonly used media used to link nodes, frame relay, ATM and Gigabyte Ethernet (GIGe) when available can also be used for connectivity. Direct connection via 10/100 Ethernet to devices such as servers and firewalls hosted at RECOL can improve performance while reducing costs associated with high speed backhaul circuits at customer locations. For home, mobile and out of state remote office users, RECOL VPN and other services can be used to link users into the Private DSL through RECOL's multiple and redundant DS3 (T3) level Internet upstream providers.

Multi-Link

RECOL offers the ability for customers to use two or more circuits to increase bandwidth and reduce down time due to circuit failures. In contrast to other approaches, Multi-Link is configured to use one set of IP addresses. Thus as bandwidth is augmented via the addition of lines, DNS, Mail and other services do not need to be altered. Multi-Link can

help solve bottlenecks as applications are added and thus provides for bandwidth expansion so that services can be upgraded as needed.

Multi-Session

Multi-Session support allows one line to be shared via separate usernames and passwords and associated IP addresses. Applications range from implementing a secured and a standard network in homes to protect business critical home office applications to supporting the sharing of DSL circuits by multiple entities in a shared office environment.

VPN Services

Utilizing Cisco hardware and software solutions, customers can use RECOL's VPN services to link mobile, home and remote offices into DSL supported Intranets. Since any VPN customer will be assigned a static and unique IP address that never changes, the customers can control who and when users can attach to their networks. This allows home and mobile users to attach via any media with access to the Internet whether via RECOL services, wireless or multiple broadband providers across the globe.

Hosting Services

Many RECOL customers leverage high performance application hosting services at RECOL to expand services for their users. These include WEB hosting, email serving including Microsoft Exchange, anti-spam filtering and mail virus scanning and special applications. DSL and high speed links can support the secure transfer of data in both batch and real time scenarios to and from customer servers to RECOL hosted servers. And a growing base of customers are hosting accounting and other management solutions at RECOL.

Publishing and Development Services

RECOL staff and business partners often custom tailor applications for customers. These can range from secure file sharing services to ecommerce solutions. Turnkey approaches that combine access, hosting and development services provide affordable solutions when compared to using multiple sources.

Support

Through nearly 10 years experience as an ISP, RECOL management and staff have developed the tools, expertise and experience to help customers solve problems as quickly as possible. Many tools help RECOL technicians find issues on the network and then have technicians dispatched to resolve troubles. Key is that the customer calls RECOL and its technicians manages the repair process working with its partners such as SBC. Support is available 24x7. During business hours, calls are answered by staff and tickets are opened immediately. Most customers get to know RECOL technicians, sales and accounting staff on a personal basis and RECOL's electronic customer records reflect information on applications, alternate phone and cell numbers, support partners and other information to expedite troubleshooting and repair. Off hours support is handled via web

forms, email and paging services and all technicians have access to nearly all system administration tools from home or remote locations or via air cards on notebooks. Key to secure access is RECOL VPN services.

Security

Key to all RECOL offerings are concerns about and approaches to IT security. Whether assisting customers report security threats and incidents to Federal, State and Local Law enforcement to assisting customers and business partners design, implement and manage security polices for their Internet applications, RECOL offers the services, and has the experience and expertise to assist in protecting the edge of customer networks. As members and participants in several security and vendor information sharing organizations in Connecticut and at the national level, RECOL technicians stay up to date and alert customers when patches and measures need to be implemented to protect networks. Bottom line is that RECOL is proactive in issues of network security and health.

Billing and Customer Service

In comparison to volume broadband providers, RECOL focuses on servicing its customers beyond automated “billing for pipe”. Accounting staff respond immediately to questions and can adjust accounting records to remain up to date with currently delivered services. Many customers report satisfaction managing and controlling costs via RECOLs flexible service plans.

Often customers will opt for solutions based principally on cost considerations. Although first comparisons of RECOL services to those from competitors can show a cost difference, customers report that once they look at the many value added services required to implement, maintain and secure Internet services such as DNS, Mail, support, security and application hosting, RECOL solutions often meet or are less than the budget requirements of competitive solutions.

When intangibles are factored in including up-time, simplified billing, support and customer service all of which save time and thus money, RECOL DSL solutions become quite attractive considering price and performance.

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