

# Natilik Assurance Cloud

## Experience, without compromise.

**In today's hybrid work environment, seamless collaboration and customer experience solutions are essential. Yet, more businesses are moving critical voice and video traffic over the public internet - outside their secure enterprise perimeter.**

Having a reliable partner to support you on this journey is essential to ensure you maintain a secure high quality user experience.

### That's why Natilik created the Assurance Cloud

Built on Natilik's Fabric, the Assurance Cloud keeps your real-time voice and video securely on-net. By interconnecting SIP providers, cloud collaboration platforms, and enterprise users, we eliminate the risks of public internet congestion and ensure consistent, high-quality performance.

The Natilik Assurance Cloud provides deep insight into application performance, pinpointing where the experience falls short and proactively resolving issues before they impact users.

Delivered as a fully managed service, the Assurance Cloud is backed by 24/7 proactive monitoring using industry-leading observability tools such as ThousandEyes, LogicMonitor, and more. With Natilik handling everything - from network assurance to continuous performance optimisation - you can focus on business priorities, confident that your collaboration and contact center services are always delivering the best possible user experience.

### Empowering your business with...



End to end network accountability for your critical voice and video traffic.



A cloud-first strategy that doesn't compromise on experience.



Reduced business risk with access to additional continuity products.



Managed by Natilik experts, giving your team time back to focus on business-critical tasks.



Realtime visibility into your service health via the Natilik Portal.



Improved security, scalability, flexibility and resiliency.

### Underpinned by the Natilik Platform

Providing a diverse range of services from data protection to customer engagement the Platform is trusted to deliver 200,000+ customer interactions and 75,000+ calls per day, as well as critical network operations and disaster recovery for market leading organisations.

## 1. Secure

Implementing a zero trust approach, the platform leverages software defined networking to deliver micro segmentation, storage appliances delivering FIPS compliant encryption at rest and the latest privileged access management tools.

## 2. Available

Services provided by the Natilik Platform are architected to deliver a proven availability target of 99.99%, this is delivered via multiple geographically redundant facilities rated tier 3+ or higher by the Uptime Institute.

## 3. Connected

The Natilik Platform is on-net at 800+ Data Centres globally with points of presence throughout the UK, Europe and North America. The Platform peers with multiple top tier ISPs located at key fibre hubs and internet exchanges around the world.



The Natilik platform is certified to the highest standards including ISO 27001 by the BSI / PCI-DSS.

### Partnering with us

Five key ways why partnering with Natilik is different



Capability

#### Experts you can trust

Our experts hold a depth of knowledge that equips us to define, design and deploy the best back up architecture for your business.



Coverage

#### Supporting your global teams

We support clients in over 100 countries worldwide. Operating out of our three centres of excellence in London, Sydney and New York.



Consistency

#### Dedicated to best practice

Natilik utilises a unified set of systems, processes, governance, and methodology, driving consistent customer experiences.



Culture

#### Aligning our values together

Natilik prides itself in bringing together passionate people. Put simply, we believe that Natilik is big enough to matter, but small enough to care.



Clients

#### Your partner for success

We hold strong partnerships with some of the world's most respected organisations. This is reflected in high NPS scores and client retention rates.

### Next step with Natilik

Ready to start the next phase of your journey to the cloud? Then reach out to our team of experts who will help you address the key challenges of cloud collaboration and get back to you with our competitive pricing packages based on your specific set-up and requirements.