

Thomson Reuters

FCN Services



Zajil International Telecom is one of the primary FCN Service providers in the MENA region designated and certified by Thomson Reuters as an approved solutions provider for fulfilling and managing connectivity for the Thomson Reuters Financial Community Network (FCN) for the Facilities in the region.

THOMSON REUTERS FINANCIAL COMMUNITY NETWORK

Thomson Reuters is a leading source of intelligent information for the world's businesses and professionals, providing customers with a competitive advantage.

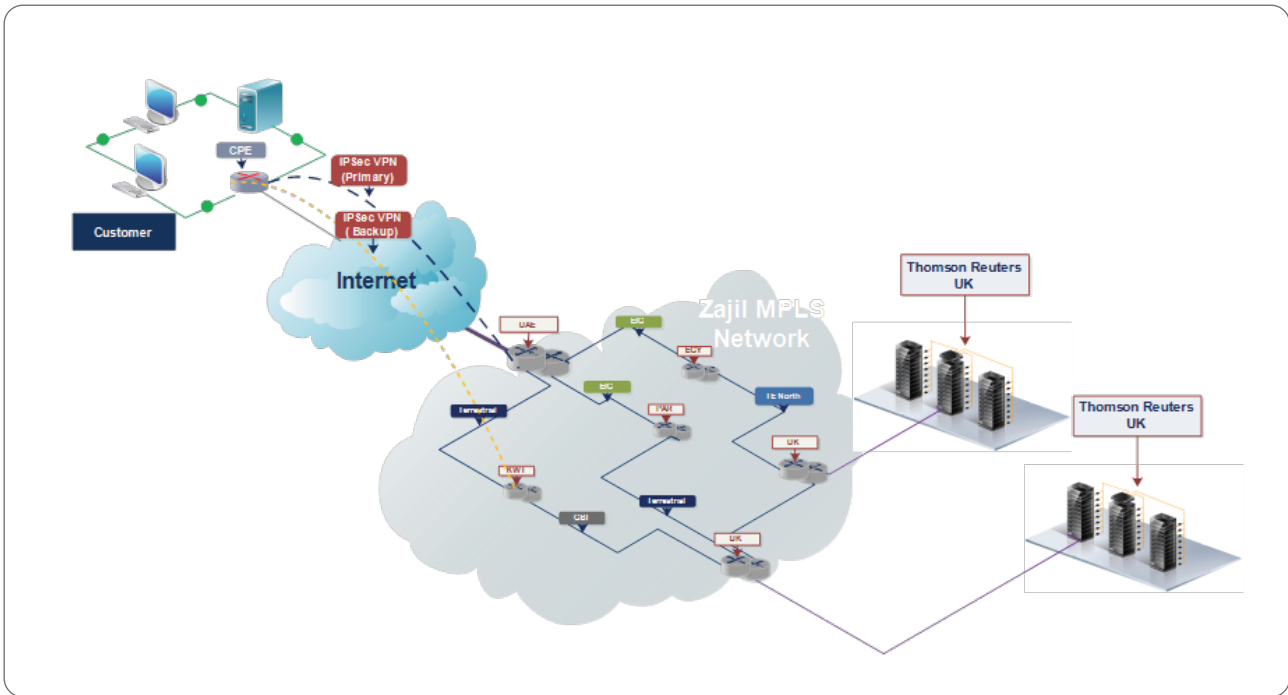
The Financial Community Network is a Thomson Reuters application delivery program enabling customers to access strategic Thomson Reuters' products and services. The Financial Community Network connectivity solution is targeted at market participants that consume Thomson Reuters Products and Services over a Thomson Reuters approved service platform. Zajil's FCN solution supports the Thomson Reuters' FCN application delivery program providing an industry leading global, private, and secure cloud based MPLS ecosystem and market-place trusted by the Capital Markets.

Market participants around the globe can now partner directly with Zajil International Telecom through the FCN program to access strategic Thomson Reuters products and services

FCN Service Description

Zajil's FCN is a cost-effective solution that combines various WAN technologies for rapid delivery beyond the boundaries. Architected, deployed and operated specifically for the Financial Markets. Zajil FCN services are designed as resilient platforms operated specifically to meet the requirements of Financial Markets participants. Attributes include a readily exploitable community of several thousand already connected customers, via a global network. The world's largest secure networked financial community. Zajil FCN platform is a reliable and proven capability for many thousands of financial customers globally, including financial service providers and several thousand market participants. These include brokers, exchanges, banks, market data providers, analytics, and clearing firms.

Zajil's FCN service is an IP-Based service that combines MPLS and encrypted Internet services to deliver Thomson Reuters services. The services comprises of the Internet or Leased Line as the last mile, which is terminated at Zajil's MPLS PoP. The last mile circuits are secured using industry standard IPsec encryption. Encryption helps prevent other from reading the transmitted information, retain data integrity and ensure highest level of security during data transmission.

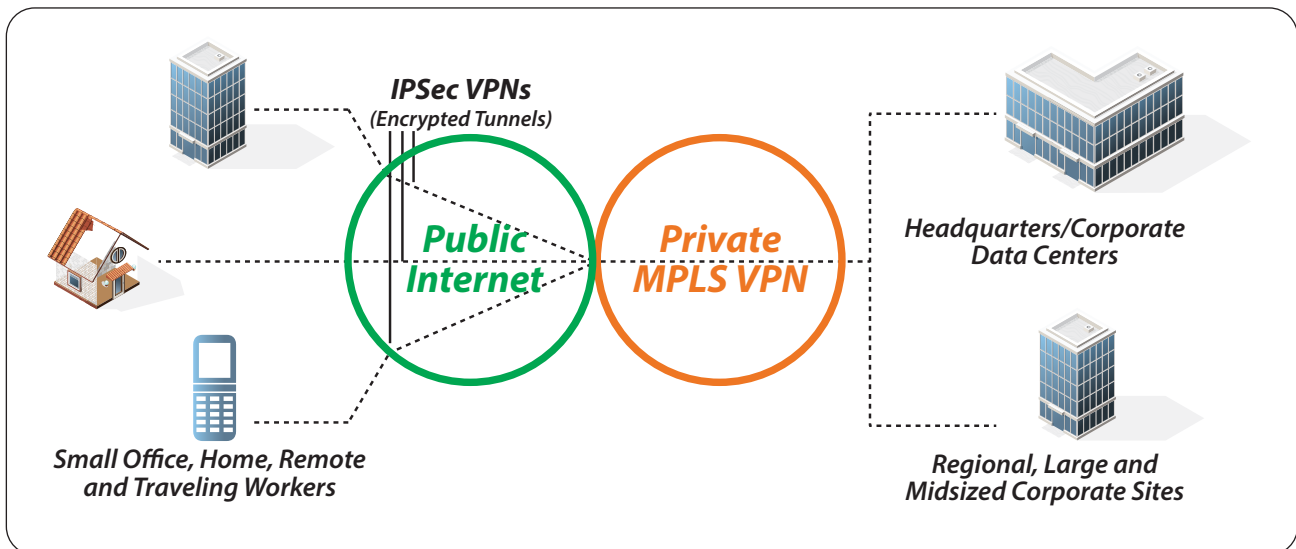


About Zajil

Zajil International Telecom is a leading service provide with around 25 years of experience in the industry. Zajil's core strength comes from its strong global network, consisting of 40+ POPs which are completely owned and managed by Zajil. Addition to that are our long-term investments into various cable systems globally for capacities. Zajil sets itself apart from competitors by combining a full suite of Internet services, network access, web hosting, applications management, financial community network solution, and business and systems integration-with the reliability the Zajil brand connotes.

Zajil Strengths and Capabilities

- Multiple Fully Owned & Managed PoP's in each countries (minimum 2 Pop's/country).
- Focus – Regional Data Communication Specialty.
- Local Provisioning and Support Resources.
- Regional NOCs with Dedicated Local access numbers.
- 24 x 7 x 365 Operation.
- Fast Service Delivery in all countries (e.g only last mile access delivery from our client to Zajil in-country PoP).
- Mission critical environment customer references in MENA (Banking & Financial Institutes).
- Proactive Network monitoring and customer support for international, local access & CPE.
- Diverse Capacities between the PoP's (distributed between Marine and terrestrial cable system).
- Regional Data Center in 7 locations.
- Low Latency Network.
- 25 years' experience in Data communication with unmatched technical competencies.
- Flexibility to adopt customer requirements.



Zajil FCN solution

Performance – Seamless integration of applications with our core infrastructure from multiple types of connections, broadband, wireless or Wi-Fi.

Agile – With our integrated agile network platform, Thomson Reuters can quickly add or change applications as your business needs dictate.

Control – Visibility and control with web based tools. User authentication and encrypted transport of data from users in the office or working remotely.

Security Services – Built in robust security measures at every network layer to minimize the risk of outages and intrusions.

Significant cost savings and performance increases can be achieved through offloading specific data traffic to less expensive IPsec Internet links. In addition, hybrid networks give companies additional possibilities for implementing their security policies consistently. They can ensure that users are subject to the same policies and protective measures everywhere – whether they are using a cloud service or are accessing the network on the go, with a mobile device.

Because IPsec creates a VPN connection through the Internet, it is a widely available and low-cost connectivity option. IPsec enables an extra level of protection through encryption and authentication and allows the customer to maintain its own IP addressing plan through tunnels between sites.

MPLS & IPsec
Unification

Leveraging IPsec in a
Hybrid MPLS
Network

Cost Effective
Network
Deployment

High Performance
&
Secure Network

Industry Standards
Compliant

Service Excellence Center

Zajil Network Operations Center (NOC) is the base from where the network infrastructure is supervised, monitored and managed. Primary functions include network troubleshooting, configuration, management, performance monitoring and coordination with affiliated networks.

Operating 24 hours a day, 7 days a week, the NOC is designed to monitor, identify and resolve any kind of encountered network irregularity. NOC facility is staffed with technically competent Engineers, able to technically diagnose the problem while customer remains online.

All active Trouble Tickets are monitored by the NOC Supervisor to ensure timely resolution.

Tickets with complex problems are delegated to the Shift Engineers and to the Senior Engineers for effective resolution.

All inbound calls received are logged in the Ticketing system and unique ticket number is provided to the customer for reference and follow-up. Tickets unresolved within standard Resolution time are escalated within Zajil and customer may exercise the standard escalation matrix.



- 24/7 Network Operations
- Proactive Network Health Monitoring & Customer notification
- Link Performance Monitoring
- Technical Inquiries
- Trouble Ticket Management
- Online Troubleshooting
- Incident Management & Updates
- Guaranteed MTTR Timelines
- Effective escalations
- Network Maintenance



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