

# A day in the life of a CTO with dedicated internet access

As businesses respond and adapt to constant change, the network your business runs on needs to do the same. Next-gen connectivity is business without limits. It's high speed, flexible, reliable and can transform how your people, places and devices connect.

For CTOs this is about being future ready.

See how **Dedicated Internet Access (DIA)** can set you up for success...



## Don't worry about your internet connection, focus on what matters

DIA offers a dedicated connection. This exclusivity delivers consistent and reliable performance, making it suitable for business-critical applications.

With a DIA solution, as a CTO you can have complete confidence in your internet service's availability, freeing you to focus on what matters – driving digital innovation and making technology investments to help the business reach its objectives and drive revenue.

Frontier's DIA solution comes with a Service Level Agreement (SLA) that includes circuit availability guarantees and support:

### ✓ Reliable performance

**99.99%** circuit availability <5 minutes / month of downtime

### Expert technical support

**4-hour** mean-time-to-repair (MTTR)



## Keep employees productive

In today's fast-paced world, every second counts. The last thing your employees need during a hectic workday is for their internet to lag, buffer or worst of all, cut out completely.

With synchronous, high-speed DIA, your internet connectivity is more capable than ever before. Employees can be more productive and collaborate more easily, with minimal buffering, lagging or wait times slowing them down.



#### Reduces downtime

Maintain productivity and serve customers effectively with reliable network availability.



#### Empower your team to work their way

Provide quick access to the data and cloud applications needed for seamless workflows.



#### Optimize the employee experience

Enable critical cloud applications with flexible bandwidth, ensuring your network won't slow you down.

## Deliver consistent customer experience

Enhancing the digital customer experience is a priority for many companies. As a CTO, you may need to invest in technologies that improve user interfaces, personalization, and customer engagement. While making sure your customers can always reach your employees when they need to.

**60%**

of customer touchpoints take place online.



**58%**

of contact center leaders expect call volumes to increase further in the next 18 months.



**90%**

of CX leaders say customer expectations have increased to an all-time high.



Keep customers happy with a reliable and dedicated internet connection, that provides:



#### Access to the right people at the right time

Whether it's to confirm an order, address concerns or share important updates, your business remains accessible when it matters most.



#### Uninterrupted access to online services

Customers can place orders without disruption. No more lost sales opportunities or abandoned carts due to connectivity issues.



#### Positive and reliable interactions

Whether it's on an e-commerce platform processing transactions, a help desk for customer inquiries, or your CRM system analyzing customer interactions.



## Help protect revenue

### Can you afford downtime?

If connectivity goes down, imagine the impact of not being able to finalize sales, secure important data, or ensure employee productivity...



**\$1.5 trillion** lost

Unplanned downtime is now costing Fortune Global 500 companies 11% of their yearly turnover.



**61%**

of technology professionals said outages cost \$100K+ per hour of downtime.

With DIA, CTO's experience minimal downtime, can prioritize business continuity and even minimize loss of revenue with redundancy.

**Enhance security and avoid costly data breaches by pairing connectivity with a managed firewall.**

## Future-proof connectivity

As your business moves forward, so must your network – upgrade internet capabilities with flexible options designed to meet your changing needs. DIA allows you to future-proof your connectivity needs, offering:

### Scalability to meet growing business demands

As a company expands, the available bandwidth can be increased to accommodate additional users and data traffic.

### Support emerging technologies and trends

Give your organization a competitive edge, with the necessary bandwidth and speed you need to adopt new technology.



**29 billion**

IoT connected devices worldwide by 2030.



**47%**

of CTOs oversee research on emerging technologies and their potential value for the company.



**70%**

new economic value created over the next decade will be based on digitally enabled platform business models.



## Partner for digital transformation

### Chief Technology Officer or "Chief Transformation Officer"?

Now you have the foundation of a fast and reliable connection in place, what else can you achieve?

Leveraging cloud computing for scalability, flexibility, and cost savings is a significant ambition for many CTOs.

**IT spending on public cloud services is forecast to exceed \$1 trillion through 2027.**

**60% of large enterprise environments will be in the Cloud by 2025.**

DIA empowers you to drive digital transformation initiatives, by providing high bandwidth and reliable connectivity as you migrate to cloud services and manage AI applications.



#### Cloud adoption

Shift to an OpEx based model with seamless access to cloud-based solutions that require minimal capital investment.



#### Data-driven decision making

Support cloud-based AI, facilitating data management and real-time customer analytics.

## Our network

High bandwidth

**Up to 100 Gbps\***

To support cloud services and AI applications

\*100 Gbps limited service availability



Are you ready for Dedicated Internet Access? Frontier can help you evaluate your organization's connectivity needs.

**Get in touch today**