

# ABOUT

UNRIVALLED EXPERIENCE WITH UNEQUALLED EXPERTISE





## A MESSAGE FROM OUR FOUNDER

Dear Customer

Domicilium is your one-stop-shop for all your connectivity solutions. From leased line data services, telephone connectivity and internet bandwidth to MPLS point-to-point and point-to-multipoint VPNs, our next generation network can carry all your voice and data traffic seamlessly, safely and reliably.

Innovation and customer service are at the heart of everything we do, and in this brochure you can learn about the leading-edge technologies we've harnessed to make your life simpler. We'll also make clear our commitment to giving customers 24/7 technical support on demand so that the impact of any disruption is immediately mitigated.

Today's e-business demands total global connectivity without compromise. Talk to us at Domicilium and you'll discover that that's exactly what we deliver.

Phil Adcock  
Chief Technical Officer

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## AT THE CUTTING EDGE OF IT SINCE THE EARLY NINETIES

With a track record stretching back more than twenty years, Domicilium started life as a software business. Our specialism was porting legacy applications to the new graphical Windows environment, and we gradually evolved into writing bespoke software for large blue-chip organisations, with our most important client being DEC (Digital Equipment Corporation).

At this stage, we already had expert knowledge of the internet: having gained a PhD in Computer Science at the Universities of Lancaster and Pittsburgh, our founder was experienced in disseminating research data online. Consequently, as soon as the appropriate use laws were dropped for the internet in 1995, we became one of the first thirty ISPs in Europe.

## A TRACK RECORD THAT'S KEPT US ON THE RAILS

Unlike the majority of our original competitors, we have neither gone out of business nor been acquired by another company and undergone endless name changes. From the outset, we decided to focus on the niche market of the Isle of Man, benefiting from both 0% corporate tax and a unique regulatory environment prioritising leading-edge sectors such as e-gaming.

Our location also has huge benefits for our customers, as the Isle of Man is a natural setting for disaster recovery services. This is due partly to its geography as an island, but also to its self-sufficiency, with a stable independent government that reacts rapidly to changing circumstances, plenty of telecommunications grade fibre and extensive power generation facilities that consistently produce a surplus. All these factors mean we can offer quite exceptional resilience, so it's little surprise that several major financial services institutions based in London have chosen to use us as one of their principal data centres.

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## ADDING VALUE TO EVERYTHING YOU DO

Domicilium today is far more than just an ISP and data centre: we consider ourselves an IP engineering business. Quite simply, we're here to solve the hardware and software challenges you need to overcome, adding immense value to your bottom line. For instance, if you require a high-volume trading platform, whether for payment processing, online gaming or registrations via a domain name platform, we will transform your requirements into reality.

Our philosophy is simple: we believe that one solution can never fit everyone. For example, a startup business will experience completely different cycles from a mature company. We reflect this by building platforms and solutions that can grow with our clients, enabling them to add or remove services at will to reflect their changing growth cycle.

## A GLOBAL BUSINESS WITH A LOCAL MINDSET

Although we're based in the Isle of Man, we're every inch a worldwide organisation. With clients in 35 jurisdictions, we have a presence in Asia, Latin America, both coasts of the USA, Canada and many more locations. Most of our customers are multinational corporations requiring complex, high-value solutions, which could include linking Australia to the Isle of Man via fibre.

But above all, we are a partnership business. Our view is that if our clients succeed, we succeed too, so we will give you extensive support and professional advice every step of the way. Unlike many IT companies, we do not focus on securing large upfront fees but prefer to build long-term relationships that are genuinely rewarding for both partners.

Put simply, our key differentiator is customer service. Anyone with the necessary resources can construct and operate a data centre, but delivering world-class service is more challenging. Avoiding the hidden costs so common in the data hosting business, we encourage clients to interconnect at zero cost as we build a business ecosystem that delivers genuine synergy and facilitates rapid and sustainable growth.

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## FIRM FOUNDATIONS FOR THE FUTURE

Stability is our watchword, and we have been careful never to become dependent on any particular vertical sector. Thanks to our diversity, depression in any business sector merely means that we will temporarily become less profitable rather than facing the possibility of failure. What's more, we have no debt whatsoever, and do not even operate an overdraft, with all financing coming directly from the principals.

We own every one of our assets outright and today our data centre handles more than \$2 billion of financial transactions every month. By providing a true one-stop-shop service, we continue to attract clients looking for the convenience of a single point of contact and for an IT partner that is truly accountable. Naturally, we continue to invest massively in cutting-edge equipment and talented, experienced individuals – delivering services and support that define, rather than merely lead, the market.

So whatever obstacles the world may present you tomorrow, Domicilium will continue to present you with the right solutions, right on time.

## ABOUT US

Domicilium was established in 1991 as one of the first Internet Service Providers in Europe.

Our customers benefit from some of the most skilled and experienced experts available, backed by the highest levels of care and enterprise-class service level agreements.

Our network core extends diversely from our co-location facilities in the Isle of Man into Manchester and the heart of the European communications hub in London Telehouse. As members of the London Internet Exchange (LINX) and Edge-IX in Manchester we deliver optimal performance to you and your customers by peering with all major Tier-1 providers.

If you require a fully managed service or simply wish to leverage the investment in a state of the art infrastructure, Domicilium will prove a valuable partner.

We provide highly resilient and stable services, utilising our wholly owned world class datacentre facilities and network infrastructure.

Our clients benefit from peace of mind but most importantly we are passionate about customer service.

Our track record, product range, technical skills and commitment to service are the reason that our e-business clients choose to transact several billion US Dollars every month from the Domicilium infrastructure.

If uptime and service are a priority to your business then contact Domicilium today.

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