

Executive Overview

- Headquarters: Stockholm, Sweden
- World's #1 Internet Backbone
- Over 30 years in the carrier industry
- 75,000 KM of Fiber Assets
- 350 + PoPs worldwide
- Global Availability

Product & Service Offerings

- Tier 1 Internet (IP Transit, Dedicated Internet Access (DIA), DDoS)
- Waves
- Ethernet (EVPL, ELAN IP VPN)
- Smart IP/VPN
- Cloud Connect (Access to the top 5 CSPs)
- Fiber & Colo
- Bandwidth 50 Mbps up to 400G, and soon 800G

Sales Engineer Take On Best Fit

Arelion is a best fit for multinational enterprises requiring high-capacity, global IP transit and wavelength services with a strong emphasis on network performance and reliability across diverse geographies. Their extensive network footprint and focus on wholesale and large enterprise customers make them ideal for organizations with significant international bandwidth needs.

Chip Hoisington - VP of Connectivity & Colo

Key Features & Differentiators

The world's best-connected backbone

Arelion's fiber network spans across Europe, North America, and Asia, providing a direct connection to more than 2,500 wholesale customers and a single hop to critical Internet routes, with 450 local access partners worldwide.

Effortless customer experience

Arelion's Customer Service Center, staffed exclusively by engineers, resolves 80% of trouble tickets at the frontline. This contributes to their world-class Net Promoter Score (NPS) score of 70.

Industry-leading Service Delivery experience

By taking full ownership from order to operation, and with local knowledge of the markets they serve, our global delivery team works hard to ensure seamless operations

Top Industries Served

- Other

Ideal Customer Profile

- Requires high performance network connectivity and conducts business in Europe, North America, Asia, or on a global scale
- Requires a responsive provider who can offer secure and reliable network connectivity.

Qualifying & Technical Questions

1. What are you looking to gain from a cloud or as-a-service solution?
2. Where are you using the cloud today and how are you connected?
3. What are you doing today to secure your critical cloud infrastructure?
4. How has your current network impacted performance into this cloud environment?
5. How are you mitigating DDoS attacks today? Do you feel that you have ample protection?
6. How do you feel about your current network performance?

Elevator Pitch

For over three decades, Arelion has been at the forefront of global connectivity. Unlike other companies who spread themselves thin, we focus on our customers and keeping the world connected. Arelion's secret lies in their #1 ranked internet backbone and their meticulous focus on customer excellence. Whether it's facilitating business transactions, streaming your favorite content, or connecting loved ones across borders, Arelion is the driving force.

Objections & Rebuttals

I have never heard of Arelion

Arelion was rebranded from Telia Carrier in 2022 and has been providing network, connectivity and technology services for over 30 years

Where do they provide service?

They are a global network services provider with the ability to deliver their services to over 120 countries worldwide.

What if we don't need global connectivity but just a single location?

Arelion can provide single location or multi location services within a particular country or site.

Why doesn't Arelion provide more managed services?

Arelion is laser focused on a specialized portfolio with best-in-class products and services. They focus on what they do and do it very well which results in an NPS score of 72, reflecting their world-class performance.

How is your implementation organization set up?

Unlike most of their competitors, Arelion's dedicated service delivery teams span the globe and manage the entire implementation process from start to finish. This ensures seamless integration into customers' environments - and all of this with the peace of mind that there will be no handoffs between different delivery teams along the way

How secure is their network?

As the world's largest global IP backbone, powering 70% of global internet traffic, they prioritize safety with a network that is among the most sophisticated and secure in the world