



SD-WAN Managed Services

Overview:

SD-WAN is a fully managed network service, providing end-to-end management and support. Our services deliver complete SD-WAN lifecycle management, from network design, deployment, and management to 24x7 NOC operational support for day-to-day triage and troubleshooting.

SD-WAN Certified:

- Cisco Meraki
- Viptela
- CloudGenix
- Velocloud

Services Overview:

Consult and Design

Consult and Design is part of the initial phase of any SD-WAN engagement. The purpose is to understand exactly what the requirements are and to assist where needed in the design of a solution that aligns with business and performance objectives. This includes the choice of appropriate network connectivity and SD-WAN vendor selection.

Stage and Installation

EnTelegent will stage, configure, and install an SD-WAN as required. We assign a dedicated project manager to each customer, providing a single point of contact to handle logistics and provide oversight for all configurations, deployment coordination, and engineering assistance. We maintain an extensive network of field-based technicians to perform SD-WAN and network installations. All installations are remotely supported by EnTelegent Network and SD-WAN engineers.

EnTelegent leverages best-in-class technology and service offerings, combined with aggressive pricing and a world-class support infrastructure, to provide industry leading managed communications solutions to the business community.

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Incident Management (CPE)

Full Incident Management for CPE Maintenance Return Materials Authorizations (RMA). We act on behalf of the customer through a letter of agency to facilitate hardware replacements and software updates where necessary. EnTelegent understands there is a limited service level agreement for hardware replacement. We often recommend clients purchase a “cold spare” to house in strategic geographical locations or installs a highly available “hot spare” in business-critical locations.

Incident Management (Data Network)

EnTelegent delivers full Network Management across all networks and service providers. We proactively monitor the Hybrid WAN, pinpoint service disruptions when they occur, and automatically orchestrate the trouble ticketing workflow. Declining performance is assessed in real time to eliminate service interruptions before they occur. We engage the right resources the first time to fix issues fast.

Incident Management (SD-WAN)

Our engineers provide support services and service assurance for the SD-WAN overlay network for all supported technologies. We act as a single point of contact to assess, investigate, and triage, and troubleshoot any SD-WAN incident reported by your customer. This includes Incident Management related connectivity issues in the network underlay.

Change Management

Throughout the SD-WAN service lifecycle, EnTelegent works together with the customer to develop and fine-tune change management to best fit the customer's networking environment.

Based on our experience, changes most often occur in three areas of SD-WAN deployments:

- Physical Layer – Equipment and Cabling Changes
- Overlay Network – SD-WAN Design and Business Policies
- Underlay Network – Network Upgrades, IP Addressing, and Routing

Network Management Services

Network Management Services include NOC-based 24x7x365 proactive monitoring and management, backed by a comprehensive customer portal. We consolidate service provider portals into a single, easy-to-use management solution in the cloud. Live visual analytics and interactive dashboards help uncover disruption sources on the fly. Historical data helps spot trends and provides the detail needed to hold network and cloud providers accountable to their SLAs. The MNS Framework and Portal deliver:

- Proactive monitoring, alerting, and ticketing for CPE and Data Network.
- ServiceNow and API integration for seamless Service Management.
- Enhanced utilization monitoring, reporting and alerting.
- Enhanced latency and packet loss monitoring, reporting and alerting.