



SD-WAN & MANAGED SERVICES

SD-WAN is a fully managed network service, providing end-to-end management and support. EnTelegent Solutions delivers complete SD-WAN lifecycle management, from network design, deployment, and management to 24/7/365 NOC operational support.

WHO WE ARE

EnTelegent Solutions enables technology transformations by delivering a wide array of managed solutions, voice, data, and internet access to multi-location enterprise clients across the U.S. and internationally.

OUR SD-WAN APPROACH

Consult & Design

Consult and Design is part of the initial phase of any SD-WAN engagement. We take the time to understand exactly what your requirements are and assist where needed in the design of a solution that aligns with your business and performance objectives. This includes helping select the appropriate network connectivity and SD-WAN vendor to meet your needs.

Stage & Install

EnTelegent Solutions 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 configuration, 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 our Network and SD-WAN engineers.

SD-WAN CERTIFICATIONS



NETWORK SERVICES

EnTelegent's Network Managed Services include NOC-based 24/7/365 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 for 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**
- **Enhanced incident reporting including Service Level Agreement**



ADDITIONAL SD-WAN & MANAGED SERVICES

INCIDENT MANAGEMENT

- **CPE** - Return Materials Authorizations (RMAs) for CPE Maintenance. We act on the customer's behalf through a letter of agency to facilitate hardware replacements and software updates where necessary. Due to limited service level agreements for hardware replacement we often recommend clients purchase a "cold spare" for strategic locations and/or installation of a "hot spare" in business-critical locations.
- **Data Network** - We deliver full network management across all networks and service providers. We proactively monitor the Hybrid WAN, pinpoint service disruptions when they occur, and automatically generate the trouble ticket workflow. 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.
- **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, triage, and troubleshoot any SD-WAN incident reported by your customer. This includes Incident Management related to connectivity issues in the network underlay.

CHANGE MANAGEMENT

Throughout the SD-WAN service lifecycle, EnTelegent Solutions 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.

