



MANAGED DATA NETWORKS: MANAGED ROUTER

Maximise the value of your WAN investment. Managed Router leverages Telstra's experience and capability to provide the scalability, reach and agility required to innovate rapidly and compete more effectively.

Product summary

Telstra's Managed Router Service is a proven and cost-effective way to improve the performance of your wide area network (WAN). It provides professional support using best-of-breed tools to remotely monitor, manage and report on your on-premise routers and networks¹. Highly qualified and certified engineers back our service, both in the field and in our Network Operations Centre.

Telstra's management combined with configuration flexibility and tight integration with our data carriage solutions can improve network operations, simplify management and lower cost of ownership. The assurance of expert support, to agreed service levels, also gives you more time to focus on business.

Managed Router is the core service in the Managed Data Network (MDN) suite of solutions. When deployed in conjunction with Managed Switch and enhanced MDN services such as WAN Optimisation and Data Centre Optimisation, it will enable you to fully customise the management of your network infrastructure on a site-by-site basis. What's more, you can enjoy the convenience of an end-to-end SLA including Telstra data carriage² to support your total data network. It can also be the foundation for enhanced applications such as Unified Communications and Cloud Computing solutions.

Product benefits

Enhance network performance and lower risk

Managed Router can improve WAN performance and reliability through:

- Guaranteed proactive service levels including response and restoration targets
- Network configuration and dimensioning recommendations and implementation
- Design consultancy to assess the network impact of introducing new business applications
- Assurance that solutions offer the most advanced functions lowering risk to business continuity.

Improve financial outcomes

Telstra has made a substantial investment in trained resources and the latest network management tools and systems so you don't have to. We can monitor the equipment lifecycle and management of third party vendors, suppliers and service arrangements. That means you can:

- Replace significant capital expenditure with a consistent operating cost
- Minimise the need to employ new ICT resources or provide training to update skills
- Reduce resources required to manage multiple vendors and suppliers
- Benefit from our economies of scale.

Access advanced ICT capabilities to boost growth and productivity

Managed Router lets you enhance productivity through low-risk access to new ICT technologies. As the foundation of the Managed Data Networks solution suite, it can also offer a seamless platform for future business growth with capabilities such as Unified Communications, Security and Telstra's cloud-based Network Computing Services. This can help your organisation:

- Reduce the risk of selecting and managing your own network solutions
- Innovate more rapidly
- Compete more effectively
- Maximise the value of your network investment.

Focus on core business

Telstra will provide day-to-day support from the Account Management Team through to our highly skilled operational teams and field workforce. We can also perform all device and systems evaluations and accreditation activities. In addition, we can help you develop strategies and plans through network performance analysis and recommendations on potential network changes. That can assist you to:

- Concentrate on core business
- Realign IT staff to higher value activities
- Focus on strategic activities to meet current and future business activities.

Product features

The Managed Router service can manage WAN routing equipment for all of your sites across Australia, including the smallest branch office. The service options include:

- Procurement/rental of equipment
- Once-off design and installation services
- Support for Cisco and Juniper equipment
- Management of your existing router infrastructure through our proactive secure management service (if the equipment is an MDN accredited device)

- Ongoing management including:
 - Monitoring, notification and restoration
 - Maintenance
 - Assurance
 - Lifecycle management (recommending alternate devices as your devices approach end-of-life)
 - Back up and restore of configurations
- End-to-end service levels for management and carriage when integrated with Telstra SLA Premium²
- Flexibility to add on additional MDN services
- Choice of four management tiers with ability to customise on a per site basis.

Four flexible management tiers

Choose from four management tiers, each with inbuilt flexibility that lets you customise the management level according to the individual site need.

Basic Management

The Basic Management tier is essentially an alerting service, with the routers covered by the service being interrogated at regular intervals. It is ideal if you have little in-house network monitoring expertise or where the routers within the network are not accredited for Telstra's Proactive or Reactive management tiers. This service tier does not cover maintenance and fault management by Telstra.

Reactive Management

The Reactive Management service tier is a cost-effective solution for smaller, non-critical sites. With this tier, router management is performed solely on a reactive basis. You must contact the Service Desk when you detect a fault, as Telstra does not proactively monitor the routers.

Proactive Management

The Proactive Management service tier suits customers who do not have in-house management expertise or have sites where business continuity is essential. This tier provides comprehensive management

including proactive monitoring and alarming of routers and the supporting Telstra network, response, diagnosis and repair. Configuration file assurance is provided by daily back-ups.

Proactive Secure Management

The Proactive Secure service tier suits customers with a high security requirement such as government agencies. Proactive Secure management service is delivered by Defence Signals Directorate (DSD) cleared staff from ASIO T4 compliant facilities. Access to online performance reporting is provided as part of the service.

Enjoy extra assurance with end-to-end service levels

Telstra SLA Premium² offers enhanced service levels for improved performance with the ability to tailor response and restoration for each of your sites. It means you can enjoy end-to-end management and assurance for all of your MDN services including Telstra data carriage from a convenient, single point of contact.

Reporting options

Telstra offers a range of additional, flexible reporting options either for selected sites or for the complete managed data network infrastructure. These reporting options may incur an additional fee.

Online Reporting

Online Reporting allows you to view reports and statistics to determine network performance. You can see data in near real time such as traffic utilisation, device metrics (CPU utilisation, memory usage, etc) interface utilisation, top-end reports, trend reporting and more.

Written Analysis Reporting

Written Analysis Reporting provides a comprehensive analysis of the health of your WAN. You can choose which network services are included and have either monthly or quarterly reports.

Why Telstra?

Telstra provides network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Telstra solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP™ network and Next G™ network. To ensure reliable performance, they are monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforces.

IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
VISIT **TELSTRA.COM/ENTERPRISE**
OR CALL **1300 TELSTRA**



¹ Telstra will not manage our competitors' data networks.

² End-to-end SLA inclusive of Telstra Data carriage is available utilising the Telstra SLA Premium service.

© 2010 Telstra Corporation Limited. All rights reserved.™ Trade mark of Telstra Corporation Limited.

® Registered trade mark of Telstra Corporation Limited ABN 33 051 775 556.