



## MANAGED DATA NETWORKS: WIRELESS WAN

**A resilient, high-performing alternative to fixed-line networks that can not only support campus environments and remote business sites, but can also be a low-cost backup solution.**

### Product summary

Telstra Wireless WAN is a simple, cost-efficient way to communicate, collaborate and access your business applications across your wide area network where fixed-line networks are not available. It is perfect for enterprises that want to quickly deploy connectivity to small stores, mobile vendors, and temporary sites or sites that need to increase communications on a seasonal basis.

Wireless WAN is also an effective backup solution, with automatic failover and failback that initiates in seconds when the primary WAN link is unavailable. It enables you to ensure business continuity by allowing business operations and customer service to be maintained even during unplanned WAN outages.

Wireless WAN offers accredited wireless CPE from Cisco and Juniper, and is underpinned by the Telstra Next G™ network, Australia's largest and fastest national mobile broadband network. The Telstra Next G™ network 3G coverage is more than double that of our nearest competitor, and provides faster speeds and better in-building penetration in more places. In addition, it integrates seamlessly with the fixed-line Telstra Next IP™ network for effortless connectivity between business sites. Wireless WAN also offers options to manage the solution yourself, or have Telstra manage it on either a reactive or proactive basis.

### Product benefits

#### Improve productivity and responsiveness

With Wireless WAN you can quickly set up temporary sites, allowing your staff to connect to people and information while working remote from the business. They can resolve issues on the spot, respond faster to requests, and input information directly to save time. This flexibility is ideal for industries such as transport, construction and mining.

#### Rapid deployment

You can quickly set up temporary sites in times of emergency or increase communications for sites with seasonal surges in business. A process that is even simpler if you use a portable packaged solution.

#### Enhance business continuity

The automatic failover and failback service allows critical operations to keep running during unplanned outages. It integrates seamlessly with your fixed-line network so it works even with highly distributed networks. The speed and reliability of Wireless WAN has allowed many businesses, such as retail and convenience stores or kiosks, to use it as their primary communications link. What's more, Wireless WAN can easily scale to match business growth.

## Improve financial outcomes

Wireless WAN can be more cost-effective and deliver better performance than other access methods when fixed-line connectivity is limited. For even greater economy, we offer flexible Telstra Next G™ network data carriage price options including pay-as-you-use options that can be tailored to a site's transmission requirements. You can also have any Telstra mobile data plan attached to the service. Plus if you decide to have Telstra manage your WAN environment, including Wireless WAN<sup>1</sup>, you can reduce the cost of resources required to manage your network.

## Minimise business risk

Telstra's Managed Data Networks (MDN) solution lets you choose the management option<sup>1</sup> for your Wireless WAN that suits your risk profile for each site and connection to support business continuity. You can engage Telstra for recommendation and implementation network configuration and dimensioning<sup>2</sup>. By adopting Telstra MDN solutions, you also have the assurance that you can employ the latest, most advanced functionality with minimal risk to your business.

## Product features

Wireless WAN provides the features you need to support business operations:

- 3G connection – either as a primary or backup access
- Design and installation services
- Managed Data Networks management when adopted in conjunction with a Managed Router solution
  - The Proactive Management option includes ability for alarming and polling of primary and backup services while primary access is active
  - On-demand testing for 3G backup service for failover and failback (depending on management option purchased)

- Accredited Wireless Gateway equipment and IP Wireless ports
- Seamless integration between fixed-line and wireless networks
- Improved availability through a diverse backup path for mission-critical applications
- Ability to integrate with Telstra Connect IP for use as a backup connectivity solution
- Integration with Telstra Managed Data Networks Bundles as a primary and back up service
- Highly secure – both the Next G™ network and Telstra Next IP™ network have ISO 27001 certification.

## Flexible management tiers

Choose either a reactive or proactive management tier, each with inbuilt flexibility that lets you customise the management level according to the individual site. You can also mix and match tiers according to site need.

### 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 Help Desk when you detect a fault, as Telstra does not proactively poll the equipment. For an additional fee, you can choose to have commissioning and maintenance on either a repair or replacement basis.

### 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 equipment and the supporting Telstra network, response, diagnosis and repair. Configuration file assurance is provided by daily back-ups.

## 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](http://TELSTRA.COM/ENTERPRISE)  
OR CALL **1300 TELSTRA**



<sup>1</sup> Telstra management of Wireless WAN must be taken in conjunction with Manager Router and is not available separately

<sup>2</sup> Additional fee will apply

© 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.