



MANAGED DATA NETWORKS: ONLINE & WRITTEN REPORTING SERVICES

Versatile suite of reporting services to help you monitor and improve the performance of your network and applications.

Product Summary

The growing number of applications competing for network bandwidth – including time-sensitive voice and video communications – means that superior visibility into WAN operations is crucial for business performance. That's exactly what Managed Data Networks (MDN) can deliver through a suite of flexible online and written reporting services.

Telstra has made a significant investment in the latest network monitoring tools and systems. In addition we provide unique end-to-end visibility of the network between customer end-points. This allows us to provide detailed and comprehensive performance metrics that give you the insight you need to optimise network operations.

With our reports, you can highlight and address potential network issues before they arise, view incidents in near real-time and resolve problems faster. Plan capacity more accurately, allocate and prioritise resources, and understand the impact on the network of introducing new business applications before they are deployed.

While some of our reporting services are standard, we offer the flexibility of optional reporting services when you need them. Whichever service you choose, the wealth of information in clearly defined views can help you boost application performance and user productivity.

Product benefits

The MDN suite of reporting services give you the awareness and insight you require to improve application and WAN performance to maintain or increase business productivity.

Greater insight

Monitor the network over time using a range of reports with perspectives that offer either a comprehensive overview or in-depth detail. You can gain more insight into network and application performance to allocate and prioritise resources and deliver more accurate capacity planning.

Faster response to issues

View network incidents in near real-time and obtain more precise and timely information so you can respond faster and more appropriately to issues.

Proactive management of issues

Telstra can highlight potential network issues before they arise and recommend courses of action to resolve them. We can also assist you to understand the impact on the network of introducing a new business application at a particular site before a broader rollout.

Flexibility

Telstra offers a choice of reporting options to suit your requirements. While our standard reports generally suffice, you can easily take advantage of our optional reports as the need arises.

Product Features

Report Name	Report Description	Frequency
MDN Activity Report	<p>Monthly activity on your network:</p> <ul style="list-style-type: none"> ● Trouble reports closed for the month ● System closed alarm events ● Planned outages for the month ● Adds, Moves and Changes for the month 	Monthly report
MDN Online Reporting	<p>Performance reporting of devices (routers and switches) including:</p> <ul style="list-style-type: none"> ● At-a-glance reporting – a single page report that provides a comprehensive view of the availability and performance of an element by displaying key statistics in chart form ● Trend reporting – analyses the performance of an element or a group of elements based on specific variables ● Top N reporting – a tabular report that lists all elements that meet certain user-defined report criteria <p>Report data includes:</p> <ul style="list-style-type: none"> ● CPU, memory, buffers, errors, total traffic (bytes and packets), availability ● interface statistics ● WAN link interface utilization ● 3G* signal strength ● Next G® network bytes IN and OUT in separate charts ● Next G® network card temperature <p>* 3G reporting is only available for Cisco routers (with 3G capability) that support a minimum of IOS 15.0.</p>	On-demand via web portal
MDN Written Analysis Reporting	<p>Analysis report prepared by Telstra to highlight and resolve potential network performance issues by recommending courses of action to the customer. It is colour coded Green, Blue, and Red:</p> <ul style="list-style-type: none"> ● Green: network is performing within normal operational parameters ● Blue: network has average performance within normal operational parameters ● Red: network performance is affected significantly 	Monthly report plus Custom prepared analysis
OnLine Alarm View (OLAV)	View network incidents in near real-time to assist in incident and problem management. View active alarms in your network which are refreshed every 30 seconds.	On-demand via web portal
Response Path Reporting (NetHealth)	Measures synthetic, end-to-end network performance between two designated devices to assist capacity planning, incident and problem management.	On-demand via web portal

Report Name	Report Description	Frequency
Application Visibility and Usage (AVU) Reporting	<p>Netflow & Network Based Application Recognition (NBAR) data is collected from Cisco devices to show application volumes and usage.</p> <p>Application volume data can be displayed between:</p> <ul style="list-style-type: none"> • end users and hosts by IP address • devices • interfaces • regions (many devices) 	On-demand via web portal
Enhanced Network Performance Reporting (InfoVista)	Measures synthetic, end-to-end network performance between two designated devices to assist capacity planning, incident and problem management.	On-demand via web portal
WAN Optimisation Reports	<p>Provides online real time and historic performance reporting on the effectiveness of the WAN Optimisation service delivered by the WXC appliances.</p> <p>Executive summary reports provide an at-a-glance view of key traffic, performance, and compression statistics as well as drill-down reports by site, device, and link to view details on WAN throughput, path monitoring, top talkers, and other statistics.</p> <p>Application acceleration summary reports bring together all optimisation metrics for application traffic between two locations.</p>	On-demand via web portal
WLAN Reporting Service	<p>Overview of the Wireless LAN (WLAN) environment enables you to review the usage and stability of your WLAN network. It provides rogue AP detection, ad hoc network detection and client association failure. Report data includes:</p> <ul style="list-style-type: none"> • Busiest clients • Client count • Client sessions • Busiest APs • Uptime • PCI compliance • Executive summary • Network utilisation • Security summary 	Monthly report
Network & Application Baselining Service	<p>Audit of customer's IP-VPN network performance. Specifically captures network traffic between host site and remotes sites and reports:</p> <ul style="list-style-type: none"> • application usage in bytes sent/received, average rate of data traffic (bps) inbound/outbound • performance data such as packet loss, response times, server connection times 	Custom Report

The type of reporting available to you depends upon which of the MDN solutions (MDN Reactive Bundle, MDN Proactive Bundle or Custom MDN) you choose.

MDN Service Model:	Included	Optional
MDN Reactive Bundle	MDN Activity Report	OnLine Alarm View (OLAV) Application Visibility and Usage (AVU) Reporting Enhanced Network Performance Reporting
MDN Proactive Bundle	MDN Activity Report MDN Online Reporting OnLine Alarm View (OLAV)* Response Path Reporting*	MDN Written Analysis Reporting Application Visibility and Usage (AVU) Reporting Enhanced Network Performance Reporting
Custom MDN – Reactive Tier	MDN Activity Report	MDN Online Reporting MDN Written Analysis Reporting Response Path Reporting Application Visibility and Usage (AVU) Reporting Enhanced Network Performance Reporting
Custom MDN – Proactive Tier	MDN Activity Report	MDN Online Reporting MDN Written Analysis Reporting OnLine Alarm View (OLAV) Response Path Reporting Application Visibility and Usage (AVU) Reporting Enhanced Network Performance Reporting

* reports are provided at no-charge but are opt-in (not included as standard)

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're 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 workforce.

IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
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