

MANAGED NETWORK SERVICES

Delivering an optimal user experience through peak application performance.

What is Managed Network Services?

Telstra offers a fully managed and secure end-to-end network infrastructure and services that can help your business increase productivity and cost efficiencies, gain greater control and visibility into your network, and future-proof your network environment. Designed to free you from the hassle of building and maintaining your network on your own, Telstra Managed Network Services (MNS) give you freedom to focus on your core business while leveraging on latest network technologies. Our MNS portfolio includes: Managed SD-WAN, Managed Router, Managed Switch, Managed Wi-Fi, Managed WAN Optimisation and Managed Firewall.

How it works

Telstra provides a single point of responsibility for project management, detailed service design, ordering, provisioning, activation and maintenance of your network infrastructure and services. With our global partnership of suppliers, distributors and service partners, we provide smooth and timely delivery of services globally, including 24/7 proactive service management, helping to ensure that your applications run at peak performance.

Via our customer portal, you also have easy access to network and infrastructure performance reports – giving you full visibility and control – just as if you were managing your own network.

Benefits

Focus on core business

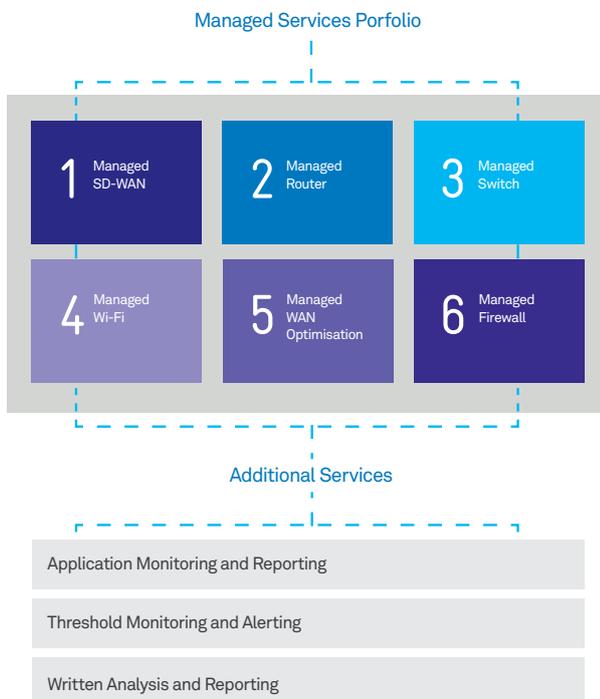
Delivered and managed by highly qualified and experienced staff, Telstra's MNS provides an end-to-end network management service, including network connectivity, proactive monitoring and management of Customer Premise Equipment (CPE) as well as 24/7 support. This frees you from the need to spend time and resources on building and maintaining your network, allowing you to focus on your core business instead.

Peace of mind

Enjoy peace of mind with service availability and incident response governed by stringent service levels, giving you assurance of quick restoration. With our best practice processes and local support capabilities around the globe, we help to provide high end-user experience to your people, allowing them to deliver greater value to your business and customers.

Lower total costs of ownership

An OPEX-based service model helps you avoid hefty upfront capital investments, freeing up more resources for more critical areas of your business. With Telstra managing your network for you, you can greatly reduce expenditure on IT services and support, while existing IT manpower can focus on value-added activities such as driving IT as a strategic asset for the business rather than just delivering support and maintenance.



Contact your Telstra account representative or email tg_sales@team.telstra.com for more details.

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Future-proof your network environment

With Telstra MNS, organisations will no longer need to fear about technology obsolescence and the need for ongoing technology refreshes. Telstra adopts the latest technologies, lowers the risk of technology deployment and future-proofs your network environment – providing greater protection with improved security and more secure and robust infrastructure.

Features

Telstra Customer Premise Equipment (CPE) services

Through our global partnerships with various technology and hardware vendors, we provide one-stop-shop services that include procuring, shipping, installing and maintaining all the hardware across your global network.

Highly experienced global support and network analysis

Our service is delivered and managed by highly qualified and experienced staff who understand the importance of your network. In addition to our global help desk, we also provide onsite support governed by agreed service levels. Our subject matter experts can also provide network analysis reports in an 'easy-to-understand' business language rather than complex technical jargon that offer suggestions for capacity and bandwidth upgrades based on trends emerging in past months.

24 x 7 proactive service management

We will monitor and manage your network devices 24 x 7 on a proactive basis, as well as managing incidents and alarms, helping to ensure your applications run at optimum performance.

Online reporting capabilities

Using our online customer portal, you can get access to a number of network performance reports, providing insights into network availability, usage trends and performance. With these insights, CPE and performance issues can be quickly addressed. Our customer portal also enables effective self-service, allowing you to view ticket status, request pricing quotes, and receive detailed updates on the Telstra network – even on the go.