Managed SD-WAN

Uninterrupted, ubiquitous and untethered network to advance your business and reduce operational costs.
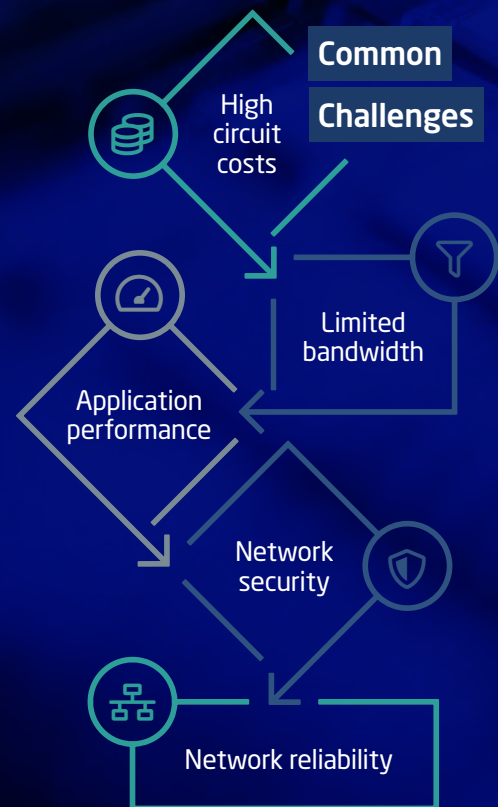
NEC Managed
SD-WAN

By 2024, to enhance agility and support for Cloud applications, 60% of enterprises will have implemented SD-WAN, compared with fewer than 20% in 2019.

Gartner

Organisations are transforming to survive in the digital world. They need modern architectures to deliver the transformations as they adopt Software as a Service (SaaS) applications such as Microsoft Office 365, Workday, Salesforce, etc. and move more of their corporate applications to the Cloud.

A Software-Defined Wide Area Network (SD-WAN) is a virtual WAN architecture that enables any combination of transport services – including MPLS VPNs, Mobile Networks, Internet and a range of NBN broadband services – to securely connect users to applications. It securely and intelligently routes traffic across the WAN and to the Cloud. This increases application performance and delivers a high- quality user experience, resulting in increased productivity, agility and reduced costs for IT.

Common Challenges

High circuit costs

Limited bandwidth

Application performance

Network security

Network reliability

NEC \Orchestrating a brighter world

Securely and intelligently route traffic across your WAN and to the Cloud

NEC Managed SD-WAN is an application-aware, multi-path WAN solution with integrated Next-Generation Firewall (NGFW) security. The service removes the complexity from your network experience by delivering the network, monitoring and management into a monthly price. We can modernise your network to support Cloud transformations, use of SaaS applications and improve security posture.

Centralised management via the Cloud provides detailed application and link level performance information to assist network decision making. This enables Service Level Agreement (SLA) monitoring for both end-user service commitments and contracted carrier commitments.

We offer tiered service packages to cater for various needs and budgets, as well as offer the ability to customise to meet your specific requirements. Our solutions are deployed and managed by highly experience network professionals with extensive network monitoring and management experience.

58%
MARKET GROWTH

SD-WAN market to grow at over 58% CAGR from 2019 to 2025*

MARKET VALUE OF
$4.5b

SD-WAN infrastructure market will grow from US$1.3b in 2018 to US$4.5b by 2022**

Sources: *Global Market Insights Inc. and **IDC

Benefits

Improved User Experience

Users will experience applications that run smoother with less interruptions as SD-WAN has the capability to manage the variability of the different traffic. The service levels can be customised and be unique for each application.

Leverage Expertise

NEC's Managed Service frees up company resources to focus on other projects. Our view across many networks provides efficiency and additional insights.

Lower Network Costs

SD-WAN can intelligently route traffic on a variety of circuit types enabling the use of lower cost NBN and Mobile Network circuits, while maintaining application performance.

Budget Management

Transition and ongoing management of the service are inclusive in the monthly OPEX expense, with add-on of network devices, program management and implementation.

Features

Application Prioritisation

Improve end-user experience through establishment of Application Service Levels and achieve lower circuit costs.

Best Practice Reviews

Configuration reviews against vendor best practices and implementation of approved changes.

Analyser Capability

Provides insights into application and circuit performance for SLA enforcement and future network planning.

Tiered Service Levels

Three packages designed to suit different levels of support requirements and budgets. We can offer 24x7 support for your business-critical applications.

Customer Success Management

A single point of contact, accountable for the outcome of our service to you. Any change in your needs will be addressed in a timely and responsive manner.

Optional Distributed Security

Distributed organisational security profiles to office locations, allowing users to access the internet securely from office locations with corporate firewall policies.

NEC Managed SD-WAN Service Packages

NEC will work with you to understand your immediate and potential future requirements to propose a solution that is best suited to achieve your desired business outcomes.

In addition to our 3-tiered packaged offers of Essential, Standard and Premium, we are able to offer complete flexibility as a result of our modular approach leveraging service-orientated design principles. We refer this to as "Service Composability" - NEC designed with you in mind.

NEC Managed SD-WAN Service Package Summary

	Essential	Standard	Premium
Pricing unit		Per device	
Incident management support hours	8:30-17:00 [1] Mon-Fri	8:30-17:00 [2] Mon-Fri	24x7 Inc. Public Holidays
Service desk access	-	8:30-17:00 Mon-Fri	24x7 Inc. Public Holidays
Service assistance portal	✓	✓	✓
Remote support	✓	✓	✓
Request fulfilment	✓	✓	✓
Service Delivery Manager	✓	✓	✓
Service level reports	-	✓	✓
Problem management	-	-	✓
Major incident management	-	-	✓
Reviews and Checks			
Software assurance	✓	✓	✓
Best practice reviews	✓	✓	✓
Health checks	-	✓	✓
Monthly optimisation	-	-	✓
Remote Monitoring			
Availability monitoring	✓	✓	✓
Performance monitoring	-	✓	✓

NEC Managed SD-WAN is deployed and managed by highly experienced network professionals

NEC Managed SD-WAN Service Package Summary

	Essential	Standard	Premium
Transition into Managed Service (priced per deployment)			
Deployment Assessment Service includes the collection and assessment of customer supplied deployment documentation and access artifacts to determine if SD-WAN is fit-for-purpose and a supported solution.	✓	✓	✓
Network Transition Complete and fit-for-purpose SD-WAN will be transitioned into NEC managed service.	✓	✓	✓
Add-On Services - Powered by SD-WAN Vendor (priced per deployment)			
Supply of Controller Provision of SD-WAN controller for connectivity, software controls and integration with customer premise equipment.	Priced on request		
Supply of Site Equipment Procurement of Customer Premise Equipment including hardware maintenance, providing SD-WAN features and protection against hardware failures.	Priced on request		
Build, Stage-Pilot and Ship Pre-build off site, stage a pilot site, integrate with controller and ship Customer Premise Equipment to site.	Priced on request		
Project Management Coordination and management of resources, suppliers and customer.	Priced on request		

1. **Essential:** Supports your choice of a single time zone in Australia, does not include public holidays.
2. **Standard:** Supports multiple time zones in Australia, does not include public holidays.

Optional services

Optimised "Carrier"	Service Insight	On-Site Support	Software Upgrade
Packaged Service Requests	Managed Local Area Network	Managed Service Edge	Managed Security Services

Providing local support to Australian organisations for over 50 years

Why NEC?

NEC Managed SD-WAN gives you the assurance that your network is in safe hands. Our Australian based team develop a thorough understanding of your IT environment and unique challenges, so we are always up to speed when help is needed.

- ☑ Certified network professionals with thousands of customer engagements around the world

- ☑ Expertise in LAN, WAN, Voice, Security and Cloud Managed services

- ☑ We only partner with best-of-breed technology providers

- ☑ A single point of contact for all your networking needs

- ☑ Carrier independent and can work with one or more carriers to get an optimum solution

- ☑ Providing local support to Australian organisations for over 50 years

- ☑ Over 1,500 dedicated employees across Australia

NEC

NEC \Orchestrating a brighter world

For more information on our Managed SD-WAN service:

nec.com.au   ✉ contactus@nec.com.au   📞 131 632

NEC