



Orchestrating a brighter world



Managed SD-WAN

Improve end-user experience, security posture
and reduce your networking costs.

nec.com.au 

NEC Managed SD-WAN

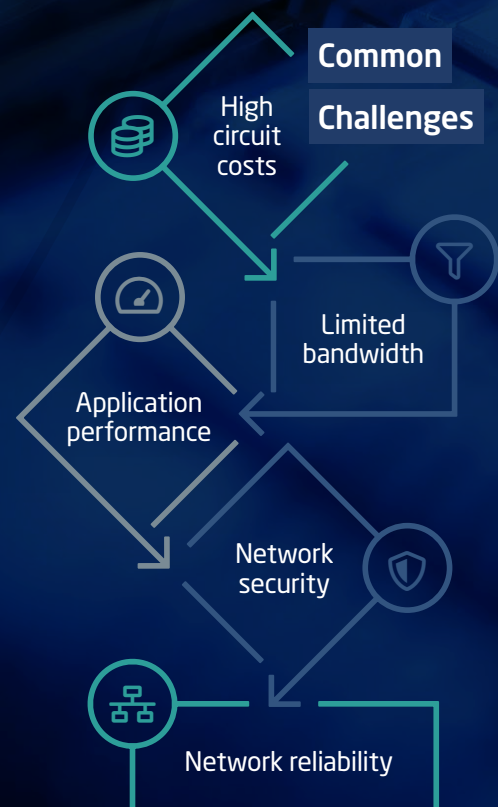
By 2024, to enhance agility and support for Cloud applications, 60% of enterprises will have implemented SD-WAN, compared with fewer than 20% in 2019.

Gartner

Organisations are transforming to survive in the digital and COVID 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, LTE, Wi-Fi and 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.



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

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

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 appliance, implementation, 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, plus our solutions are deployed and managed by highly experience network professionals with extensive network monitoring and management experience.

Benefits

Improved User Experience

Applications run smoother with less gaps as the SD-WAN has the capability to better manage the delay and variability of the traffic transport. Service levels can be customised and be unique for each application.

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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.

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Lower Network Costs

Intelligently route traffic on a variety of circuit types enabling the use of lower cost NBN and 4G/5G circuits, while maintaining application performance.

Budget Management

Network device, program management, implementation, transition, ongoing management and service are inclusive in the monthly OPEX expense.

Features

Application Prioritisation

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

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Best Practice Reviews

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

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Analyser Capability

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

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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.

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Service Delivery Manager

A single point of contact and accountability. This is of great assistance in problem management, new implementations and change management.

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

All NEC services include our service management capabilities delivered using our ITIL service delivery model called the Integrated Governance Model (IGM). Our services are ISO 27001 certified by an independent auditor, ensuring the protection of your information and security.

NEC Managed SD-WAN Service Package Summary

	Essential	Standard	Premium
Pricing unit	Per device / endpoint / port		
Incident management support hours	8:30-17:00 ¹ Mon-Fri	8:30-17:00 ² Mon-Fri	24x7x365 Inc. Public Holidays
Service desk access	-	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
Service assistance portal	✓	✓	✓
Remote support	✓	✓	✓
Request fulfilment ³	✓	✓	✓
Service Delivery Manager	✓	✓	✓
Service level reports		✓	✓
Problem management			✓
Major incident management			✓
Main Service Offer			
SD-WAN capability Service includes initial provision of selected SD-WAN appliance and or virtual capability.	✓	✓	✓
Implementation of SD-WAN The initial network implementation as defined in the Statement of Work is inclusive.	✓	✓	✓

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

NEC Managed SD-WAN Service Package Summary

	Essential	Standard	Premium
Implementation program management As scoped in for initial deployment in Statement of Work.	✓	✓	✓
Software assurance Security patches and bug-fixes. New features - additional fees may apply.	✓	✓	✓
Reviews and Checks			
Best practice reviews Configuration reviews against vendor best practices and implementation of approved changes.	✓	✓	✓
Health checks Review of configuration to ensure device is performing to expectations with sufficient resources.		✓	✓
Monthly optimisation Monthly review of managed device configurations with optimisation and removal of unnecessary configurations.			✓
Remote Monitoring			
Availability monitoring 24x7 device availability monitoring and alerting.	✓	✓	✓
Performance monitoring 24x7 device health and performance monitoring of devices with customer threshold alerting.		✓	✓

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.
 3. Fees may apply. Select from either paying for individual requests or paying a specified amount for a packaged number of changes per month.

Add-on Options (Fees apply)



Service insights



On-site support



Service requests



Managed voice & network services



Managed firewall



Site audits



Projects



Hardware maintenance

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
 - ☑ 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 with offices in most Australian cities.
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