24 x 7 monitoring and incident notification across your entire network

NEC Managed Network

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An NEC Managed Network helps keep your IT budget predictable and enables your IT team to focus on business-critical issues

Background

In businesses today, communications downtime is simply not an option. Any disruption, from voice to email to unified communications or data transmission - can cripple employee productivity and cost not only valuable sales, but also customer loyalty.

With communications, your very business and competitive standing is on the line. Plus, the enterprise communications infrastructure is comprised of multiple moving parts spread across disparate locations and a multitude of users, making it increasingly difficult to manage.

For many enterprises, managed services can help reduce total cost of ownership, increase operational efficiencies and help your organisation stay focused on other business-critical issues.

Challenges

Enterprises are challenged with shrinking IT budgets and staff but continue to be tasked with managing the communications infrastructure to prevent costly outages.

The complexities of today's networks add to that challenge, with integrated applications, evolving technologies and multiple devices and geographic locations becoming the norm.

Maintaining and staffing a designated team to identify, diagnose and resolve communications disruptions is costly and time consuming.
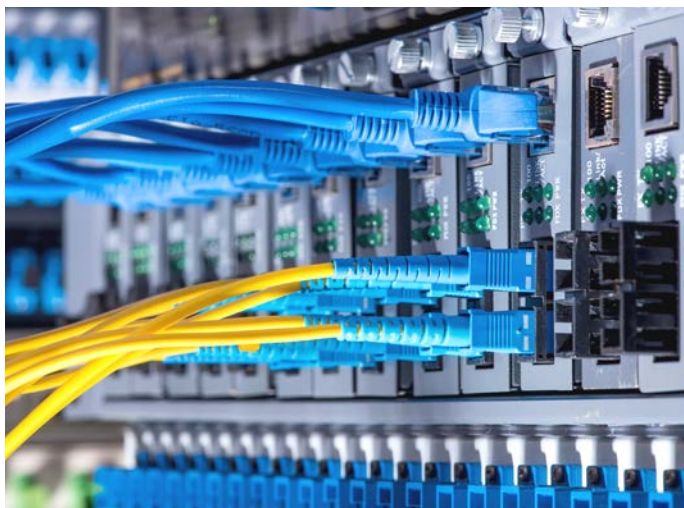
Managed Services can help reduce total cost of ownership

NEC's Managed Network Service

NEC's Managed Network Service delivers 24x7 monitoring and incident notification across the entire communications infrastructure. This includes the network and wireless devices, servers, applications and IP telephony platforms, as well as configuration management, software release management and trend analysis. In addition, NEC's Managed Network Service is staffed by a dedicated, Australian support team ready to answer your call quickly.

NEC's Managed Network service makes network management more predictable and the IT budget more manageable. Plus, by keeping your network running at optimal levels and freeing your IT teams to focus on other business-critical issues, our Managed Network Service helps reduce your total cost of ownership.

Additionally, with continuous monitoring and automatic notification and escalation, an NEC Managed Network provides assurance that disruptions are resolved quickly and transparently by a managed services provider that thoroughly understands your IT environment.

Benefits

Control costs and increase budget predictability

At best, in an environment in which the communications network is managed in silos, visibility into the infrastructure and the root cause of problems can be difficult and troubleshooting is a time consuming series of trial-and-error fixes. Time is wasted, productivity is slashed, and IT costs become unmanageable.

With set costs, NEC's Managed Network Service makes your IT budget predictable and keeps your high-value IT teams focused on business-critical issues. Plus, by maintaining your network at optimal usage levels and uptime, you can get more out of your existing investments and reduce your total cost of ownership.

Remove the burden of network management

By functioning as an extension of your IT team, NEC's Managed Network Service offers comprehensive monitoring, management and support services that improve service quality and overall uptime while minimising time-to-resolution.

NEC's Managed Network Service

With a full array of monitoring and escalation services, the NEC Managed Network Service removes the burden of:

- Staying aware of business-impacting disruptions, by taking care of monitoring for availability, performance, voice quality, root cause analysis, event notifications and alarms

- Resolving disruptions quickly, by providing automated notification and escalation

- Documenting configuration changes, by providing configuration backup and management

- The confusion of managing support contracts, by offering contract administration services

- Tracking multiple devices across the enterprise, by providing unified communications and data device discovery

In addition, your network administrators can get a holistic view into the health of your communications network 24/7 by logging on to NEC's Service Information Portal. Your team can stay abreast of any ongoing or potential incidents and better understand how the network affects business operations.

Features

NEC's Operation Centres specialise in providing remote monitoring, management of Voice, Data and IP Telephony Networks. Our service uses industry best practice tools, business process and technical skills to provide NEC customers with the following:

Availability Management

NEC's engineers are certified in supporting network infrastructure from leading technology vendors including:

- Routers and switches
- Data centre networks
- Firewalls
- VPN and gateway devices
- Wireless LAN

Performance Management

NEC's Performance Management system can be deployed to report on key performance metrics of a customer's LAN or WAN network. Capabilities include utilisation, availability and capacity planning data.

Change and Configuration Management

NEC's service provides customers with the necessary change and configuration management for their network requirements. This service includes regular backup and archive of device configurations.

Incident Management

- NEC's network operations team assesses all alarm and fault conditions, with NEC statistics demonstrating that 80 per cent of conditions can be resolved remotely

- NEC's email and SMS gateway can provide external notification to your mobile IT staff where necessary

Carrier Management

NEC has established back to back arrangements with most carriers and NEC's network operations team can manage fault escalation through to resolutions on our customer's behalf.

Customer Portal Access

- NEC's Service Information Portal provides customers with a 'real time' view of their network

- Availability and performance data is accessible including historical performance and capacity planning reports

- Access allows NEC customers to log, view and track incidents should the need arise

Customers can be provided with a real-time view of their network

Optional Features

Escalation Management

Over 90 percent of incidents do not require escalation, however NEC provides an option for escalation on request that provides extended SLAs and third party management.

Regular operational and analysis meetings

Thoroughly address any ongoing network challenges or upcoming changes.

Assigned Delivery Manager

Meet regularly and work together with NEC on major issues, network changes and projects.

VoIP Quality of Service

Optimise your network's quality and performance to ensure voice traffic use remains at a high standard. NEC will proactively test your network to monitor VoIP quality and alert our operations centre for investigation of any issues.

Why choose NEC?

With NEC's Managed Network Service you have the assurance of knowing that NEC never outsources your support to a third party. 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.

Our team is standing by around the clock to assist with any network incidents. With a target call response time of 30 seconds, fast resolution is only a call away. Additionally, NEC's Managed Network Service delivers continuous problem identification, resolution and trend analysis to not only help resolve network issues quickly, but also to help prevent recurrences.

NEC's Managed Network Service gives enterprises the assurance that their communications network is proactively monitored and managed 24x7. With a host of incident notification and escalation services, you have the confidence of knowing that communications disruptions are resolved quickly and transparently.

This comprehensive service is backed by the vast experience of certified network professionals and thousands of customer engagements around the world. NEC are a trusted provider with extensive, long term network monitoring and management experience. When it comes to expertise from a provider who understands your business, NEC is unequalled.

Service Packages

		Essential	Standard	Premium
Pricing Unit		Per device		
Incident Management	Support hours	8:30 to 17:00 (Mon - Fri)	7:00 to 21:00 (Mon - Sat)	24x7x365
	Public holidays			✓
Incident Response SLA			95% within measure	95% within measure
Service Desk		24x7	24x7	24x7
Service Portal		✓	✓	✓
Remote Support		✓	✓	✓
Change Management		✓(Fee applies)	✓(Fee applies)	✓(Fee applies)
Up/Down Availability Monitoring		✓	✓	✓
Maintenance Services		✓(POA)	✓(POA)	✓(POA)
Configuration Management			✓	✓
Service Management			✓	✓
Weekly Summary Report			✓	✓
Performance Monitoring			✓	✓
Problem Management			✓	✓
Advanced Monitoring				✓
Proactive Review				✓
Monthly Executive and Technical Analysis Report				✓
Service Insight		Required for existing deployments - fee applies		

For more information: visit nec.com.au   email contactus@nec.com.au   or call 131 632

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