

MANAGED SD-WAN FEATURES

TECHNOLOGY

- WAN optimisation and SD-WAN capabilities
- Identification and classification of over 1300 applications with deep packet inspection
- Optimisation and acceleration of on premises and cloud applications leveraging data (scalable data referencing or SDR), transport, and application streamlining
- Centralised network management capabilities based on a single intent-and user-based “plain-language” global business policy
- Ability to enforce application policy (path quality, path selection, network QoS, and security)
- Pre-defined Application Groups (e.g. business critical) for traffic path rule and security policy creation, as well as scalability with fewer policy rules.
- Automate cloud networking and accelerate cloud performance
- Automated zero-touch provisioning of devices
- Dynamic Native Routing, branch- and WAN-side, to eliminate routers and reduce complexity
- Path monitoring and quality-based, hybrid WAN path selection
- Integrated and third-party security providers
- Scalability up to 1000 branches/sites
- Cloud (AWS and later Microsoft Azure) and self-hosting in a physical or virtual data centre (e.g. VMware)

MAINTENANCE



Managed SD-WAN must include a current technology maintenance agreement with Teneo. Our 24x7 Service Desk will be your first point of contact in the event that you need to report an issue to us.

Maintenance provides:

- SD-WAN Appliance replacement in the case of failure
- Managed OS updates, patches and bug fixes
- Access to knowledgebase articles
- Online Ticket Portal Access

MONITORING AND ALERTING



Monitoring and Alerting is our way of keeping in constant contact with your Managed SD-WAN appliances in order to understand their health and any issues.

Our system will alert Teneo in real time on a 24x7 basis to agreed conditions and automatically create support tickets.

Monitoring and Alerting includes:

- SNMP Traps (Hardware & Software)
- Monitoring via a classic VPN

FULL LIFECYCLE MANAGEMENT



Lifecycle Management is the term we use to describe how we engage with you. It covers the way our global support team works together with you to ensure your Managed SD-WAN service runs smoothly.

Lifecycle Management includes:

- 24x7 monitoring – if an alert comes in at 3am, we'll be on it
- The creation and update of your Customer Handbook with escalation, priority and change control confirmation
- 24x7 change management in order to restore service if needed
- The addition and modification of: Site Config, WAN Config, Uplink Config, Zones (VLANs), Portals (BYOD), Classic VPN, AWS, Rules – Path Selection, Rules – QoS, Applications, WiFi
- OS upgrades on a 24x7 basis
- The implementation of agreed recommendations
- RMA Handling in the event of failure

REPORTING



Quarterly reports are prepared and presented at a quarterly Managed SD-WAN review meeting. This is our chance to explain everything we've been doing on your behalf and your chance to ask us questions and push the boundaries of SD-WAN technology even further.

Our reporting service includes:

- Quarterly Availability Report with Executive Summary
- Quarterly Network Traffic Reporting
- Support Ticket Analysis and SLA Analysis
- Tuning Recommendations
- End-to-end visibility with unified views, reporting and troubleshooting of application and network performance (Roadmap)

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