

WAN OPTIMISATION AS A SERVICE

**Your work,
your business
and your user
productivity all
depend on the
performance
of your
applications.**

But users, data and applications today are literally everywhere and they're evolving at a rapid pace, so how do you and your network keep up?

When you're operating a very complex, global 24x7 network, you need sufficient people, skills and time to manage performance around the clock. And you need the latest WAN Optimisation technology to maximise network efficiency too.

A MATTER OF TIME... AND MONEY

Be honest with yourself though. How many more spare hours in the day do you or your team have to master the new features and functionality today's WAN Optimisation technology brings?

Can you afford to run it? When you take into account the upfront purchasing costs, annual maintenance, time spent on software updates, constant tuning and configuration, the funding you need to run a successful WAN Optimisation strategy all adds up. Add that to the employment costs of the certified and experienced heads in your team you'll need globally and WAN Optimisation becomes an important business case to justify.

SO HOW CAN WE HELP?

We'd like to help you use the latest WAN Optimisation technology, get the best out of it for your business, make sure it runs 24x7 and is supported by the best certified experts, all while reducing your overall total cost of ownership (TCO).

WAN Optimisation as a Service is exactly as the name suggests - a Service, deployed and managed by Teneo based on award-winning Riverbed SteelHead WAN Optimisation technology.

We'll project-manage everything for you and continuously fine-tune our service to meet the needs of your critical apps, bringing you all the benefits of WAN Optimisation without you having to manage the technology yourself or carry out any of the associated work.

Our pricing model has a monthly recurring cost (MRC) based on the bandwidth and users at your sites. Deployment costs are covered with a simple non-recurring cost (NRC).

Additional features such as Path Selection or QoS will be rolled out for a one-off charge. We'll deploy the right appliances that give you room to scale and, when you're ready, you can upgrade to the next software level but continue to pay on your planned monthly schedule.

You gain immediate access to the latest WAN Optimisation features and, since it's our business to keep your WAN Optimisation technology running at optimum performance levels, you gain operational and financial efficiencies as well.

Now you can stay focused on the things that matter most in your job, knowing your WAN Optimisation is taken care of by Teneo.

BENEFITS OF WAN OPTIMISATION AS A SERVICE

- Pay for your WAN Optimisation technology and management work as a predictable monthly recurring cost, saving you money in the long term.
- Pay as you grow, only using the capacity you need until you're ready to scale.
- Always benefit from the latest, award-winning WAN Optimisation features and functionality.
- Free your time up for other, higher priority things as Teneo takes WAN Optimisation off your hands.
- Ensure critical apps are being optimised all of the time, taking into account strategic change.

WHAT WE DO

Essentially, we're your own dedicated WAN Optimisation team. Here's what we'll do:

- ✔ We'll select the right Riverbed SteelHead WAN Optimisation appliance specifications for your needs.
- ✔ We'll project-manage your WAN Optimisation deployment, taking responsibility for handling all shipping and installation.
- ✔ Once deployed, we'll proactively monitor your WAN Optimisation deployment 24x7.
- ✔ If something goes wrong with any of the WAN Optimisation appliances, we'll work proactively, and to the SLA's we'll set, with you to bring them back online.
- ✔ In the unlikely event of hardware failure, we'll look after getting a replacement shipped and installed.
- ✔ We'll provide in-depth reporting to let you know how your WAN Optimisation deployment is operating. We'll stay up to date with your strategy so we can share meaningful recommendations.
- ✔ We'll manage and implement upgrades and changes through our change control process. Before additional capacity is needed, we'll be ahead of the game with our recommendation to right-size your deployment.

Here are some further benefits of working with us.

AROUND THE CLOCK SUPPORT

We'll support your WAN Optimisation deployment around the clock, 24x7, from our locations in the UK, USA and Australia. The same Teneo people will be looking after you, every time we're in contact.

EXPERIENCED ENGINEERS

Our pool of certified engineers have significant experience. With over 450 Riverbed SteelHead customers today and over 5000 assets under maintenance, we've seen a lot of things! Having worked with Riverbed SteelHeads since 2004 and won Riverbed Authorised Support Partner (RASP) of the Year multiple times, we always like to be the first to know about anything new and the first to tell you!

EXPERT ADVICE

We'll provide you with advice on how to improve the optimisation level you're experiencing, including collaborating on achieving the best performance for new applications.

We'll keep a close eye on the latest upgrade and expansion options as well as end of life and end of support notifications. We'll also help you to take advantage of new product features and show you how new technologies and services can integrate with your WAN Optimisation deployment so you get more from your investment.

We're very experienced in helping customers to co-ordinate change windows and migrations out of hours and across different time zones too through our follow the sun team. Once we've agreed a change window with you, we'll take care of everything else.

QUARTERLY REPORTING

So you're never in the dark about service status, we'll provide you with a quarterly report, reviewed at our update meetings, to keep you up to date with service performance and recommendations.



"Being a new technology, we wanted something to be 'supportable'. We needed a solid partner who could take care of all those bits we didn't know. It was very important to have a good partner who could put the appliances in, configure them to best practice, maintain them, continue to optimise the rule set as they saw things and I think that's something that Teneo are doing very well for us."

"The best thing I like about Teneo is that, because they're doing it for me, managing our Riverbed technology is at the back of my mind. I get up in the morning and I get an email saying "all done", which is exactly what I want."

Paul Newman
Global Network Architecture, Colorcon

UK

Teneo Ltd
20/21 Theale Lakes Business Park
Moulden Way Sulhamstead
RG7 4GB

T: +44 118 983 8600
F: +44 118 983 8633

France

Teneo France S.A.S.
Rue Des Trois Fontanot
92000 NANTERRE

T: +33 1 55 68 11 12
F: +33 1 55 68 10 00

USA

Teneo Inc.
44330 Mercure Circle
Suite 260
Dulles
VA 20166

T: +1 703 212 3220
F: +1 703 996 1118

Australia

Teneo Australia Pty Ltd , Level
20, Tower 2 Darling Park
201 Sussex Street
Sydney, NSW 2000

T: +61 2 8038 5021
F: +61 2 9012 0683

Contact details

W. www.teneo.net
E. info@teneo.net