TENEO
OPENING MINDS

SD-WAN AS A SERVICE

SD-WAN is your opportunity to re-architect, design and build a network that's fit for the future.

One that's digital and will most likely involve heavy use of the Cloud, SaaS apps, collaboration tools and video. But there's a catch, because implementing and running an SD-WAN architecture isn't as easy as the hype suggests, and it comes at a cost.

Your end goals might be greater agility, scalability and performance, improved resiliency, reduced costs, shorter site set-up lead times, reduced supplier complexity, simplified network assets, better security and streamlined management processes. However, the planning required before you can realise these benefits is considerable because complex, legacy networks carry many years of baggage, and only you know what the future needs to look like for your organisation.

Your connectivity, cloud, security, WAN optimisation, visibility and disaster recovery requirements are all unique. Your SD-WAN solution must therefore be appropriately tailored, which is going to involve some intense upfront specification, budget and timescale work.

Your SD-WAN deployment and ongoing support needs are particular too. Your locations, time zones, people bandwidth and skillsets in your team all need to be taken into account if you're going to run a successful, 24x7 global SD-WAN operation. Sure, once plugged in and brought online, most SD-WAN GUIs let you set up rules in a couple of clicks. But how will your team react if the technology fails in the middle of the night?

How prepared are you to assume full-time responsibility for what you're about to take on?

WE MAKE SD-WAN EASY

We're here to make SD-WAN easy and affordable for you. It's why we established our SD-WAN Practice in 2016 following the years of experience we'd gained having worked with SD-WAN technology - and customers - since 2011.

First of all, if you're struggling with SD-WAN business case preparation, you can lean on us through that process. We'll also relieve you of those mundane trips abroad to set up new offices – or install and maintain your chosen SD-WAN technology. In fact, we'd like to take all SD-WAN management off your hands so you can stay focused on what matters: the outcomes you're responsible for.

How? We've introduced SD-WAN as a Service to guide you through the complex planning and deployment phases and deliver an SD-WAN solution that's exactly right for you, on an Opex cost model so you can access SD-WAN benefits without delay.

Since we specialise in industry-leading, next-generation SD-WAN technology, we'll help you scope an outcome that fits your business objectives and IT infrastructure, perfectly. Our understanding of broader topics that impact the network, such as connectivity, cloud, security, WAN optimisation and visibility make us ideally positioned to consult with you on holistic SD-WAN best practice.

This, combined with our established industry expertise, global logistics and agile, world-class services delivered in 200+ countries and territories, provides you with a powerful end result of an SD-WAN solution that promises to achieve your goals.

BENEFITS OF SD-WAN AS A SERVICE

- **Pay for SD-WAN technology and management as a predictable monthly recurring cost, bringing you greater money-saving advantages.**

- **Accelerate time to market by benefitting from our experience and agility in complex SD-WAN deployment scenarios.**

- **Free up your time for business critical activities as Teneo takes SD-WAN off your hands.**

- **Deliver an improved network experience to the business through greater resilience and availability - boosted by Teneo's 24x7 monitoring and management.**

- **Take advantage of our complementary 'as a Service' solutions to enhance the performance and security of your SD-WAN architecture.**

WHAT IS SD-WAN AS A SERVICE?

SD-WAN as a Service is delivered to a Statement of Work (SoW) we'll create in collaboration with you. It'll include provision of the best-fit, industry-leading SD-WAN technology that we feel is right for your business, along with the Teneo people needed to continuously monitor and manage that technology, 24x7x365. We'll also manage all change processes and provide you with quarterly service reviews.

You'll pay an upfront Service Enablement fee and then pay for the delivery of SD-WAN as a Service on a monthly basis, allowing you to use your budget in an Operating Expense (Opex) model to spread the cost, ensuring minimal risk – but maximum results - for your business. Through our global services team and global support team, we'll deliver and manage your SD-WAN technology across all countries with as little or as much involvement from your teams as you desire.

SERVICE ENABLEMENT STAGES

Here's what's typically involved in our SD-WAN as a Service Enablement:

- Pre-service workshop and High-Level Design (HLD)
- Low-Level Design (LLD) workshop
- Teneo management connection installation for remote access and monitoring
- Monitoring system configuration
- Service deployment phase
- Customer Handbook preparation
- Service Enablement closure meeting

SERVICE DELIVERABLES

And here are our typical SD-WAN as a Service deliverables. We'll be more that happy to define these together with you during SoW creation:

- SD-WAN technology delivered & installed at each site
- Overlay network configured and established
- Project management of the Service Enablement process
- Continuous monitoring of SD-WAN infrastructure health
- RMAs automatically handled
- 24x7x365 Service Desk
- Change management including software updates
- Quarterly service reporting

You might also consider deploying the following complementary Teneo 'as a Service' offerings to augment the efficiency of your SD-WAN solution.

CONNECTIVITY AS A SERVICE

Whether you're looking to replace MPLS with Internet for less critical sites or complement MPLS by offloading Internet traffic for vital sites, our Connectivity as a Service option provides you with 24x7 monitored and managed, cost-effective, enterprise grade ISP circuits. We'll provide you with a single SLA on a single contract, helping you to avoid those long-term carrier contracts that void the provider diversity, flexibility and agility benefits SD-WAN was designed for.

WAN OPTIMISATION AS A SERVICE

SD-WAN doesn't replace WAN Optimisation. In fact, with the proliferation of cloud apps and platforms that can now be optimised, many organisations find they need both technologies as data moves further away from users and potentially lower quality circuits are introduced. Blending WAN Optimisation as a Service with SD-WAN as a Service gives you access to the latest next-generation hybrid networking features and results in maximum performance.

VISIBILITY AS A SERVICE

Visibility blind spots can decrease the effectiveness of SD-WAN deployments. Without an end-to-end view of the infrastructure that extends from the core of the network to the user's hand, it's difficult to plan, monitor, troubleshoot, or validate things are working as expected. Visibility as a Service provides the end-to-end troubleshooting insight and technology monitoring and management required to quickly determine the cause of any network, application or end user experience problems and resolve them.

INTERNET ACCESS SECURITY AS A SERVICE

Internet Access Security as a Service secures remote or mobile employees' Internet access to the Cloud and manages the surge of Cloud and Internet traffic at branch offices, without backhauling to the centralised DMZ in the data centre.

NEXT STEPS

We're specialists with real-world SD-WAN experience, we understand the broader topics that impact today's networks and we deliver global logistics and agile, world-class services in 200+ countries and territories. Essentially, we make SD-WAN easy and affordable. Contact us about SD-WAN as a Service today at **info@teneo.net**.