Managed Network Services

Sharpen your competitive edge with better network operations and application performance
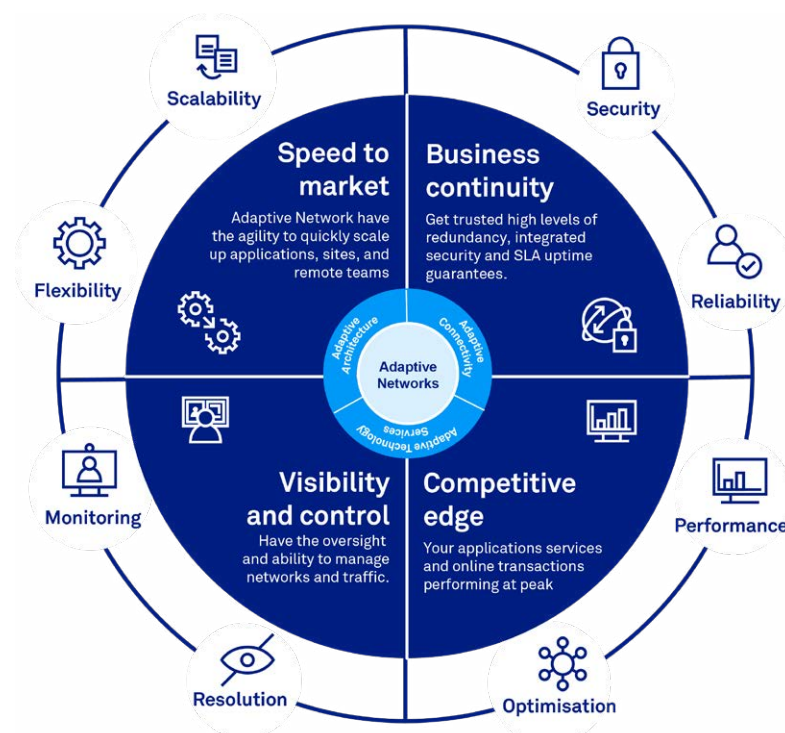
Rethink your network strategy to grow as your business does.

With Telstra Adaptive Networks, your network can be as agile as your business plan.

Our connectivity, software-defined services, professional consultation capabilities and network management services create a secure environment with the flexibility and control you need to innovate and manage change.

We want to deliver values such as **speed to market, business continuity, visibility and control, and competitive edge —** across three key components of Adaptive Networks, which are:

- **Adaptive Connectivity**, consisting of our WAN services like Internet, IPVPN and Cloud Interconnect.
- **Adaptive Architecture**, which includes SD-WAN, Network-on-Demand and Security.
- And **Adaptive Technology Services** with Professional Consulting Services and Managed Network Services.

These components can lead innovation for various industries, including recruitment, healthcare, manufacturing, mass media, transport and logistics, service, and aerospace, among others.

Adaptive Technology Services are an essential subcomponent in your Adaptive Networks journey.

Telstra Adaptive Networks is a multi-solution and services proposition, and its anchor **Adaptive Technology Services** include the vital capabilities Managed Network Services and Professional Advisory Services.

Depending on your business needs, you can leverage **our expertise to provide consulting, design, deployment, and professional support**, leading to either an in-house managed solution, or a solution we help you manage.

In an ever-changing business landscape, business agility can sharpen your edge to overtake competition. To make this happen, you will need a modern network with the ability to quickly adapt to change and make rapid shifts to deliver better business outcomes.

You'll need more than a traditional network—you'll need highly skilled network resources to operate a software-defined network and manage network technologies such as SD-WAN, switching, routing, Wi-Fi, firewalls, WAN optimisation, and supporting orchestration systems.
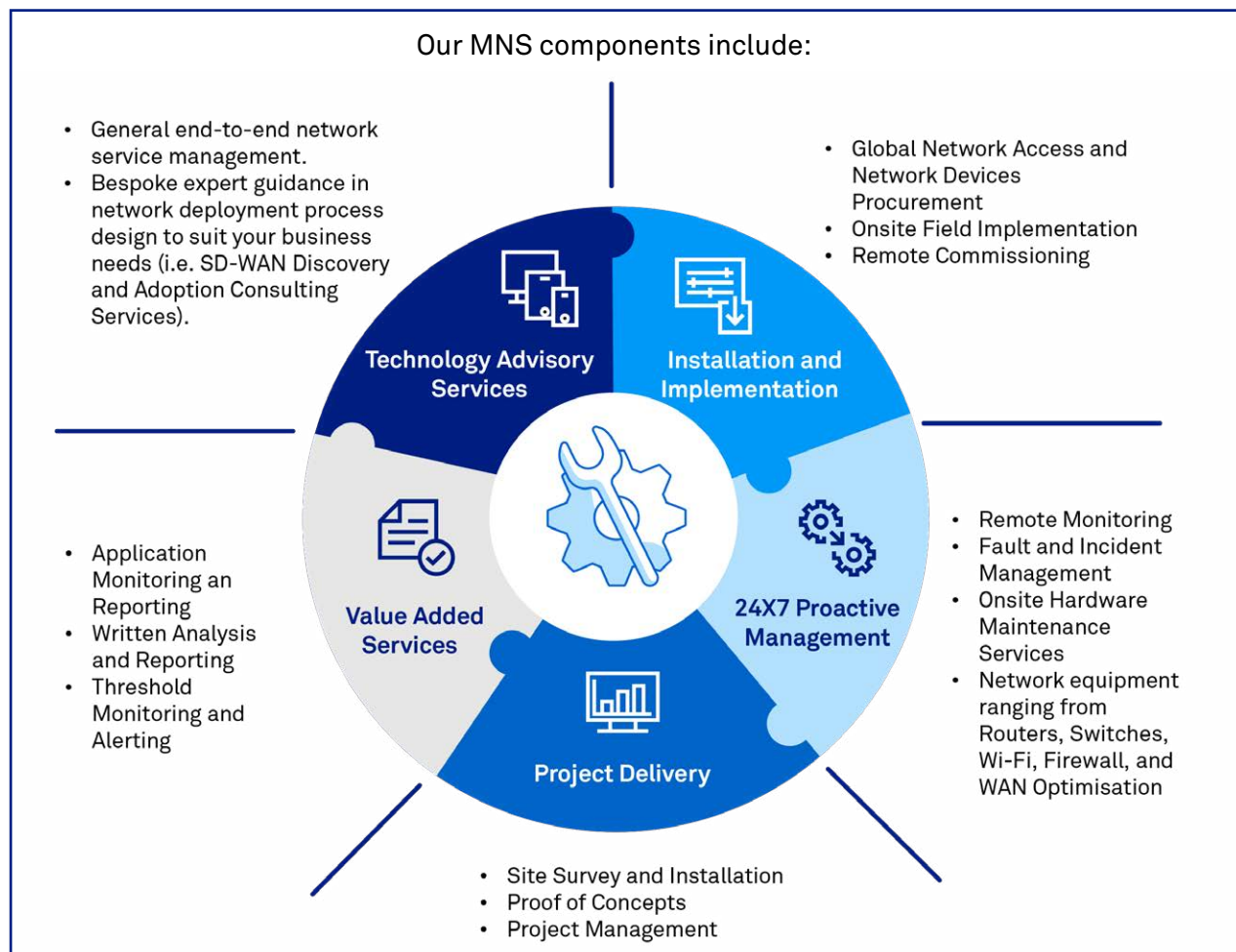
Staying on top of your IT resources can be a challenge—one that you don't have to take on your own. Telstra's network management services can help.

What is Managed Network Services?

We offer a fully managed end-to-end network infrastructure and services that can help improve business application performance, enhance user experience, and gain greater control and visibility into your network environment in a scalable, secure manner.

Telstra Managed Network Services (MNS)

are designed to help you leverage the latest network technologies and to free you from the hassle, effort, and cost to monitor and maintain your network on your own, so you can focus on your core business.

Our MNS components include:

- General end-to-end network service management.
- Bespoke expert guidance in network deployment process design to suit your business needs (i.e. SD-WAN Discovery and Adoption Consulting Services).

- Global Network Access and Network Devices Procurement
- Onsite Field Implementation
- Remote Commissioning

- Application Monitoring an Reporting
- Written Analysis and Reporting
- Threshold Monitoring and Alerting

- Remote Monitoring
- Fault and Incident Management
- Onsite Hardware Maintenance Services
- Network equipment ranging from Routers, Switches, Wi-Fi, Firewall, and WAN Optimisation

Technology Advisory Services

Installation and Implementation

Value Added Services

24X7 Proactive Management

Project Delivery

- Site Survey and Installation
- Proof of Concepts
- Project Management

How it works

With Telstra MNS, you'll have a single point of contact for project management, detailed service design, ordering, provisioning, activation, and maintenance of your network infrastructure and services.

Our 24X7 proactive management service covers your network and devices (including SD-WAN, router, Wi-Fi, firewall, switches, and WAN optimisation, whichever you are subscribed to), helping ensure your applications work with your network efficiently and run at peak performance.

We provide a 24X7 proactive management service for your network solutions and devices that includes

Managed SD-WAN
Improve performance and optimise operations across your Wide Area Network (WAN) with software-defined solutions tailored for your business

Managed WAN Optimisation
Reduce latency, packet loss, and congestion to help applications respond faster and improve end-user experience in dispersed locations.

Managed Router
Take the hassle out of managing your routing equipment for all your sales, and improve the performance of your WAN in a cost-effective way.

Managed Switch
Establish consistent standard, design, and management of LAN switched between offices to improve application flaws and minimise downtime.

Managed Wi-Fi
Connect people, processes, Data, and things with a range of Managed Wi-Fi Solutions that sealessly and securely link these elements together, transforming an access technology into a key business enabler.

Managed Firewall
Customer premise firewall management enables remote access for travelling and remote working users via policy applications and intrusion detection and prevention.

Please contact your Telstra account representative to find out availability in your region

Our strong partnerships with local distributors and vendors across the globe ensure that you get efficient remediation and service delivery. Scalable and flexible global technical support with a range of service tiers and optional value-added services help you manage network and traffic-related issues with more ease, faster.

Through the digital self-service tool **Telstra Connect**, you will get easy access to network and infrastructure performance reports. This will give you visibility into your network availability, usage trends, and performance—just as though you were managing your own network but without all the heavy lifting.

Benefits	Features

Focus on what matters most

Delivered and managed by highly qualified and experienced staff, Telstra's MNS provides an end-to-end network management service, including reliable network connectivity, proactive monitoring and management of your network equipment, and 24X7 support. This frees you from the need to spend time and resources on building and maintaining your network, allowing you to focus on your core business instead.

Greater cost control and financial efficiency

Lack of automation can lead to high total cost of ownership. Lower this cost with an OPEX-based service model that doesn't require upfront capital investments, freeing up more resources for critical areas of your business. With Telstra managing your network for you, the expenditure on IT services and support can be reduced as there's no need to provide ongoing staff training. Resources can be refocused on higher-value activities, such as driving IT as a strategic business asset. You can also save on hardware replacement, installation, implementation, and maintenance costs.

Peace of mind

Enjoy peace of mind with service availability and incident response governed by stringent service levels, giving you assurance of quick restoration. With our best-practice processes and local support capabilities, we help to provide improved end-user experiences to your people, allowing them to deliver greater value to your business and customers.

Best-of-breed technology and innovation

We offer agile, scalable, and cloud-based MNS technology including Managed SD- WAN and adaptive technical consultancy services and solutions. Our continued investment in best-of-breed tools, management techniques, and next-generation technology means you can innovate rapidly, tailor your solution, and efficiently manage and maximise the value of your network investment.

Highly experienced global support and network analysis

Our experienced account and service delivery teams understand the importance of your network and will work with you design and build your networks to provide simplicity and mitigate risk. In addition to our customer service help desk, we also provide on-site support governed by agreed service levels.

Three levels of 24X7 proactive service management tier

A range of service tiers available to suit your requirements and if you select proactive management, we will monitor and manage your network devices 24X7 on a proactive basis, as well as managing incidents and alarms.

Build the unique network management solution you need

Telstra MNS allows you to pick and choose among value-added and professional services you need to meet your unique business requirements. Value-added services include Application Level Reporting, Threshold Monitoring and Alerting, and Written Analysis Monitoring; professional services include Site Survey, Project Management, and bespoke Technical Consulting Services.

Online reporting tools via the Telstra Connect customer portal

Telstra Connect is a self-help online tool that gives you the oversight and ability to manage networks and traffic. It helps you stay in control and make better network decisions through a number of network performance reports, providing insights into network availability, usage trends, and performance. With these near real-time network system operations and network devices insights, performance issues can be quickly addressed.

Co-Managed Network Deployment Model

Apart from Telstra fully managed network deployment model, we offer the option to extend limited management control—allowing you to make simple network operations and devices changes on your own through an online dashboard, while we manage the more complex aspects. Telstra takes care of incidents, problems, and complex changes.

This is available to Cisco Meraki products.

Third Party Carriage Connectivity Management

You can bring in your own circuit providers (non-Telstra) along with a Telstra-delivered network service management solution. Telstra will proactively monitor the circuit and log faults with the provider.

This is only available to Managed SD-WAN technology

Why Telstra?

Global Carrier - grade network, infrastructure and Internet backbone	Industry Recognition	Strong alliance ecosystems	Telstra Innovation
• 26 submarine cable systems—one of the largest and most diverse intra-Asia subsea network system, which delivers approximately a third of Asian IP traffic. • These services are underpinned by our extensive over 400, 000 km of cable length network, with licences in Asia, Europe and the Americas and access to more than 2,000 Points of Presence (PoPs) in more than 200 countries and territories. • Access an ecosystem of clouds, data centres and partner services around the world with more than 36 global Programmable Points of Presence (POPs), directly integrated with over 2000 Telstra IPVPN POPs in 200 countries and territories. • The first foreign company licensed to provide connectivity and network services to China, and now operate data networks in 39 key cities and six data centres through our joint venture Telstra PBS in mainland China.	• Telstra is ranked 3rd in 2021 Gartner Critical Capabilities for Network Services, Global for Intra-Asia/Pacific use case. • Leader in IDC MarketScape Asia Pacific Next Generation Telecoms Services 2020 Vendor Assessment • Consistently ranked amongst Asia's most peered IP networks by Oracle Dyn's Internet Intelligence	CISCO CISCO Meraki EQUINIX GENESYS Microsoft riverbed paloalto NETWORKS vmware	• Our 'Always On' High Resiliency for Private Lines, the first automatic restoration service on Asia's busiest subsea routes, guarantees connectivity even in the event of a cable cut or damage due to a natural disaster. • Telstra Programmable Network (TPN) is the industry's first globally connected on-demand networking platform that enables businesses to be agile and adapt to changing demand.

About Telstra

Telstra is a leading telecommunications and technology company with a proudly Australian heritage and a longstanding, growing international business. Today, we operate in over 20 countries outside of Australia, providing data and IP networks and network application services to thousands of business, government, carrier, and OTT customers.

Telstra

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Interested?
Whether you're exploring new possibilities or needing support for your existing solutions, we're here to help.

Contact your Telstra account representative for more details.

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