



# MANAGED DATA NETWORKS: MANAGED ROUTER

Routers are becoming more sophisticated with the ability to run different services, applications and virtual machines. The Telstra Managed Router service can help you overcome these challenges, and is a proven and cost-effective way to improve the performance of your wide area network (WAN).

With our continual investment in highly skilled staff and the advanced Network Operations Centre, you benefit from professional support using best-of-breed tools to remotely monitor, manage and report on your on-premise routers and networks<sup>1</sup>.

Combined with configuration flexibility and tight integration with our data carriage solutions, the service can improve network operations, simplify management and lower cost of ownership. The assurance of expert support to agreed service levels also gives you more time to focus on business.

Managed Router is a core service from Telstra's Managed Data Network service. You can also deploy a Managed Switch service and enhanced services such as WAN Optimisation and Storage Centralisation. What's more, you can also customise the management of your network infrastructure on a site-by-site basis with the convenience of an end-to-end SLA including Telstra data carriage<sup>2</sup> to support your total data network.

Telstra Managed Router can enhance productivity through low-risk access to new ICT technologies underpinned by our ongoing network investment. It can also be a seamless platform and the foundation for future business growth through new capabilities around virtualised machines and applications, as well as Unified Communications, security and Telstra cloud solutions.

## FEATURES AND BENEFITS

The Managed Router service can manage WAN routing equipment for all of your sites across Australia, for many network types including the National Broadband Network.

Service Options	Benefits
<p><b>Procurement/rental of routers</b></p> <p><b>Once-off design and installation services</b></p> <p><b>Support for accredited Cisco and Juniper equipment</b></p> <p><b>Available as a bundle for a single monthly cost over a fixed term (MDN Bundle)</b></p> <p><b>Ongoing management including:</b></p> <ul style="list-style-type: none"> <li>Monitoring, notification and restoration</li> <li>Maintenance</li> <li>Assurance</li> <li>Lifecycle management (recommending alternate devices as devices approach end-of-life)</li> <li>Management of third party vendors, suppliers and service arrangements</li> <li>Backup and restore of configurations</li> </ul> <p><b>Day-to-day support</b></p> <ul style="list-style-type: none"> <li>Dedicated Account Management Team</li> <li>Skilled operational teams and field force</li> </ul> <p><b>Evaluations and accreditation activities</b></p> <ul style="list-style-type: none"> <li>Performed for all accredited devices and systems</li> </ul> <p><b>Strategy and plan development</b></p> <ul style="list-style-type: none"> <li>Provide network performance analysis</li> <li>Recommend potential network changes</li> </ul>	<ul style="list-style-type: none"> <li><b>Free up internal resources</b> – remove the burden of managing the equipment lifecycle, third party vendors, suppliers and service arrangements</li> <li><b>Improve financial outcomes</b> – replace large capital expenditure with a consistent operating cost, and the expense of hiring, training and updating internal IT skills</li> <li><b>Reduce network risk</b> – improve reliability and performance with advanced solutions and guaranteed proactive service levels including response and restoration targets</li> <li><b>Maximise network performance</b> – help ensure your network delivers optimum support for your business through proper dimensioning and configuration</li> <li><b>Boost growth and productivity</b> – leverage new technologies including virtual machines, Unified Communications, security and Telstra cloud solutions</li> <li><b>Focus on core business</b> – realign IT staff to higher value tasks and focus on strategic activities to meet current and future business needs.</li> </ul>

## Reporting Options

We offer a range of additional, flexible reporting options either for selected sites or for the complete managed data network infrastructure. These reporting options may incur an additional fee.

Features	Benefits
<p><b>Online Reporting</b></p> <p>Online Reporting provides data such as traffic utilisation, device metrics (CPU utilisation, memory usage, etc) interface utilisation, top-end reports, trend reporting and more.</p>	Allows you to view reports and statistics in near real time to determine network performance.
<p><b>Written Analysis Reporting</b></p> <p>You can choose which network services are included and have either monthly or quarterly reports.</p>	Provides a comprehensive analysis of the health of your WAN.

## Management tiers and Benefits

Choose from four management tiers, each with inbuilt flexibility that lets you customise the management level according to the individual site need.

Features	Benefits
<b>Basic Management</b> This tier is essentially an alerting service, with the routers covered by the service being interrogated at regular intervals.  This service tier does not cover maintenance and fault management by Telstra.	Ideal if you have little in-house network monitoring expertise or where the routers within the network are not accredited for Telstra's Proactive or Reactive management tiers.
<b>Reactive Management</b> With this tier, router management is performed solely on a reactive basis. You must contact the Service Desk when you detect a fault, as we do not proactively monitor the routers.	A cost-effective solution for smaller, non-critical sites.
<b>Proactive Management</b> This tier provides comprehensive management including proactive monitoring and alarming of routers and the supporting Telstra network, response, diagnosis and repair. Configuration file assurance is provided by daily back-ups.	This service tier is suited to when you do not have in-house management expertise or have sites where business continuity is essential.
<b>Proactive Secure Management</b> Proactive Secure management service is delivered by Defence Signals Directorate (DSD) cleared staff from ASIO T4 compliant facilities. Access to online performance reporting is provided as part of the service.	This service tier suits those with a high security requirement such as government agencies.  We can also manage your existing router infrastructure if the equipment is an MDN accredited device.

## ADDITIONAL SERVICES

### Managed Router Add-ons

We offer a range of add-ons to Managed Router which provide additional capability and value. Add-ons can be managed as an additional managed service and include:

- Server Platform using Cisco UCS-E technology.
- Wireless WAN for 3G/4G Mobile primary or secondary access

### WAN Optimisation

WAN Optimisation provides a cost-effective way to improve WAN performance between your data centres and business sites. It reduce latency, packet loss and congestion to help applications respond faster and improve end user experience in different locations. It comes with an add-on to deliver similar performance improvements from the Telstra cloud to your customer sites.

### Managed Switch

An extension of the Telstra Managed Router service into your LAN infrastructure, Managed Switch supports traditional features such as Virtual LANs, as well as specific features for Unified Communications such as AutoQoS, and Power over Ethernet (PoE) for powering IP phones and wireless devices. The service can also cover your existing switching equipment if it has been accredited by Telstra.

 [contact your Telstra account executive](#)

 [call 1300 telstra](#)

 [telstra.com/enterprise/](https://telstra.com/enterprise/)

### Things you need to know

1 Telstra may consider managing non-Telstra data networks on a case-by-case basis. On request, we can confirm this and the terms and conditions that would apply.

2 End-to-end SLA inclusive of Telstra Data carriage is available utilising the Telstra SLA Premium service.

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## Network Consulting

Network consulting can provide advice on technology and innovation aligned with your desired future state, and assist you to build, improve, simplify and optimise your network environment. This helps to enhance the way your people work, collaborate and engage with your customers, while improving user experience.

We deliver consultancy services in partnership with our subsidiary, O2 Networks, and via our Service Management Framework, which is aligned to industry standards including Information Technology Infrastructure Library (ITIL), ISO 2000, Prince2 and PMBoK project management.

### Telstra SLA Premium

Telstra SLA Premium<sup>2</sup> offers enhanced service levels for improved performance with the ability to tailor response and restoration for each of your sites. It means you can enjoy end-to-end management and assurance for all of your MDN services including Telstra data carriage from a convenient, single point of contact.

### About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP<sup>®</sup> network and Telstra mobile network. To help ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service<sup>®</sup> and one of Australia's largest and most qualified field and technical workforce.