Telstra Network Intelligence Service

Enabling real-time visibility and action across enterprise and cloud networks

Key Benefits

- Mitigate risk in SaaS, IaaS, PaaS rollout strategies

- Impact analysis on network when adding new sites, applications, remote workers

- Detect & mitigate issues faster, reducing MTTR and increasing customer satisfaction

- Improve employee productivity

- Improve collaboration between internal IT teams and external vendors with quantifiable data

What You'll Get

- Discovery Workshop and Trial

- Recommendation on scope of service and capabilities to enable

- Implementation of selected service capabilities

- Ongoing support through Customer Success and add-on block hour support

The changing landscape & its challenges

In today's SaaS & Cloud delivered world, so many variables can cause disruption to your network, to the user working at home and to the internal HQ LAN/Wifi office environment. Each scenario has unique issues that can go unseen causing your user's experience to degrade.

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Internet is the New Network	Legacy techniques (e.g. PCAP, Netflow) are ineffective in understanding public cloud environments and their connectivity to the rest of the world.
Cloud is the New Data Centre	With Cloud, SaaS and SD-WAN Enterprises heavily rely on a best effort public Internet that is fragile, constantly changing and has no SLA.
SaaS is the New Application Stack	Enterprises are struggling to understand and improve user experience for Off the shelf Apps (SaaS) and traditional APM code instrumentation does not work for SaaS.

Intelligence Capabilities

Telstra's Network Intelligence Service looks to give you these insights to optimise your network and utilise your invested assets to their intended capability. Arm network engineers, operations teams, support desk staff, security analysts, developers, and business users with an accurate, up-to-the-moment understanding of what's happening in the network, both inside and outside of your enterprise's four walls.

- Integrated monitoring and visualization of device health, end-to-end network paths and the performance of your internally hosted and cloud applications in one place.
- On-demand and real-time visibility into each branch and remote user's experience to
    - SaaS based apps such as WebEx, MS Teams, Salesforce, Box;
    - internal apps, as well as
    - underlying wireless LAN, WAN, Internet connectivity and system health.
- Baseline and comparison of various connectivity services before major WAN modernization/migrations.
- End to end view into the digital delivery of applications and services over the Internet, including through secure web gateway cloud providers.
- Visibility into macro-Internet issues based on global collective intelligence dataset.
- Evidence from the app layer down to network metrics and Internet routing to make quick break fixes.

Getting Started: Discovery Workshop & Trial

Through the initial discovery workshop and trial, we will work with you to:
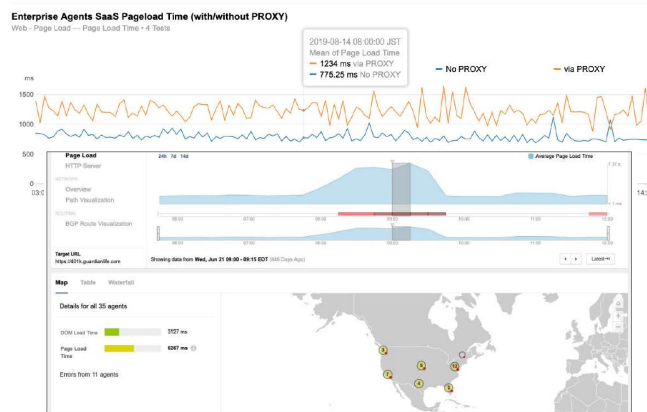
- **Discover which use cases are most relevant** to your business priorities and will deliver the greatest benefit and value.

- **Determine the vantage points and tests** required to provide the required visibility and intelligence against the identified use cases

- **Plan next steps** on how to prioritise the use of the platform to address most pressing needs and derive the most benefit

Upon subscribing to the full service, you will also:

Receive an invitation to a Network Optimization Workshop with our network transformation solution consultants.

Receive hands-on experience, view recommended dashboards, and learn how to deep dive into specific findings to assist your team in their day-to-day responsibilities.

PHASE	SCOPE ITEM	ACTIVITIES
Trial	Discover, Define and Deploy	• Discover & Define key requirements and priorities for monitoring and trial • Set up trial account • Deploy up to 20 agents and/or up to 15 test types for 14 days
	Analyse and Present Recommendations	• Analyse the test results and present any findings • Walkthrough the portal to demonstrate how customer can derive value from the service using the test results as real examples • Recommend the appropriate use cases and service package for maximum benefit
Full Service	Define and Deploy	• Define the scope for ongoing Network Intelligence Service • Deploy the agents and tests as per defined scope • One 2h training session for administrators and operations team
Customer Success	Deliver Continuous Value	• Monthly review of agent/test utilisation and recommendations for new agents or tests based on customer feedback and customer projects • MACs for new or change of monitoring settings

Assumptions

- Team members and business leaders will be available for the requirements workshop
- Info requested by Telstra will be provided by the customer within 3 working days
- Deployment of agents into customer's hosts will be the responsibility of the customer

Pricing

- Trial:
  - Estimated $5,000 USD, excluding hosts for agents

- Full Service & Customer Success:
  - To be determined after discovery and trial, depending on the number of users & licenses

Why Telstra?

We're passionate about the network and have helped many of our customers transform and optimize their network; *we deliver outcomes* aligned to your business goals

Our global team of experts will help you Define, Deploy & Deliver the right strategy for you

Contact us today to get started!

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