TeraGo Managed Network Services

TeraGo Managed Network Services helps business customers to optimize performance and reduce costs on their network infrastructure. By leveraging TeraGo's advanced management systems and team of network experts, Managed Network Services can:

☑ Reduce outages and degraded network conditions.

☑ Reduce IT resource costs.

☑ Improve network performance.

☑ Reduce network capital costs.

TeraGo's Managed Network Services provide business class support for customer Internet and WAN connections. Managed Network Services include a full suite of managed services administered by TeraGo's network professionals and partners, including:

Proactive Monitoring

Continuous monitoring of network connections, supported by TeraGo network professionals.
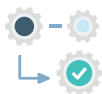
Network Device Management

Fully managed and maintained Network Devices provided by TeraGo.

Advanced Monitoring & Reporting

Comprehensive device, link and network metrics conveniently available on TeraGo's Customer Service Centre.
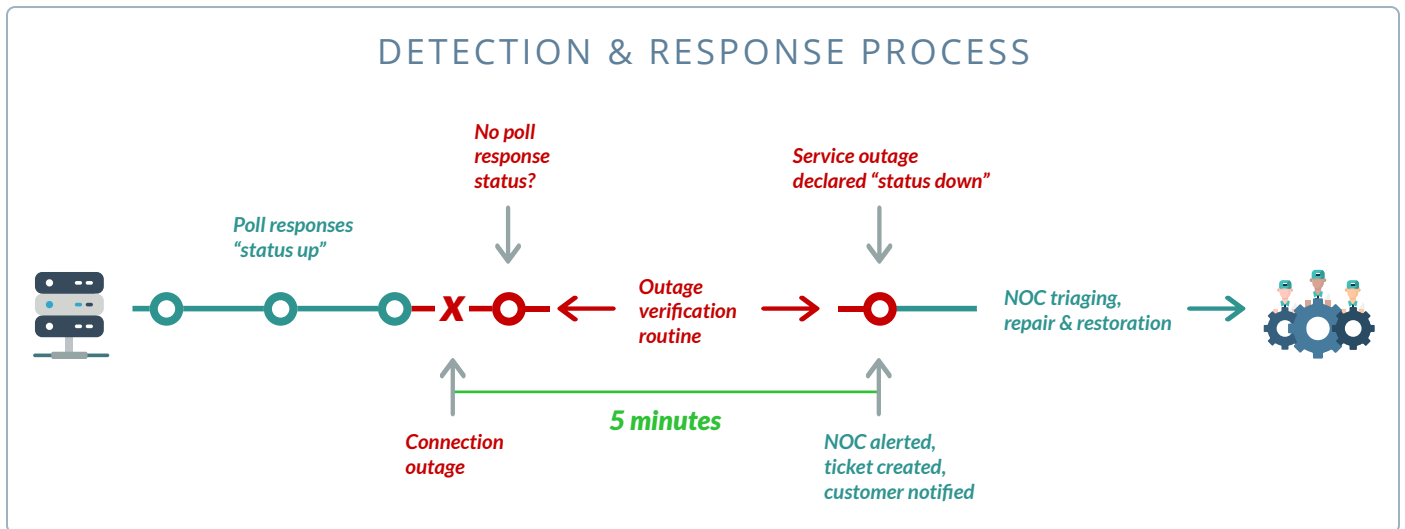
Proactive Monitoring

Proactive Monitoring supports 24/7 monitoring of Internet and private network connections for service outages. TeraGo's Network Operations Centre will proactively triage, troubleshoot and initiate repairs if a service outage is detected.

Features

☑ Automated detection, verification, ticketing, and customer notifications within 5 minutes of a connectivity outage.

☑ Support for Internet and WAN connections provided by other service providers, including fibre, DSL, cable and wireless connections.

☑ 24/7/365 monitoring of Internet and private network connections for service outages.

☑ Support for TeraGo service availability and MTTR Service Level Agreements.

Benefits

☑ Efficiently isolate onsite service issues (approximately 80% of connectivity problems are caused by onsite issues such as power outages, misconfigured systems or faulty hardware).

☑ Allow IT teams time to implement contingency plans in the event of a service outage on a business-critical connection.

☑ Reduce connectivity incident down times.

☑ Reduce maintenance efforts, allowing IT teams to focus on the core business.

DETECTION & RESPONSE PROCESS

No poll response status?

Poll responses "status up"

Service outage declared "status down"

Outage verification routine

NOC triaging, repair & restoration

Connection outage

5 minutes

NOC alerted, ticket created, customer notified

Network Device Management

Reduce management, maintenance and capital costs with fully managed and maintained Network Devices provided by TeraGo.

Features

Repair & Restoration

TeraGo will manage and coordinate the repair and restoration of Network Devices, including optional 4 hour or Next Business Day onsite support.

TeraGo Proactive Monitoring included as part of Network Device Management.

Configuration, Implementation & Activation

TeraGo will manage design and configuration of the Network Devices.

TeraGo will ship, install, test and activate Network Devices on customer sites.

Change Management

TeraGo will manage the implementation, testing and activation of any configuration changes.

TeraGo will manage the implementation, testing and activation of any required OS or firmware upgrades or updates to the Network Devices.

TeraGo Provided Devices

Network Devices owned, managed and maintained by TeraGo.

Benefits

Reduce capital costs with TeraGo provided Network Devices.

Support for a variety of network architectures including BGP, high-availability and fail-over configurations.

Reduce IT management and maintenance costs by leveraging TeraGo network professionals and partners to manage and maintain network infrastructure.

Reduce effort on service repairs allowing customer IT teams more time to focus on revenue generating systems and activities.

Advance Monitoring & Reporting

A rich set of advanced monitoring, analytics and reporting that allows network managers to fine-tune and optimize their applications and network performance.

Benefits

✓ Reduce investment in IT monitoring and management systems.

✓ Reduce IT management costs by leveraging TeraGo systems and network professionals to manage network infrastructure.

✓ Gain valuable insights into applications and network performance.

✓ Up to a years worth of historical data.

Service Options

Talk to your TeraGo account executive for availability.

Monitoring as a Service (MaaS)

Leverage TeraGo's management system to monitor the availability of key network connections and provide email alerts in the event of a service outage.

AMR - Device Monitoring

Basic device monitoring, including CPU utilization, memory utilization, interface availability and interface utilization metrics.

Available email alerts on specific device metric thresholds.

AMR – Full Monitoring

Basic Device Monitoring and Basic Link Monitoring. Basic Link Monitoring includes latency, jitter and packet loss metrics.

Available email alerts on specific device & link metric thresholds.

AMR - Customized Monitoring

Leverage TeraGo network professionals to build customized device, link and advanced network monitoring metrics.