



# uecomm managed services

## a simpler, easier way to manage your network

In today's fast-paced business world, the speed and efficiency of data networks goes hand-in-hand with performance. For many businesses, enhanced network reliability and increased bandwidth underpin competitive advantage. So when it comes to managing your network, why not leave it to the experts.

Uecomm is at the forefront of future-ready networking, providing the infrastructure, products and solutions necessary to harness the power of fibre broadband. We drive network convergence – and help you manage your network for optimal results.

### introducing uecomm managed services

Uecomm Managed Services simplify and streamline network management, saving customers time and money.

With Uecomm Managed Services, we look after your network so you can focus on your core business. Designed especially for Ethernet VPN customers, Uecomm Managed Services are ideal for medium-sized businesses that need enhanced network performance and reliability without the hassle and cost of day-to-day network administration.

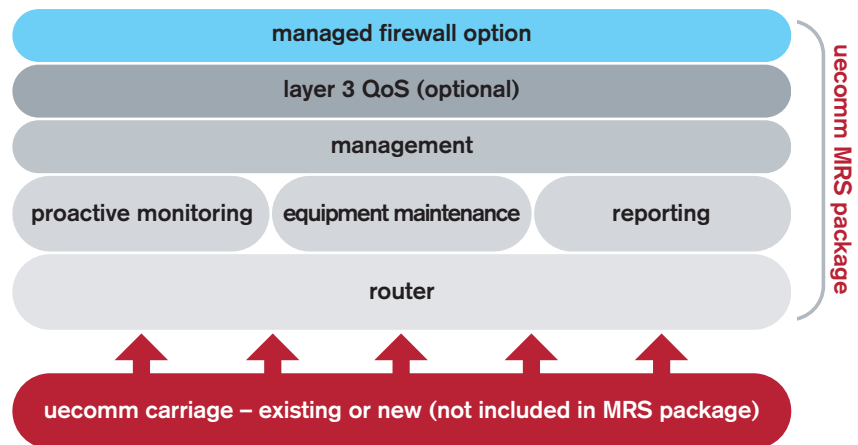
### your specialist network team

Managing your own network is challenging, particularly when it comes to finding the right mix of skills and expertise. With Uecomm Managed Services, you enjoy access to a specialist network team that includes experienced network designers, project managers and network engineers. The team is focussed on planning, implementing and supporting each customer's network.

## uecomm managed services

Our comprehensive network service team can assist with:

- Pre-migration support of your network
- Full contract management including contract deployment
- Network service levels backed by an escalation process
- 24/7 router and firewall surveillance
- Service desk and service support processes
- Web-based fault tracking and network reporting
- Monthly customer summary reports.



### flexible solutions to meet your network requirements

With Uecomm Managed Services you choose the level of support and service you require. Services range from full management (network design, network transition, installation, configuration, billing and financing) to ancillary services such as monitoring, maintenance, reporting and forward planning. Individual services are then combined into a unified Managed Network Solution customised to your requirements. Solutions include:

- **Managed Router** – A packaged solution purpose-built for medium-sized businesses, Uecomm Managed Router Service (MRS) offers customers a fully managed business-grade layer 3 network across multiple sites. It is backed by dedicated resources to assist with the monitoring and management of your data network, from network design to implementation and ongoing management.

- **Managed Firewall** – An added feature available to MRS customers, Uecomm Managed Firewall (MF) helps protect your network perimeter by filtering traffic from the internet or external networks. Options include:

- ability to upgrade to 'high availability' where an additional firewall is used to provide redundancy
- IPSec VPN (site-to-site), allowing customers to establish a secure channel to remote offices to ensure the confidentiality and integrity of data traffic
- network address translation.

### supporting business and mission critical applications

Uecomm Managed Services support a broad range of applications essential to everyday business operations such as email, file sharing and transfer and secure internet access. With Uecomm Managed Services, Quality of Service (QoS) is assured for customers whose network supports voice and other mission critical applications.

## the benefits of uecomm managed services

<b>simple</b>	<p>Simplify your service commitment with a single network, single point of contact, single bill and a single point of accountability.</p> <p>Because our MRS and MF services are fully managed, you can focus on your core business. As your network service partner, we take the risk and hassle out of enabling your network and ensuring it is operational and responsive.</p>
<b>cost effective</b>	<p>Reduce cost and free up working capital by outsourcing day-to-day network management to the network experts.</p> <p>Maximise the efficiency of your IT resources and remove the need for capital intensive high-end management tools.</p> <p>Enhanced cost control and greater flexibility as your network becomes more complex.</p> <p>Gain access to flexible financing with options to amortise capital expenditure on network equipment into operational fees over the life of the contract (terms and conditions apply).</p>
<b>reliable</b>	<p>Service Level Agreements (SLAs) on all services to ensure we perform within expectations.</p> <p>Our MRS and MF services are proactively monitored 24/7 by leading network management platforms and intelligent dashboards. Network engineers are alerted to any impact on the customer's managed services, and proactively commence diagnostic and resolution activities. In most cases we contact you before you even notice a network fault.</p>
<b>flexible</b>	<p>Our network and managed services are built for maximum scalability.</p> <p>We carefully monitor and plan network changes and upgrades to avoid impact on normal network operation. All changes are implemented during agreed change windows.</p>
<b>supported</b>	<p>Uecomm's Network Operations Centre (NOC) provides a single point of contact to customers, 24 hours per day, 365 days per year. All calls are managed by skilled engineers who can resolve most queries there and then. They are backed by network experts available to resolve more complex issues regardless of location.</p>
<b>reporting</b>	<p>Our easy-to-use customer portal website features current and historical performance metrics to assist with strategic planning.</p>
<b>maintenance</b>	<p>Records of all inventory associated with management of your network are kept in a Configuration Management Database, ensuring your inventory catalogue is safe and up-to-date.</p> <p>We handle all aspects of equipment maintenance and associated contracts on behalf of our MRS customers.</p>
<b>IT expertise</b>	<p>Enjoy access to highly skilled IT staff that you might not otherwise have on-site. This includes leading industry experts, the latest technologies and best-practice service delivery based on ITIL principles and proven processes.</p>

## simply better network management

- One network
- One Service Level Agreement
- One easy to understand monthly account
- One point of contact
- One point of accountability



#### contact us

For more information on Uecomm Managed Services, contact your Business Account Manager, call Uecomm on 1800 832 666 or visit our website at [www.uecomm.com.au](http://www.uecomm.com.au)