

Let us manage your network

Yes



Managing and maintaining your network helps to keep information flowing so your business can keep on working.

Highlights

- Fully managed service with coverage across Australia and internationally
- Improved control and management so you can focus on your core business
- Up-to-date reports on performance
- 24x7 event monitoring and single point of contact for issues and ownership

Today's networks traverse the continent and the world, supporting applications, databases, users, offices and customers. Open architectures connect a multitude of devices and other networks. Having the right management tools and skills around-the-clock can reduce the impact to business productivity from many points of failure.

Features

Service desk support

Providing a single point contact for all issues and requests is essential to proper engagement with an external services organisation. Optus' Managed Network Service customers have access to an established 24x7 service desk.

Our ITIL-based service management system, used to orchestrate the delivery, support and management of Optus products and services, is certified to ISO20000:2011 for the delivery of ICT managed services.

Used extensively by our customers, our service desk provides a single point of contact to make information queries, request a service or report incidents. Our technical teams support all client interactions related to Optus voice, data,

mobile and ICT services, including third party ICT services under our management.

24x7 monitoring, diagnosis and response

Your enterprise network requires constant vigilance to ensure maximum availability of services. Technical teams within the Technical Assistance Centre (TAC) and the Network Operations Centres (NOC) use enterprise management tools to monitor and manage events across all services and devices under management.

Our Service Assurance Team is alerted to any impact to business services. The team will assess incidents in accordance with contracted service level agreements (SLAs), and commence diagnostic and resolution activities.

Moves, Adds and Changes (MAC)

Networks are dynamic by virtue of their flexibility and scalability to support a multitude of devices and configurations. Strict diligence and control is a prerequisite for any modification to its structure. Our Managed Network Service provides MAC support, meaning that such changes do not adversely affect the normal operation. All changes are implemented during agreed change windows.

Comprehensive performance reporting

A secure Customer Service Portal (Dashboard) enables you to view network status information and historical network performance information. Viewing near real-time performance metrics provides visibility to assess situations such as configuration and inventory information, problem areas for resolution, forward planning to support growth and future capacity management.

Inventory and equipment maintenance

An accurate inventory and maintenance catalogue of all devices is essential for incident and change management processes. We keep records of all inventory associated with services in a Configuration Management Database (CMDB). As part of the Managed Network Service offering, we can manage your third party maintenance contracts and all associated hardware on your behalf.

Remote monitoring and management

Our engineers have all the necessary tools to remotely monitor and manage your network environment. Our engineers configure event monitoring systems to roll-up device metrics and report on service impact. Faults can be isolated by drilling into event layers and devices whereby rectification procedures are invoked in accordance with your requirements.

Consulting and network optimisation

Optus' team boasts a national skill base of vendor certified engineers. Managed Network Service customers have access to highly skilled staff that they might not otherwise have on-site. Our resources can be engaged to perform anything from simple configuration changes, to involvement in complex organisational projects.

Service delivery management

Optus' Managed Network Service is based on managed and flexible service levels combined with ITIL industry standard service delivery and support. Client Delivery Managers (CDM) help agreed service levels to be achieved and that the engagement is consistent, timely and reliable. Your assigned CDM can discuss network performance and advise how new technologies will benefit your organisation.

Transition management

We will provide you with access to skilled and experienced transition management resources. Transition managers work with appropriate partners to ensure readiness when new services or clients are on-boarded into the new managed network environment.

Single point contact

Optus' Managed Network Service provides a single point contact for recording all network incidents and enquiries. Our Service Desk assumes responsibility for incident management, including calls that are passed to third parties or your own IT support functions.

Access to technical skills

A Managed Network Service allows you to access skilled resources with comprehensive knowledge on all aspects of data networks. From a simple configuration question to information on network futures, our engineers are on-hand to assist with technical understanding and business requirements, leveraging an extensive customer base of experience.

Benefits

Focus on core business

Network management is typically not a core business function for our customers. As an enabler to your business your ICT network requires round-the-clock diligence, technical resources and forward planning. Optus can take on the responsibility for ensuring your ICT network is operational, responsive and that it continues to support your business requirements.

Improve control and management

We work closely with all customers to align their environments with market standards. To eliminate any disruption to your existing operation, we will help ensure a smooth transition and transformation to a new business platform.

Report on overall performance

Our Customer Service Portal (Dashboard) enables you to view network status information, network performance, service management reports as well as providing the ability to submit any service request to the Service Desk.

24x7 managed service provider

Our staff operate 24x7 which benefits planned changes and minimises disruption to core business operations. This coverage also allows faults and alarms to be addressed immediately, minimising impact on your business.

Better use of resources

By allowing Optus to take ownership of all related network management issues, your organisation can focus on core competencies without pulling resources from immediate business functions.

Summary

- Focus on core business with round-the-clock monitoring and management of your data networks.
- Leverage a nationally recognised technology and service provider as a single point of contact for your enterprise.
- Access leading management technologies, skilled resources and industry recognised vendor relationships.
- Predict costs on a regular basis and assist budgeting with comprehensive service level reporting.

